



Urupare ki te Tonga



# What is covered by EQC and Southern Response

*The ongoing series of earthquakes since September 2010 had a profound impact on AMI and its Canterbury customers. As a result of the unprecedented cost of earthquake claims, in April 2011, AMI received capital support from the New Zealand Government to ensure the interests of all AMI policyholders were protected and all claims would continue to be met under the terms of their policies.*

*If your home, contents and/or land have been damaged by a natural disaster, you may be able to make a claim with the Earthquake Commission (EQC). EQC provides insurance for residential properties in New Zealand - this is called EQCover. You automatically have EQCover if you have taken out a current private insurance policy for your home and contents.*

## **On 5 April 2012 AMI separated into two companies:**

1. Southern Response- the new company name for AMI's former earthquake claims management team. Southern Response is a Government-owned company.

Southern Response is also financially responsible for a small number of claims resulting from events occurring before today, such as the recent Nelson floods and some snow damage claims, which were not part of IAG's purchase of AMI (although these claims continue to be managed day to day by AMI).

2. AMI Insurance- this 'new'AMI company is now owned by IAG as of separation on 5 April 2012. It kept the AMI name and logo and continues to provide day to day insurance.

AMI is responsible for all claims for any damage (including earthquakes) which occur after 5 April.

AMI policyholders with earthquake-related claims continue to be customers of both the 'new AMI' and Southern Response until their earthquake claim is settled.

### **The difference between the maximum amount EQC will pay and your sum insured**

If the earthquake damage to your house and/or contents exceeds the maximum amount EQC will pay, the AMI policy you had at the time of the event provides a top-up cover. You may hear this type of claim referred to by us as being over cap. This claim will be the responsibility of and managed by Southern Response.

### **Property covered by your AMI policy but not insured by EQC**

There are some parts of your property covered by your policy at the time of the event that EQC does not cover. If you have damage to these parts of your property, you may hear this type of claim referred to by us as being out of scope.

### **Temporary accommodation**

If your house is unfit to live in as a result of the Canterbury earthquakes and you had an AMI Contents policy at the time of the earthquake that caused your house to be unfit to live in temporary accommodation up to the value of 25% of your sum insured or a time limit of 12 months (cumulative), whichever is reached first is available. While your Contents policy states 6 months, due to the extreme circumstances created by the earthquakes, the time limit was extended to 12 months. It is not required to be 12 consecutive months - you can put this on hold and resume at any time.

## Loss of rent

This applies if you had selected lost rent cover under your AMI House or Rental House policy during the period of cover for the earthquake event that caused damage to your house. Please check your policy schedule that was in place at the time of the event to confirm whether you had this cover. EQC does not cover loss of rent. This claim will be the responsibility of and managed by Southern Response.

## Maximum amount EQC will pay for each earthquake event

An excess is payable by you for each claim notified to EQC for damage to your house, contents or land.

**Over cap** - If the cost of reinstating the damage to your house and / or contents exceeds the maximum amount EQC will pay; your claim will be referred to as being over cap. An over cap claim is the responsibility of and managed by Southern Response.

**Under cap** - If the cost of reinstating the damage to your house and / or contents does not exceed the maximum amount EQC will pay, your claim will be referred to as being under cap. An under cap claim is the responsibility of and managed by EQC.

**Out of scope** - EQCover does not apply to all items of your house and contents. Items not subject to EQCover but which may be covered by your AMI policy at the time of the earthquake event will be referred to as being out of scope. An out of scope claim is the responsibility of and managed by Southern Response.

<b>The maximum EQCover for house and contents</b>	
House	\$100,000 + GST (\$115,000)
Contents	\$20,000 + GST (\$23,000)

**The maximum EQCover for house and contents**

Land	<p>EQC pays to repair or replace damaged land up to certain defined limits.</p> <p>Southern Response is not responsible for damage to land.</p> <p>Visit <a href="http://www.eqc.govt.nz">www.eqc.govt.nz</a> for information about cover for your land.</p>	
Item	Responsibility of EQC	Responsibility of Southern Response
<b>LAND RELATED</b>		
<b>Land</b>	<p align="center">YES</p> <p>Under and within 8 metres of residential building(s)</p>	<p align="center">NO</p>
<b>Hedges, trees, shrubs or live plants</b>	<p align="center">NO</p>	<p align="center">NO</p>
<b>Sewerage &amp; drainage water services &amp; pipes</b>	<p align="center">YES</p> <p>Within 60 metres of residential building(s)</p>	<p align="center">YES</p>
<b>Bores &amp; wells</b>	<p align="center">YES</p> <p>Within 60 metres of residential building(s)</p> <p>Residential use only</p>	<p align="center">YES</p> <p>Residential use only</p>
<b>Water tanks, septic tanks</b>	<p align="center">YES</p> <p>Within 60 metres of residential building(s)</p>	<p align="center">YES</p>

