

# Kaikoura Earthquake

## Earthquake Commission

New Zealand's Earthquake Commission (EQC) provides natural disaster insurance for residential homes, land and contents. The disasters include earthquakes, landslips, volcanic eruptions, hydrothermal activity and tsunamis.

## Make your home safe first

After any natural disaster, you should first do all that you can safely do yourself to make your home habitable and protect it from further damage.

Urgent or 'emergency' repairs are work that's needed to make your home safe, sanitary, secure and weather-tight.

You can:

- Get essential services like toilets and water systems repaired immediately, but you should keep, document or record everything the repairer replaces and keep a copy of any bills paid,
- Clean up broken crockery and glass (but you shouldn't throw anything non-perishable away yet),
- Dispose of perishables like ruined or spilt food. You should list the items as you dispose of them.

If possible, take photos before moving and repairing anything.

Reimbursement for temporary or urgent repairs is subject to EQC's acceptance of a valid claim. You will need to pay your contractors and send EQC a copy of your receipts. Please remember that any work needing to be done now will form part of a future claim.

## Earthquake Commission claims

There is plenty of time to lodge a claim for damage to your home, land or contents from the 14 November earthquakes. The deadline is midnight 14 February 2017.

We know that it can take some time for people to come to terms with what's happened and have a chance to take stock of the damage to their properties.

## Lodging a claim

You can easily lodge a claim online at [www.eqc.govt.nz/claims](http://www.eqc.govt.nz/claims). You can also email us on [info@eqc.govt.nz](mailto:info@eqc.govt.nz).

You can also lodge a claim by calling 0800 DAMAGE (326 243).

Some people will require special care because they may be sick, elderly or infirm. We encourage these people, or their carers, to tell us they require special help so that we can help.

EQC's call centre is open 7am to 9pm Monday to Friday, and 8am to 6pm on Saturdays. More advice on what to do after an earthquake can also be found on [www.eqc.govt.nz/get-help-now-claims](http://www.eqc.govt.nz/get-help-now-claims).

## Am I covered by EQC?

Everyone with a current private insurance policy for home or contents that includes fire insurance (most do) automatically has EQC's insurance. It is important that 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.

FOR MORE INFO VISIT **[WWW.EQC.GOV.TZ/CLAIMS](http://WWW.EQC.GOV.TZ/CLAIMS)** OR CALL **0800 DAMAGE (326 243)**

**OUR MISSION: TO REDUCE THE IMPACT ON PEOPLE AND PROPERTY WHEN NATURAL DISASTERS OCCUR.**

**EQC**  
EARTHQUAKE COMMISSION