



**KEEPING IN  
TOUCH**

SEPTEMBER 2016

## Let's get you home

Whether your claim is newly over cap and you've just joined us or you're well into the settlement process or in construction, you may have questions.

Whatever stage you're at, **our team** is here to help support you all the way through, discuss your options and answer any questions you may have.

More than 6,000 customers have moved forward and settled their over-cap house claims with us, by either having their repair or rebuild managed by Southern Response & Arrow International or by cash settlement. We're here to help you achieve this, too.

This month's newsletter features:

- Reassurance around the [Limitation Act](#)
- What you need to know about [Temporary Accommodation](#)
- An informative video about a [complex build](#)

If you have any questions, please don't hesitate to **contact** your Claims

Specialist or any of our team members.

Kind regards,



Darrell Hansen, Operations Manager

## Limitation Act - providing reassurance



We have recently been receiving some questions regarding the Limitation Act and what this means for homeowners.

You may have previously heard some commentary regarding the limitation

period for pursuing legal action against EQC or your insurer for your earthquake claim in the High Court.

Our decision to extend our limitation deadline until 4 September 2018 has been made to assist you. We want to reassure you that you can continue to work directly with us to settle your claim, rather than feel pressured to look for resolution through lengthy and costly Court proceedings before that option closes.

If you have any queries or concerns, please **contact** your Claims Specialist or any of our team members, or click **here** to read more.

## Temporary Accommodation

If it's time to start thinking about organising temporary accommodation, **talk to us** about how this works and what you'll need to do. Our team is happy to answer any questions you may have and help guide you through the process.



You can also find further information [here](#) on our website, including an informative video and key details about temporary accommodation entitlement.

## Replicating an original home



This video update covers one of the most technically challenging builds in our programme, giving an insight into the process behind the build and what's involved from the contractor's perspective.

The home featured is being rebuilt as a modern replica of the original design, in compliance with today's standards and using today's materials.

Click [here](#) to view this video, along with others in our online video library.

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