

Tāmaki Makaurau Recovery Office

Supporting storm-affected homeowners

Live question time with
insurance sector experts

May 2024



How we'll run the question time

1. Overview of our organisations' roles in storm recovery
 2. Panellist introductions
 3. Questions received via email
 4. Live question time
- Any unanswered questions will all be answered post-webinar
 - All people registered will receive the Q&A via email
 - We will respond to personal questions via direct email.



Our organisations' roles in storm recovery

Insurance Council of NZ

A representative body that represents fire and general insurance companies.

ICNZ helps to coordinate disaster recovery for the insurance sector.

NZ Claims Resolution Service

Supports homeowners to find a solution to their residential insurance claims resulting from natural disasters.

EQC Toka Tū Ake

Provides insured homeowners with the first layer of cover for their home and cover for some of their residential land. EQCover limits are set out in the EQC Act.

Tāmaki Makaurau Recovery Office

Delivers the storm recovery programme, including advocacy on issues affecting homeowners, including insurance.





Tania Heke

Tāmaki Makaurau Recovery Office

Tania brings over 25 years' experience in the insurance world to her role as Principal Advisor – Insurance and Financial Recovery. Tania joins us having supported, advocated for, and empowered North Island iwi, hapu, whānau and communities impacted by the severe weather events.

Tania is responsible for understanding communities' insurance related concerns and aspirations, and ensuring these are heard and considered by Auckland Council, insurers, banks and government. A key focus of this mahi is creating a partnership with the Insurance Council of New Zealand (ICNZ), EQC and, NZCRS in hope of fostering a more cohesive and flexible approach to natural disasters.



Sean Fullan

Insurance Council of New Zealand (ICNZ)

As a representative body for the insurance sector, ICNZ's mission is to promote and shape a responsive and sustainable insurance industry to safeguard New Zealand. Our role is to do what's right, to set and maintain high standards, to work constructively with stakeholders, to make things happen and to foster awareness and understanding of insurance.

We do this by ensuring a consumer-centric focus to improve outcomes for customers, providing education, and in disaster recovery, having an on-the-ground presence to offer support and advice for those affected. ICNZ works together with Toka Tu Ake EQC, NZCRS, local councils, emergency management, and other agencies that have a need to communicate with the insurance sector during natural disaster response and recovery.





Andrew Martin

EQC Toka Tū Ake

EQC Toka Tū Ake provides the first layer of residential land and building insurance cover for a range of natural hazards. This is delivered to consumers by our insurance partners (who manage EQCover claims on our behalf). We work closely with insurers behind the scenes, so they can focus on assessing and settling claims and ensuring they have access to our technical expertise and experience if needed.

We also work with government agencies and other organisations to ensure a coordinated insurance recovery effort is delivered. This includes working with the Insurance Council (ICNZ) and NZCRS to support community understanding of insurance under our scheme, and how the EQC Act may relate to land categorisation decisions.





Darren Wright

NZ Claims Resolution Service

The New Zealand Claims Resolution Service is a free government service that supports homeowners to achieve timely, fair and enduring resolution of residential insurance claims resulting from natural disasters.

Services they can offer homeowners to help them through the insurance process are:

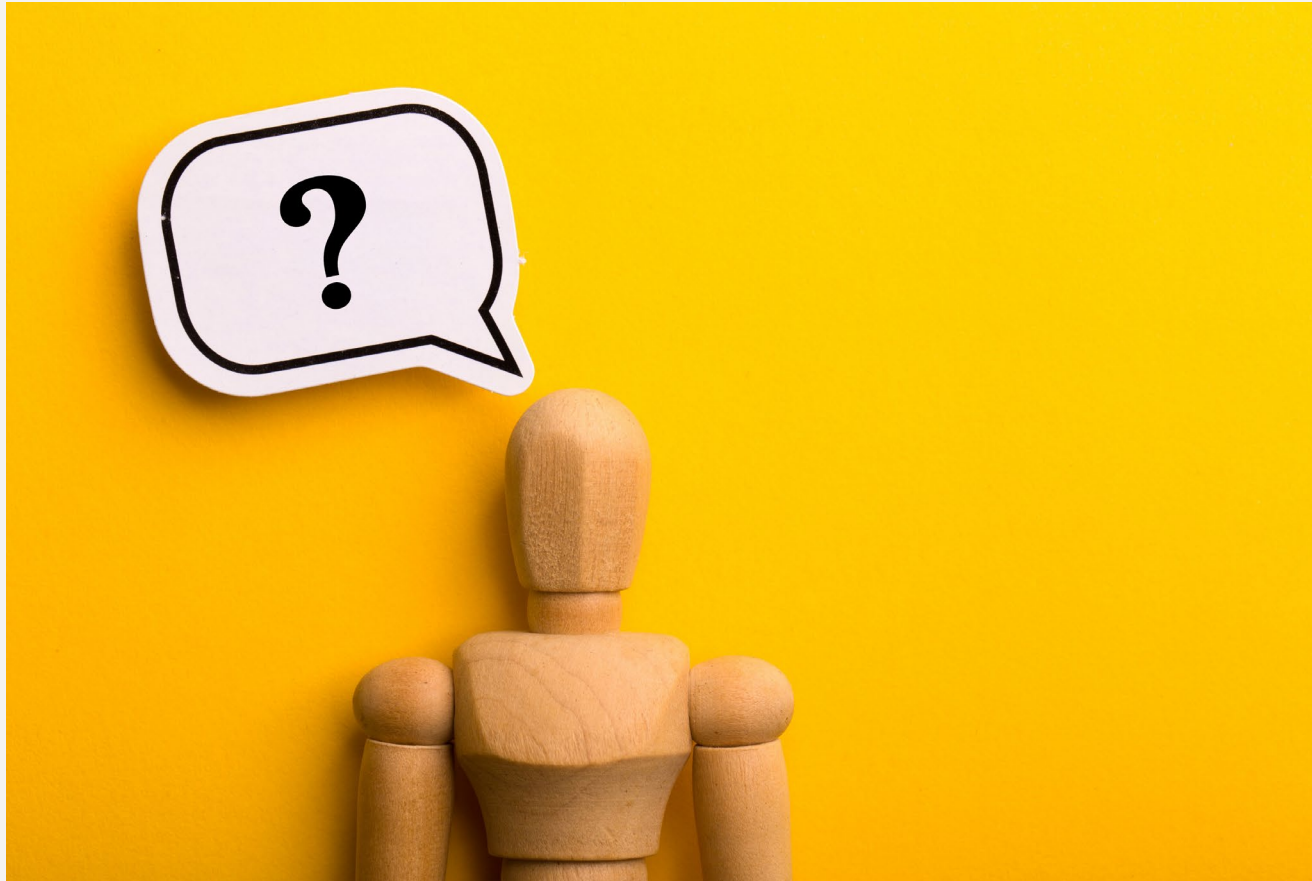
Case managers: Who work with the homeowner as a single point of contact and can liaise with the insurer on the homeowner's behalf.

Legal advice: Free independent advice to the homeowner through Community Law on legal aspects of their insurance claim.

Wellbeing support: Referral to support services such as Pathways where required to support homeowners that require that extra wellbeing support during the recovery process.



Questions received via email



'LIVE' Question and answer session



Tāmaki Makaurau Recovery

Thank you for attending

