

# CANTERBURY RECOVERY UPDATE



20 August 2013

## Our goal: All earthquake claims settled by December 2015

Nearly three years on from the first Canterbury earthquake, we are making good progress on settling claims for our customers. To date, we have settled more than 40% of total claims, representing a cost of over \$2.3 billion.

### Residential

Over 67% of over cap residential claims are now either settled or in progress.

More than 2,230 families have moved into new homes we have purchased, built or repaired for them, and 2,289 more have homes currently in some stage of construction.

In addition, over 7,000 customers have had their non-EQC claims (paths, driveways and fences) settled.

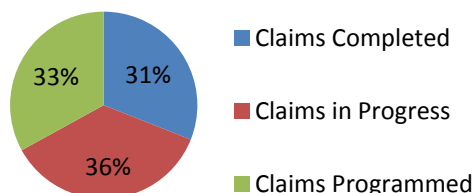
We have committed to completing all claims by the end of 2015 and remain on track to achieve this. Recent increased momentum - the programme has grown from 2,450 claims settled or in construction last December to 4,250 this month – validates this confidence.

### Commercial

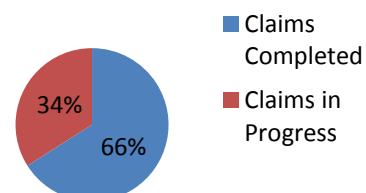
The commercial recovery continues to make good progress with 87% of business interruption claims and 66% of material damage claims settled. With a total of 72% of commercial claims settled, this represents more than \$1.5 billion paid out in material damage and business interruption claims.

## Key Progress Statistics, as at August 2013

### Residential Claim Progress



### Commercial Claim Progress - Material Damage



## Monthly Customer Forums

Choosing a settlement option can be both exciting and daunting. There are many stages, decisions and people involved. We recognise how important face-to-face meetings are, which is why we're hosting monthly customer forums.

Last week two forums held on Tuesday saw over 200 IAG customers come and speak to Senior Leaders and Claims Case Managers from IAG, as well as builders and suppliers, about the next steps for their claim.

Following a short overview, customers split into smaller groups to speak directly to builders and insurance experts who addressed areas including the repair and rebuild process, cross lease and shared property complexities, and how to source and fund alternative accommodation during the reinstatement process.

Our next forums will be held on September 11 at the Woolston Club in Hargood Street. We have two sessions – from 2–4pm and 6.30–8.30pm. Customers can register attendance at either session through emailing [egforum@iag.co.nz](mailto:egforum@iag.co.nz) or contacting their Claims Case Manager directly.

## The IAG Repair and Rebuild Programme

Choosing a builder who specialises in your type of reinstatement, can work to your timeframes and deliver on your vision can be a challenging task. To enable us to achieve volume and help our customers move forward we have partnered with five main 'repair' companies.

These companies – Canterbury Reconstruction Limited, Falcon Construction, Farrell Residential, Buildtech and Pattersons Insurerbuild – although relatively unknown to homeowners have existed in various forms for many years. All have invested heavily in building the structure and systems necessary to repair over 200 earthquake damaged homes per year.

**Canterbury Reconstruction Limited (CRL)** offers a complete repair solution service. This begins from the first meeting right through to the end of construction. Their focus is to make each customer's transition back home as smooth as possible. CRL is affiliated with Orange Homes, a Canterbury owned business that has been operating since 1978.

**Contact details:** Visit: [orangehomes.co.nz](http://orangehomes.co.nz) or Phone: Callum McKenzie 021 062 0612



|                 |   |
|-----------------|---|
| <b>TIME</b>     | 2pm - 4pm <b>OR</b><br>6.30pm - 8.30pm  |
| <b>LOCATION</b> | Woolston Club,<br>43 Hargood Street<br>(between Ferry Road<br>and Linwood Avenue) |
| <b>PARKING</b>  | Plenty of parking<br>available onsite   |

**Falcon Construction** was established to assist Cantabrians to repair their homes. As a Registered Master Builder they take great pride in the quality of their workmanship and ability to meet customers' needs. The Directors have over 40 years' experience in the construction industry and the company has won both national and international awards.

**Contact details:** Visit: [falconconstruction.co.nz](http://falconconstruction.co.nz) or Phone: 03 943 3630

**Farrell Residential's** prime focus is to deliver quality repairs for Cantabrians who have earthquake damaged homes. The family owned business is part of one of the biggest and most experienced residential construction companies in the South Island. It is owned and operated by brothers Sean and Rob Farrell.

**Contact details:** Visit: [farrellgroup.co.nz](http://farrellgroup.co.nz) or Phone: 03 374 3266

**Buildtech** has a proven track record in construction and repairs. They are committed to delivering the highest standard to their customers. To achieve this, they take ownership of every detail from start to finish. They are a 100% Canterbury owned family business with over 100 tradespeople in their team.

**Contact details:** Visit: [buildtech.co.nz](http://buildtech.co.nz) or Phone: 03 366 6662

**Pattersons Insurerbuild** is Australasia's largest specialised insurance building contractor. Pattersons takes great pride in their ability to manage the process for their customers and to deliver quality, timely results. Their dedicated Christchurch team was hand-selected for their local industry knowledge and experience.

**Contact details:** Visit: [insurerbuild.co.nz](http://insurerbuild.co.nz) or Phone: 03 348 9496

### **Keeping warm and safe this winter**

We do not want to see any of our customers suffering in homes that are unsafe or unhealthy, particularly as we're in our third winter. As a direct response to customer need we established two Community Support Advisor roles late last year. Our Community Support Advisors (CSAs) are tasked with working with our customers to address issues outside of technical claim management, e.g. vulnerability, emotional support.

Along with our team of Loss Adjusters, our CSAs regularly visit customers in their homes and where we become aware of customers living in conditions that are not safe or healthy these are escalated to ensure their claims are prioritised accordingly.

Our CSAs are available at the Avondale Earthquake Assistance Centre every Wednesday from 10am–5pm or can be contacted on [csa@iag.co.nz](mailto:csa@iag.co.nz).

