

From: s 9(2)(a)
To: [Insurance Review](#)
Subject: Insurance review
Date: Friday, 13 July 2018 8:24:54 p.m.

Dear Sir,

I make the following submissions on the insurance review:

1. All claims regarding natural or other disasters should be compulsorily settled within three years of an event. If an insurance company cannot meet that time line then they should be banned from operating in NZ.
2. All EQC claims that go over the maximum limit should be paid out within twelve months.
3. Insurance companies should not be allowed to basically employ a "friendly engineer" and then refuse to acknowledge client's engineering reports that give a different outcome. They are not meeting their policy conditions. They need to be made to operate fairly.
4. The Insurance Ombudsman should be allowed to rule on all insurance disputes. There should be no limit to the Insurance Ombudsman's powers in ruling on insurance disputes in terms of amounts or scope.
5. Insurance companies should have to work to the same standards as policyholders. Insurance Companies that have employees that lie (particularly in settlement negotiations) should have some fines and heavy censors when a complaint is laid. We have evidence of an Insurance Employee deliberately lying to get a lower settlement, and when the Insurance Ombudsman was advised she stated there was nothing she could do about it. A policyholder would have had their claim refused in lying to the Insurance company and jailed for fraud. There should not be two sets of standards. The Insurance Ombudsman should have powers to fine insurance companies that act fraudulently or unethically.
6. There should be a ban on insurance companies requiring policyholders assigning EQC Land Claims. Under the EQC legislation land claim payments have nothing to do with building. There have been thousands of EQC Land Claims assigned that have not been repaid to the policyholders. This is a fraud committed by the Insurance Companies on policyholders. These assignments have been obtained under duress - "we won't pay the claim unless you assign the claim." This is unfair dealing. I refused twice but still they would not pay my claim. I got back the \$26,000 paid out as a flood claim as the insurance company agreed it did not belong to them. Had I not chased it up they would have kept the amount. There are thousands that I believe have lost this money. Ask EQC how many claims have gone to the Insurance Companies and chase this money down for the policyholders.
7. Insurance companies should not be allowed to use the "delay, deny and defend" tactics that have been used throughout the Christchurch earthquakes.
8. Legislate against insurance companies putting in a 7 year clause that stops legal action. Insurance companies going past this seven year date should be banned from NZ.
9. Legislate against insurance companies being allowed to assign EQC Land Claims.
9. Establish a NZ Government insurer.

I wish to meet the committee to discuss these suggestions.

Thanking you,
s 9(2)(a)