



HOW TO MAKE A COMPLAINT TO EQC



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

EQC provides natural disaster insurance for residential homes, land and contents under the provisions of the Earthquake Commission Act 1993.

New Zealanders rely on EQC to provide efficient claims management in the aftermath of a natural disaster. While we strive to make the process as easy as possible, we also appreciate that things don't always go according to plan given the challenging circumstances of a natural disaster. So if you haven't been able to resolve an issue through our standard process of calling 0800 DAMAGE (0800 326 243) and wish to escalate your concern to our dedicated Resolution Specialists we would like to hear about it so we can work with you to resolve your issue.

CONTACT US

If you wish to make a complaint, please contact a Resolutions Specialist using the contact information below:

ONLINE COMPLAINTS FORM

www.eqc.govt.nz/complaints-form

PHONE

0800 652 333

EMAIL

complaints@eqc.govt.nz

MAIL

EQC Complaints
PO Box 311
Wellington 6140

Further complaints information can be found on the EQC website at www.eqc.govt.nz/make-complaint

WHAT HAPPENS NEXT?

Upon receiving your complaint, a Resolution Specialist will contact you to gather more information and consider the best approach to help you achieve resolution of your complaint.

The Resolution Specialist will manage your complaint all the way through the process, keeping you fully informed of timeframes and steps along the way. The outcome of the investigation will be discussed with you and once we reach a resolution, this will be confirmed in writing.

OTHER OPTIONS

In the event that you and EQC cannot reach agreement to resolve your complaint, it may be appropriate to consider alternative dispute resolution options such as independent mediation. Your Resolution Specialist will discuss this option with you if appropriate.

If you remain dissatisfied with the outcome of your complaint or the way EQC has handled it, you have the option of contacting the Office of the Ombudsman at PO Box 10 152, Wellington 6143, or on Freephone 0800 802 602. Further information is available at www.ombudsman.parliament.nz

