

## Response ID ANON-DUXZ-42GB-T

Submitted to Northern Australia Insurance Inquiry  
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## About you

What is your name?

Name:  
Mark Jones

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.

What type of residence do you live in?

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

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? :

Price is very important given our location in Northern Australia. I have lived in Broome on and off for 25 years and knew of the costs.

Prices rose from \$3300 to \$8200 in 4 years with our first provider. We now are back to \$3500 with a second provider.

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)? :

Very little choice between insurers. All are the same.

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?:

Home and contents. Yes, would love flood insurance.

Not confident with insurers.

We made a claim and were not covered by what we thought we were with our first provider (QBE through ANZ) for contents.

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?:

Reputation is everything with any business, insurance included.

As is customer service.

QBE were VERY unfair and misleading.

**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, my premiums went up nearly \$5000 in 4 years... I would consider that unfair and confusing.

**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?:**

No.

**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? :**

We have not seen a renewal license for years, thus there is no information.

**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?:**

We did not look at other literature because money was taken each month and we did not watch the incremental increases.

**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?:**

Did not know of their existence. No information. We were led by our bank who advised to go through their insurers.

**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?:**

No

**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?:**

N/A

**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?:**

Just send me numbers so I can see what it costs...

**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? :**

Yes, we switched insurers this year. Huge difference in price.

Not a great effort as there are very few insurers.

Price and coverage.

No broker.

### **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

**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? :**

Monthly. 5% more.

I have not seen different policies.

**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?:**

Finding cheaper policies.

### **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.:**

We were advised by our bank to get insurance through them which was underwritten by QBE. QBE's premiums kept sneaking up until we found out after making a claim after a break in. QBE then told us that we did not have the necessary insurance. it was then that we looked at the numbers and had seen the dramatic increase. I complained to both the underwriter and the bank who both told me to go to the ombudsman and that the increases were in line with the location we lived in. Our premium rose around 130% in 4 years.