**The maximum EQCover for house and contents**

<b>Telephone &amp; electricity/gas services</b>	<p align="center">YES</p> <p align="center">Within 60 metres of residential building(s)</p> <p align="center">Residential use only</p>	<p align="center">YES</p> <p align="center">Residential use only</p>
<b>HOME RELATED</b>	<b>EQC</b>	<b>Southern Response</b>
<b>House &amp; outbuildings</b>	<p align="center">YES</p> <p align="center">up to \$100,000 (+GST) for each earthquake event</p>	<p align="center">YES</p> <p align="center">Where a claim is accepted by EQC and the damage from that event is 'over cap', up to policy limit</p>
<b>Fences, paths &amp; driveway surfaces</b>	NO	YES
<b>Retaining walls</b>	YES	NO
<b>Swimming pools, spa pools</b>	<p align="center">YES</p> <p align="center">Only if integral part of residential building(s)</p>	<p align="center">YES</p> <p align="center">External pools not covered by EQC</p>
<b>ACCESSWAY RELATED</b>	<b>EQC</b>	<b>Southern Response</b>
<b>Land beneath accessways, not the surface</b>	<p align="center">YES</p> <p align="center">Within 60 metres of</p>	NO

**The maximum EQCover for house and contents**

	residential building(s)	
<b>Retaining walls supporting accessways</b>	<p>YES</p> <p>Within 60 metres of residential building(s)</p>	NO
<b>Bridges &amp; culverts that form part of the accessway</b>	<p>YES</p> <p>Within 8 metres of residential building(s) (or within 60 metres if part of main accessway)</p>	YES
<b>CONTENTS RELATED</b>	<b>EQC</b>	<b>Southern Response</b>
<b>Personal property</b>	<p>YES</p> <p>Up to \$20,000 (+ GST) for each earthquake event</p>	<p>YES</p> <p>Where a claim is accepted by EQC and the damage is 'over cap' for the event, top-up cover up to policy limit</p>
<b>Jewellery, art &amp; stamps</b>	NO	YES
<b>VEHICLE RELATED</b>	<b>EQC</b>	<b>Southern Response</b>
<b>Motor Vehicle</b>	NO	<p>YES</p> <p>Where full AMI vehicle insurance held</p>

**The maximum EQCover for house and contents**

<b>Trailer</b>	NO	YES
<b>Caravan if towable &amp; not used as a home</b>	NO	YES
<b>Boat</b>	NO	YES
<b>OTHER</b>	<b>EQC</b>	<b>Southern Response</b>
<b>Farm/Lifestyle block</b>	NO  Commercial property not insured	YES  Cover based on options selected
<b>Jetty, wharf or landing</b>	NO	NO
<b>Loss of rent</b>	NO	YES  If option selected
<b>Temporary accommodation</b>	NO	YES  Limited to 25% of sum insured under AMI Contents policy or twelve months (cumulative),

<b>The maximum EQCover for house and contents</b>		
		whichever is reached first.

## Dwellings

Self-contained premises used as a home, including rental houses and apartments, up to a maximum amount of \$100,000 + GST (\$115,000) per earthquake event. Read EQC's definition of 'residential building' and 'dwelling' at [www.eqc.govt.nz](http://www.eqc.govt.nz).

An excess is payable to EQC.

## Personal property

Most personal property but excluding some items such as motor vehicles, art and jewellery, up to a maximum amount of \$20,000 + GST (\$23,000). An excess is also payable to EQC.

## Land

The land immediately around the dwelling (under and within 8 metres of the buildings).

Main driveway accessways and retaining walls within certain defined limits. Visit [www.eqc.govt.nz](http://www.eqc.govt.nz) for further clarification.

You only need to lodge a claim with Southern Response against your AMI insurance policy for loss or damage not insured by EQC and / or if you have significant damage to your house and contents likely to exceed the maximum amount EQC will pay for that earthquake event.

<b>The maximum EQCover for house and contents</b>	
	\$100,000 + GST (\$115,000)
	\$20,000 + GST (\$23,000)