

The following submission was made by 214 submitters

Submission on: Insurance Contract Law Review

I strongly support changes to make the insurance market work better for consumers and ensure they get a fair deal.

I support Consumer NZ's call for:

Clear insurance policies

- Insurers should be required to provide a simple one-page summary of key policy details to make it easier to understand and compare them.
- Insurance policies should be written in plain language and the cover provided should be clearly defined.

Fair terms and conditions

- Insurance policies should be subject to the Fair Trading Act's ban on unfair contract terms.
- Insurance is the only industry that's exempt from this ban. This exemption needs to end to ensure the market is fair.

Protection from claims being unreasonably declined

- Insurers shouldn't be able to unreasonably decline claims where a customer innocently fails to provide information the insurer believes it should have been told.
- Consumers should have a duty not to misrepresent information. However, insurers should also be obliged to identify the information they need when the policy is taken out.

Price transparency

- Insurers should be required to provide clear information about costs. This needs to include information about year-on-year premium increases when a policy is up for renew.