

From: [Tenancy No Reply](#)
To: [Insurance Review](#)
Subject: Response to Review of Insurance Contract Law quick form
Date: Wednesday, 1 May 2019 9:05:52 a.m.

What is your feedback on the overarching duties? Which option do you prefer and why?

What is your feedback on the options to improve product design? Which option do you prefer and why?

What is your feedback on the options to improve product distribution? Which option do you prefer and why?

What is your feedback on the options relating specifically to insurance claims? Which option do you prefer and why?

What is your feedback on the options for tools to ensure compliance? Which option do you prefer and why?

What is your feedback on who the conduct regulations should apply to? Which option do you prefer and why?

What is your feedback on the initial preferred package of options?

Do you have any other general feedback?

I don't think these options will solve the problems identified and it seems to be an attempt to fix some things without holding a Royal Commission. The problem is all the options are tinkering with industries that are essentially a cartel. All the main areas of financial services are dominated by a few companies with huge market shares, usually foreign owned and especially when listed are under pressure to deliver double digit profit growth every year. Re insurance I have a friend who owns an insurance brokerage and has been on a lot five star holidays care of Sovereign. No disclosure and do you think the incentives affected his sales pitch? I self insure these days and am getting to the point of considering self insurance for everything except third party car insurance. I can not imagine why anyone would take out funeral insurance because the value in it is so poor. It is a low risk short-tailed product clearly targeted at the Pacific and Maori community that makes huge profits and it's pushed with large advertising budgets. It should be banned. I can't see that your proposals are going to make any difference. I think what is needed is a state-owned insurer that behaves differently to the cartel. Sadly in banking Kiwibank is a fail for me because it is just doing what the other banks do. I think banks are not competitive and they collude to offer low deposit and investment rates. I have recently moved \$800,000 to a building society. Why not. The banks aren't offering anything interesting to provide me with an interest income that I can live off. I recently broke some term deposits for the first time in 30 years because of a genuine change in circumstances. ANZ took a break fee of \$1400 and Kiwibank took a break fee of \$2100. Kiwibank would have waived the break fee if I had taken on debt, which is immoral and the worst kind of banking practice. If it doesn't work out at the building society I think I'll put the money in a box and keeping it in my garage. The returns banks are offering on savings are so low there is no incentive to use them. Might as well self-bank as well as self-insure because the product offerings are so poor. The answer might be to have a state owned bank that genuinely broke the banking cartel but sadly Kiwibank does not. Jim Anderton must be spinning in his grave. The financial institutions in New Zealand are rubbish. The only thing that would excite me is if ACC was allowed to offer home and contents insurance and if Kiwibank acted as a genuine challenge to the outrageous banking cartel. ANZ makes \$2b a year in a country

with a population of 4.7m and manages to sell the complete pup of a line that this is a good thing because banks need to be strong and it's a hard life in a competitive banking market. Sadly it'll be business as usual for the financial services cartels after this review. Politicians will be able to say they're doing something but it's exactly what the banks and insurers want -- tinkering while preserving the cartels.

Your name

Pam Graham

Your email address

Privacy of natural persons

Your organisation

In what capacity are you making this submission?

individual

Other capacity

Privacy act/release

Can we include your name or other personal information in any information about submissions that we may publish?

yes

We intend to upload submissions to our website. Can we include your submission on the website?

yes

You may ask us to keep your submission, or parts of your submission, confidential. If so, you'll need to attach reasons and grounds under the Official Information Act 1982 for consideration.

no

You've indicated that you would like us to keep your submission confidential. Please give your reasons and grounds under the OIA that we should consider.