

Christchurch Quake - Feb 14th

EQC Factsheet

Claim deadline: 16 May 2016

Claim deadline

People have three months to lodge damage claims with the Earthquake Commission (EQC) from the 14 February Christchurch earthquake.

People who have suffered damage to their home, land or contents from the earthquake have three months, until midnight on Monday 16 May to lodge their claim.

Making a claim

People can lodge claims with EQC:

- online at www.eqc.govt.nz/claims
- by emailing info@eqc.govt.nz
- or by calling 0800 DAMAGE (326 243).

The EQC contact centre is open from 7am to 9pm Monday to

Friday, and 8am to 6pm on Saturdays.

Our Community Contact Team is available for face-to-face meetings which can be arranged by calling 0800 DAMAGE (326 243) and asking to be put through to the Community Contact Team.

EQC cover

Customers must have a home or contents fire insurance policy on their home at the time of the earthquakes to make a claim for home, contents and/or land damage. It is helpful if customers have the details of their insurance policy at hand when they contact EQC.

EQC covers earthquake damage to homes (usually up to \$100,000 + GST), contents (usually up to

\$20,000 + GST) and a defined area of residential land.

Clean up

To help EQC estimate your damage later on, customers should try to:

- take photographs of the damage before they start cleaning up
- keep all damaged goods and parts, except for perishable items (eg, spilt food or food from a broken freezer)
- make a list of your perishables – and take photos – before you dispose of them.

Make sure you dispose of perishable items safely.

Making homes safe

If people need to take action to make their home safe, sanitary, secure and weather-tight, they should also record the work done, take photographs where appropriate, and keep a copy of any bills paid.

Reimbursement for temporary or urgent repairs is subject to EQC's acceptance of a valid claim. All documentation relating to repairs must clearly state that the damage is the result of the February 14 earthquake.



0800 DAMAGE (0800 326 243)
or visit us at www.eqc.govt.nz

New Zealand Government

EQC
EARTHQUAKE COMMISSION
Kaitiaki Rauwhenua