

## Response ID ANON-DUXZ-42AZ-C

Submitted to Northern Australia Insurance Inquiry  
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## About you

What is your name?

Name:  
alexandra briginshaw

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? :

We lived in Karratha for a period of 7 years over the boom and left to then rent our home at. The insurance has always been high but over recent years it has risen over 100% and we have needed to look around and the basis of our insurance comes down to who the cheapest is ,not the best cover for us but we can not afford well insured prices.

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)? :

we have found that not all insurance companies cover Karratha and that limits options.

We have never made a claim having had the property for 16 years but still premiums go up and the policy worth decreases

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?:

Our insurance is basically a piece of paper offering us little as we can't afford the policy that would be best suited for the property

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?:

we use a broker and unfortunately our main insurer doesn't get a look in as we can't afford their price for the Karratha property

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

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no

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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we have certainly made inquiries ourselves to companies to be told they don't insure Karratha

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? :

It certainly doesn't explain why premiums go up or how they are calculated.

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?:

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?:

we currently use a broker and they are good in finding a cheaper product but not necessarily a better product

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?:

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? :

we have switched many times over the years because we own a tiny , very average home in Karratha worth on the current market \$150000, the insurance we pay is well over \$3000 a year and we have had quotes and amended policies up to \$7000 which we can't justify, afford or feel is warranted. This always ends up with a change.

Our home in the south west of WA is valued well over a million and we have comprehensive house and contents insurance with a large insurer and that policy is \$1600 a year, i scratch my head as to why such large discrepancies .

It won't change.

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?:

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? :**

leave premiums for consecutive years as is would certainly be beneficial

**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?:**

unfortunately we have to use monthly payments as can't afford the lump sum option which then penalises those who can't afford lump sum because ends up being the dearer option

**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)**

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

there are many mr and mrs average living in the north and i wonder how they afford all the necessary items for day to day life.