Monthly Performance Dashboard

February 2026

Natural Hazards Commission
Toka Tū Ake

Our dashboard explained

Our monthly performance dashboard ('dashboard') provides a monthly snapshot on operational performance across NHC Toka Tū Ake. This includes reporting on progress against our proposed performance targets for the year 1 July 2025 to 30 June 2026 as set out in our *Statement of Performance Expectations 2025/26*.

The following provides an outline of the sections of our dashboard and a brief explanation of each section.

Section 01 - Progressing our Statement of Performance Expectations (SoPE) measures

The *Statement of Performance Expectations 2025/26* ('SoPE') is one of our formal public accountability documents. It sets out our performance targets and forecast financial information.

Statement of Performance Expectations 2025/26

This section reports progress across those SoPE measures that can be measured on a monthly or quarterly basis. The results are cumulative year-to-date results. Results for SoPE measures that are tied to an annual year-end result or a binary result will be published in our June 2026 dashboard or reported earlier when the result is confirmed.

Section 02 - **Output 1** | Resilience

Resilience is output one of our SoPE. The vision for our Resilience Strategy 2024-29 is that natural hazards resilience becomes embedded in all aspects of decision-making for our homes, communities, towns and cities.

This section provides a quarterly update on the activities we are undertaking to give effect to our Resilience Strategy. The activities undertaken fall under the two strands of the strategy: 'Building knowledge, data and insights on natural hazard impacts and ways to reduce them'; and 'enabling, influencing and advocating for natural hazards resilience'.

Output 2 | Readiness (SoPE measure results only, reported under Section 01)

Readiness is output two of our SoPE. Readiness focuses on ensuring our capacity and readiness for an event, including prioritising the needs of vulnerable homeowners. Reporting on how well we are progressing this year's SoPE measures to maintain this focus can be found in this section (refer to measures 2.1-4).

Output 3 | Risk financing (SoPE measure results only, reported under Section 01)

Risk financing is output three of our SoPE. Our risk financing objective is for homeowners to have an accessible, sustainable way to help manage financial impacts of natural hazard events. This output supports our core legislative functions to contribute to the management of the financial risk to the Crown of providing natural hazards cover. Reporting on how well we are progressing this year's SoPE measures for this output can be found under *Section 1 - Statement of Performance Expectations (SoPE) measures - monthly monitoring* (refer to Output three - risk financing).

Section 03 - **Output 4** | Recovery

Recovery is output four of our SoPE and focuses on the way claims are managed after an event. Our recovery objectives are for homeowners to have an accessible, sustainable way to help manage the financial impacts of natural hazard events by receiving settlements that support effective recovery from these events.

This section encompasses the two sub-output classes under Recovery, which are:

Recovery | Canterbury earthquake sequence claims

The first sub-output class reports on the progress of outstanding claims arising from the Canterbury Earthquake Sequence of 2010-11 ('Canterbury') including claims NHC Toka Tū Ake is managing on behalf of Southern Response. Reporting each month includes how many claims have been reopened; resolved; and how many remain open. We profile our remaining on hand claims by age, complexity, and reopen reason.

Within this sub-output class we report on our progress in delivering the Government's On-sold support package, which supports homeowners of On-sold over-cap properties in Canterbury to access financial help to have their homes repaired.

Recovery | Claims relating to natural hazard events (excl. Canterbury)

The second sub-output class reports on the progress of outstanding claims not related to the 2010-11 Canterbury earthquake sequence. We report each month on how many claims have been received; resolved; and how many remain open.

The second sub-section encompasses two distinct cohorts, which are:

Claims managed by our Natural Disaster Response Model (NDRM) insurers under the Natural Disaster Response Agreement (NDRA), which came into effect on 30 June 2021. The data in this section is organised by loss event type (earthquake, landslide, flood, storm damage or other). We also profile claims received in the financial year by exposure type (land, building, building & land, not yet defined). All information presented under this cohort is at aggregate/ industry level.

Historical claims managed directly by NHC Toka Tū Ake. Here, we report on the small number of claims directly managed by NHC Toka Tū Ake i.e. historic claims that pre-date the NDRA.

Our dashboard explained (cont.)

Section 04 - Resolving alternative homeowner pathways

In this section we monitor the resolution of complaints made against NHC Toka Tū Ake and its NDRM insurers. Specifically we report on whether we are resolving complaints in a timely manner.

Insured persons can make a complaint when they are unhappy with:

- the outcome of their claim.
- the way they have been treated, for example if they feel the [Code of Insured Persons' Rights] has been breached.
- the way their claim has been managed.

This section also provides visibility on the uptake of other resolution avenues available to insured persons.

The Code is a requirement under the Natural Hazards Insurance (NHI) Act 2023 (NHI Act) and addresses the lessons learned from previous natural hazard events.

Section 05 - Coverage and engagement through media

This section monitors the volume and sentiment of NHC Toka Tū Ake media coverage and what's driving it and where it's being driven in terms of media channel. We report on the sentiment of coverage across key themes along with reporting on our social media profiles in terms of the growth of our Facebook and LinkedIn profiles and the content that's increasing our profiles.

