

InsuranceWatch.org.nz

Note: InsuranceWatch recommends that you check with your legal advisors for a specialist able to assist you in dealing with insurance issues, particularly relating to policy interpretation and settlement issues. Our experience indicates that relevant professional advice and support can make a significant difference regarding outcome.

Where to Get Help

- If your insurance was organised through a bank, be sure and talk with the bank also, so they are aware of any issues you might have with the insurer they recommended.
- List of architectural designers in NZ: <http://adnz.org.nz/find/select>
- Below is a link to the Residential Information Sheet from the office of the Insurance Ombudsman, with lots of advice on insurance matters including how to make a complaint about EQC or insurers. Do note that the very first step is to take your concerns directly to the organisation involved.

<http://www.iombudsman.org.nz/sites/default/files/Consumer%20Fact%20Sheet%2016%20-%20Canterbury%20Earthquakes.pdf>

Insurance & Savings Ombudsman Scheme Inc.
P O Box 10-845
Wellington 6143
Phone: 04 499 7612
Fax: 04 499 7614
Freephone: 0800 888 202
Website: <http://www.iombudsman.org.nz>
Email: info@iombudsman.org.nz

- CERA Earthquake Assistance Centre: 0800 7464 2372
- Vero Insurance has a useful resource page at:
<http://www.vero.co.nz/dirvz/vero/vero.nsf/Content/Usefullinks>
- IAG has a helpful flowchart of the EQC/IAG claims process at:
<http://tinyurl.com/IAGQuakeClaimProcess>
- City council rates relief: <http://www.ccc.govt.nz/homeliving/ratesvaluations/ratesrelief.aspx>
- EQC and insurance customers support group:
<https://www.facebook.com/groups/170856919666535/>
- Templates for making Official Information Act requests:
<https://docs.google.com/folder/d/0B3lcW5iVfK-EOHkzaTQxU01KbXc/edit?pli=1>

See other helpful resources at <http://InsuranceWatch.org.nz>