

## Response ID ANON-DUXZ-42XU-X

Submitted to Northern Australia Insurance Inquiry  
Submitted on 2017-10-26 17:18:01

## About you

What is your name?

Name:  
Paul Crewe

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? :

Premium is very important in my decision making about house/content insurance. Prior to cyclone Yasi, our premium with AAMI was around \$900 per annum. We only had a claim for about \$2,000 after Yasi and yet our insurance increased to about \$6,000 pa. When our AAMI premium hit about \$3,500 we swapped to YOUI where the premium was "only" about \$2,200. That lasted only a year though as YOUI told us they could no longer insure us (something to do with their underwriters). We then checked as many insurance companies as we could and the only two that would insure us were AAMI and Suncorp, but their premium was around \$6,000 pa. We then decided to risk being uninsured as we could not afford that as we are pensioners. This was a very difficult solution but the only one we could make.

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)? :

The last time we checked, the only 2 companies that would insure us were AAMI and Suncorp. Our house is [REDACTED] I am firmly of the belief that we are being singled out by insurance companies because of where we live, and it has nothing to do with the history of our house in cyclones and/or storm tides.

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 only claim was after cyclone Yasi and was only about \$2,000. I have given up checking whether we can get reasonably price for insurance. Last time we checked, only AAMI and Suncorp would insure us.

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?:**

Very important. I would never insure our house with Fly By Night Insurance Companies.

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

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

Yes, AAMI tried to rip us off with its pricing despite us being insured with them for many years. And there are too many insurance companies who will not insure anyone who "may" have a claim.

**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?**

**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?:**

YOUI told us they would not insure us after being with them for just 1 year because their underwriters would not allow them. I have checked most insurance companies and AAMI and Suncorp are the only ones who will insure us, all the others refused to insure us.

**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? :**

No, no and no! The insurance council (or similar body) could provide us with a "service" like Choosi, but I won't hold my breath for that.

**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?:**

I have always used the internet to get pricing.

**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 use a broker in the past and he was next to useless, just told us we were already on the best deal even though I knew we weren't!

**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?:**

I don't know!

**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?:**

No applicable

**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?:**

Something like Choosi but more reputable.

**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 switched once from AAMI to YOUI because their pricing was better. Very hard work and very time consuming.

**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?:**

No. We have used the savings we made by not insuring to upgrade security on our property.

**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? :**

A lot of cost for us to upgrade security for example, when we don't get much of a saving on our insurance and it makes me think we are paying heaps to minimise claims for insurance.

**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?:**

We have not been insured for 3-4 years now, even though that is not our preferred option. The cost of insurance for us is ridiculous.

**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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none