



eqcinquiry.govt.nz

Public Inquiry into the Earthquake Commission

Submission Form

Have your say

Thank you for making a submission

Send in your completed submission in the FreePost envelope provided by 19 May 2019.

Or you can post in a submission to Public Inquiry into the Earthquake Commission, Private Bag 4999, Christchurch 8013, New Zealand.

Keep up with the Inquiry's progress and find out other ways you can participate at eqcinquiry.govt.nz or call **0508 INQ EQC** (0508 467 372).

About the Inquiry

The Public Inquiry into the Earthquake Commission is examining the role and work of EQC in the aftermath of recent natural disasters.

It has a particular focus on the Canterbury earthquakes of 2010 and 2011 and subsequent events so that lessons can be learned and applied to EQC's operations and readiness for the future.

The Inquiry wants to hear from a wide range of people and organisations about their experiences with EQC following recent events such as the earthquakes in greater Christchurch, Hurunui district and Kaikōura, Seddon, Eketāhuna, and the floods at Edgcumbe.

The Inquiry is focused on ensuring EQC is prepared for future events. It is not about apportioning blame, and will not operate in an adversarial way similar to what you might see in a courtroom.

You can attach supplementary information to support your submission points but please note that the Inquiry cannot address matters relating to specific claims.

You can request confidentiality for all or part of the submission (including documents submitted to the Inquiry).



Getting started

Please tell us about yourself or the group/organisation you represent.

1 a. Your name
First, then last name (required)

1 b. Are you making a submission as an individual or as an authorised representative of a group/organisation? (required)

- Individual/s - this includes families, joint property owners, tradespeople and employees (please go to 1c).
Group/organisation - this includes community groups, advocacy groups, organisations and businesses (please go to 1d).

1 c. If you are an individual, do you want your submission to be made publicly available? (required)

- Yes - I consent to my submission being made publicly available, with removal of personal and identifying information and any other material I ask to be withheld.
No - I do not want my submission to be made publicly available.

If you select Yes, any personal or identifying information will be removed from your submission, along with any other material you ask to be withheld, or the Inquiry deems should be withheld, such as confidential or sensitive information. As you make your submission, please indicate any parts you would like to be kept confidential.

If you select No, your submission will not be publicly released. However, aspects of your submission may be included in the Inquiry Report or a summary of themes without identifying information. Continue from 1 e.

1 d. Please tell us about your group/organisation
Group/organisation name (required)

Please provide a brief description of the purpose of your group/organisation and its membership (including approximate size).

If you are making a submission as an authorised representative of a group/organisation, you can request that components of the submission are kept confidential. As you make your submission, please indicate any parts you would like to be kept confidential and why. You can also include an alternative version of your submission with confidential information removed (redacted). Continue from 1 g.

1 e. What best describes your situation?

You can select more than one of the following, as your experiences may relate to several events or circumstances.

- Homeowner
Tenant
Claim managed by EQC
Claim managed by private insurer
Uninsured
Claim/s closed
Claim/s open
Claim/s subject to legal proceedings
Claim/s reopened
Had managed repairs
Received a cash settlement
Rebuild
Other

If other, please describe

1 f. Do any of the following describe your experience or circumstances?

- Currently or previously employed by EQC or Fletcher EQR
Currently or previously employed by a private insurance or insurance-related company
Current or previous provider of a service related to claims (e.g. builder, engineer, quantity surveyor or lawyer)

1 g. Please tell us which earthquake or natural disaster you are referring to in your submission

Please select all that apply.

- Canterbury earthquake events (2010 onward) - for example, Darfield/September 2010, 22 February 2011, Boxing Day 2011, Valentine's Day 2016
Seddon/Cook Strait earthquakes (2013)
Eketāhuna earthquakes (2014)
Kaikōura/Hurunui earthquakes (2016)
Edgcumbe floods (2017)
Earthquakes and natural disasters generally
Other

If other, please describe

The purpose of the Inquiry is to learn lessons to improve how EQC operates in future events.

In your submission you might want to think about topics such as:

- Availability of information and understanding the claims process
Damage assessments
Management of claims
Repair, rebuild and/or settlement processes
Interactions with EQC, including any dispute resolution
How EQC worked with your insurer
Any issues that arose after a claim was closed (e.g. re-repairs, reopened claims, and on-sold properties)

To have your say, please follow steps 2 - 7.



Your experiences

Briefly summarise your experiences with EQC, focussing on what happened and the result.

Please include when and where your experiences took place. You may also want to tell us about any relevant personal circumstances (e.g. lack of computer access, disability and health issues).

Multiple horizontal lines for text entry.

3

What went well

Please describe any aspects of your experiences that went well, and why.

Lined area for text input.

4

What didn't go well

Please describe any aspects of your experiences that didn't go well, and why.

Lined area for text input.

5

Your suggestions

What changes do you suggest to EQC's policies, operations, and service, to be more effective?

You might want to think about two to three things that EQC could have done differently that would have improved things for you and/or others.

Lined area for text input.

6

Other comments?

Please provide any other comments below, or attach supporting material to this submission form.

Please remember that the Inquiry cannot address specific claims.

Lined area for text input.

7

About you

Which ethnic group do you belong to? Please choose all that apply.

- New Zealand European
- Māori
- Samoan
- Cook Islands Māori
- Other
- Tongan
- Niuean
- Chinese
- Indian
- Prefer not to say

If other, please state below

Lined area for text input.

Please tell us your age

- Under 18
- 18 - 29
- 30 - 44
- 45 - 64
- 65 - 79
- 80 +
- Prefer not to say

Please tell us your email address or your full postal address. (required)

Lined area for text input.

All done! Please see reverse for how to send in this submission.

