

## Response ID ANON-DUXZ-42Q5-Q

Submitted to Northern Australia Insurance Inquiry  
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## About you

What is your name?

Name:  
Jasmin Ashcroft

What is your email address?

Email:  
[REDACTED]

What is your suburb/town and postcode? (Only one is required.)

Suburb/town::  
[REDACTED]

Postcode::  
[REDACTED]

If you live in northern Australia, please tick all descriptions that apply to you.

[REDACTED]

What type of residence do you live in?

[REDACTED]

What insurance do you currently have? Please tick all descriptions that apply to you.

[REDACTED]

What is important in your decisions about insurance?

1. How important is the price ('premium') in your decision?

You could also tell us: Did you know about the price of insurance in your town before you moved there? Has price changed a lot? Have you tried to get a lower price? :

The price of insurance has always been high, we have two investment properties in Karratha. At the time of building rents were extremely high and paying the exorbitant insurance fees was easier. Rents have gone down but insurances have increased even more. I have had to switch insurance companies each year for the past three years as each insurance company has increased their fees dramatically and I have had to go in search of new options. We have less storms here than Perth and southern suburbs so the cyclone zoning should not make fees so much higher than the southern areas which arguably have more damage from natural disasters/ weather events every year.

2. How much choice of insurers do you have?

You could also tell us: Where you live, how much choice is there between insurers? Do you think different insurers offer different policies (i.e. is coverage different)? :

As stated above, the choice of insurers changes every year as insurance companies continue to put up the insurance and you are forced to switch to a more reasonable insurance company (none of them are actually reasonable though- all very expensive!)

My previous insurance company raised rates almost 50% in one year- I had switched to them the previous year as previous company raised rates by 30%. I am hoping to not have to seek out another company yet again this year.

3. What are you covered for?

You could also tell us: Can you get the sort of insurance you want? Do you want flood insurance? How confident are you that you know what you are covered for and what limits you have? If you have made a claim, were you covered for what you thought you were?:

I have contents insurance in the house I am renting- a company house. I also have two landlords policies.

4. How important is customer service and claims handling reputation?

**You could also tell us: How much does an insurer's reputation matter? How much does customer service matter? Have you seen an insurer behaving in a way that you think is unfair or confusing?:**

Pricing is the most important factor. I hope to never make a serious claim. Customer service is always important but a lower factor than pricing.

**5. Have you seen an insurer behaving in way that you think is unfair or confusing?**

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All insurers are unfair in the way the Pilbara region is being overcharged.

**6. Has an insurer told you that they won't insure you or renew your insurance policy? If they have, what were the reasons they gave you?**

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no- but I have heard some companies are refusing to cover our area.

**How you get information about insurance and how easy it is to understand?**

**7. What information does your insurer give you and how useful is it?**

**You could also tell us: Does your renewal notice say if price has changed and the reason? Does it say how premiums are calculated? What could insurers do to make it easier to understand their products? :**

I had to ph previous insurer to ask why the policy had increased so much. Was a shock to receive renewal and see the increase.

**8. Where else do you see or look for information?**

**You could also tell us: How much effort is it to look for better or cheaper policies? What sort of advertising do you see? Have you used websites, tools or calculators? If you live in Queensland, have you heard about or used the North Queensland Home Insurance website? What did you think about it?:**

Its a pain in the backside- one I have had to deal with three times in past three years.

**9. Have you used, or thought about using, a broker? Why or why not?**

**You could also tell us: Did it make it easier for you to get a policy that you were more confident suited your needs?:**

I used a broker two years ago- was happy with the cheaper policy they secured for me- until the renewal came through the next year and it had increased by 50%. They advised me the companies they use had increased by that much and all they could do was pass it on, I was then advised of a couple of companies the broker didn't use that I could try.

**10. Is there information to meet the needs of all consumers?**

**You could also tell us: Who can you ask if you need help understanding insurance? Is there information for people who are unable to read or write or use a language other than English? Do insurers have an office in your area or do they visit? Is mail, phone or internet access an issue in remote areas?:**

**11. What special information do owners or managers of strata units need?**

**You could also tell us: How difficult is it to get clear and useful information about strata insurance? How transparent is the information provided to strata unit owners?:**

Not a strata owner so I have no idea.

**12. Have you seen examples of tools, technology or information in other industries that should be used to make insurance easier to understand?**

**Have you seen examples of tools, technology or information in other industries that should be used to make insurance easier to understand?:**

**Have you switched insurers?**

**13. Have you considered switching insurance in recent years? Did you go ahead and switch? Why or why not? Please tell us about your experience.**

**You could also tell us: Did you consider switching policies with the same insurer, to a different insurer, or both? How did you find and compare policies? How many quotes did you compare? Was it a lot of effort? How does the use of standard definitions, such as for 'flood', make it easier to compare? Was your focus on price or coverage or both? Did you use a broker to help you? :**

I have had to switch three times in three years when every company has increased prices. One year I used a broker- other years I searched online or took recommendations from friends.

**What can households and insurers do to make insurance more affordable?**

**14. Have you considered renovating or altering your home, or building a new home to, to reduce the risk of storm or cyclone damage? Did you go ahead?**

**You could also tell us: How did you find out about building for your local conditions? How did you decide that it was a 'worthwhile' investment? If you made any alterations, did this have any impact on your insurance premium? Has it already, or will it, save you money in the long run?:**

I have not once in 11 years living here had ANY damage to my homes from storms or cyclones so I don't see the need to make any changes.

**15. What are insurers doing to make it easier and could they do more?**

**You could also tell us: Would your premium be lower if you made your house or belongings safer? Can you pay fortnightly or monthly and how much extra does it cost to do so? Does your insurer offer Centrepay to eligible customers? Have you seen new or different policies to target particular consumers, such as tenants, households on a low income, or people with only a small amount to insure? :**

I pay all policies monthly, equivalent to a mortgage payment.

**16. What are you doing to manage the cost of insurance?**

**You could also tell us: Have rising premiums motivated you to spend more effort looking for better policy options? Have you, or would you, reduce your level of coverage to save? Who else can you get help from?:**

Most companies I have spoken to over the years will not cover below a certain amount- what they deem should be replacement cost.

**Other issues**

**17. If you have a view or experience to share that you haven't already covered in another question, please tell us about it. (Optional)**

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