

Response ID ANON-DUXZ-42MA-Y

Submitted to Northern Australia Insurance Inquiry
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About you

What is your name?

Name:

[REDACTED]

I do not want my name to be published.

Do not publish my name

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? :

I Have always lived here. The price has climbed dramatically over the past 5 years.

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)? :

illive in Karratha. Yes I have tried to get a lower price from other insurers due to they wouldn't pay out as much if there was a claim. The price might be cheaper from other Insurers but their conditions are different

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 can get the insurance i want but the price is too high. We are covered for Flood insurance. I think i am confident to make a full claim due to the amount of years i have been with the one Insurer.

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?:

The Insurers reputation does matter. If it is no good people wont insurer their house through them.

Customer Service does Matter. All insurers make the claim unfair and confusing so they dont have to pay out the full amount

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

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Yes

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

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? :

The Renewal notice does say the price has changed (gone up...not down) but does not give a reason or how the premium is calculated.

The Insurer need to put an explanation on the Renewal why it has gone up.

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?:

It is a huge effort to look for better or cheaper policies it takes days and then you are unsure if you are going to be completely covered. I have used websites, tools and calculators. I see advertising for one company on the TV.

I have not heard about the North Queensland Home Insurance. I will look it up.

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 have used a Broker many years ago. They didnt pay out the full insurance when a claim was made. The Broker is only working for an Insurance Company so he is the middle man. You are best to go directly through the Insurance Company

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 have asked my Insurer but i am still confused on the price. I dont know about non English speaking information. There is no office in my area. There use to be many years ago. I think it is better to talk to a person in an office instead over the phone as the people on the phone are on the other side of the country and really dont know our area.

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?:

unsure about these questions

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?:

No

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? :

No it is too hard and complicated.

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?:

The Building standard information is through the Local Govt. The area is Region "D" so houses have to be built to the Cyclone Standards

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? :

Premium would not be lower as the house is already built to with stand cyclones. It is too expensive and difficult to pay fortnightly or monthly. I done know what Centrepay is???

dont know about the next question

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?:

No too difficult. Yes i have reduced the level of coverage to be able to afford to pay the Premiums

May be you can help me

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.:

I have paid more for less coverage than last year. How does that work????