Section 06 - Complying with the Official Information Act

This section monitors how well we're complying with meeting our responsibilities to respond to requests for information covered by the Official Information Act (OIA) 1982 and the Privacy Act 2020. Our reporting in this section includes the volume of information requests we've: received; completed; and have remaining on hand at the end of the month.

Our reporting categorises information requests into two types: those in which our customers request information and/or supportive information from us on their claim (Customer OIA); and OIA requests that relate directly to NHC Toka Tū Ake and/or operational activities (Organisational OIAs). Reporting on our compliance rate for both information request types is monitored and reported here.

In this section we also provide visibility on the number of formal notices received from the Ombudsman of investigation into a complaint received. This reporting also includes any final opinions reached by the Ombudsman.

We also report here on the volume of requests received to draft a response for the Minister's Office.

Lastly, we report on the performance of our Contact Centre. Our reporting focuses on how well we're performing in servicing our two key communication channels - phone calls and email.

Section 07 - Data protection

This section monitors how well we're protecting the data that we hold. In particular, we report on privacy breach volumes each month as well as the severity and nature of those breaches. We also report on any emerging themes.

Section 08 - Our people

This section monitors a number of organisational performance markers including: headcount - overlaid by claim population movement; avg. annual leave balance; avg. sick leave usage; and voluntary turnover. We compare our results to the corresponding Public Service average and provide visibility on what's influencing movement within these markers. This section also provides a broad profile of our workforce, across a number of dimensions.

Section 1 - Statement of Performance Expectations (SoPE) measures - monthly monitoring

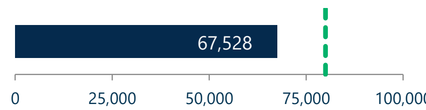
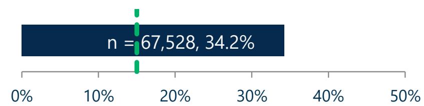
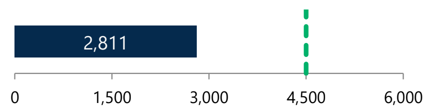
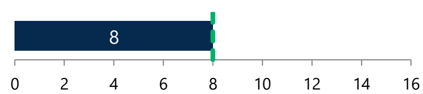
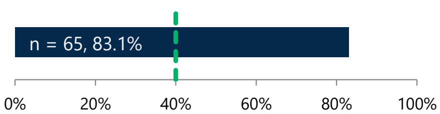
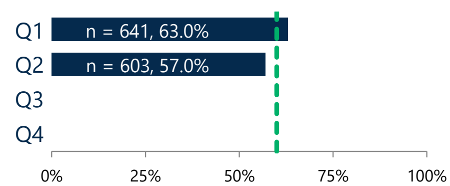
Output one: resilience

1. A resilience programme that informs, enables and influences for improved analysis and public understanding of natural hazards risk

Our strategic priority for resilience is to strengthen resilience by building knowledge and understanding of natural hazards risk to improve decision-making.

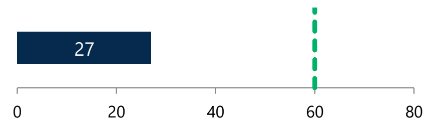
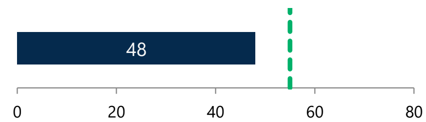
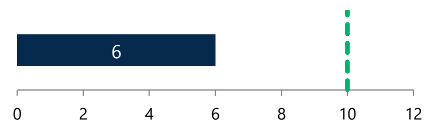
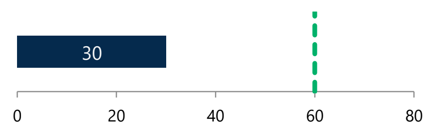
Our **resilience** objective is to equip decision-makers, homeowners and communities with better understanding of natural hazards risks so they can take action to reduce risk and strengthen resilience.

Output 1 | Performance measures

Ref	Measure	Target	YTD Result		Status Trend
1.1	Annual number of unique Natural Hazards Portal users, and percentage of daily active users seeking further information (via the PDF download function or Natural Hazard Portal-driven OIA requests)	80,000 users	67,528		On Track
		15% seek further information	34.2%		On Track
1.2	Number of downloads of our publicly available research and resilience documents	4,500	2,811		On Track
1.3	Number of formal submissions made on central and local government policy and plans	8 submissions	8		Achieved
	Percentage of recommendations within submissions that are partially or fully accepted or acted on	40% of recommendations accepted or acted on	83%		On Track
1.4	Percentage of homeowners surveyed who say they have acted on any of the six key preparedness actions promoted by NHC Toka Tū Ake	60%	60%		On Track
1.5	Progress on delivering our loss modelling strategy via agreed roadmap milestones:				
	Milestone: Evaluate PRUE (loss-modelling tool), now including earthquake fragility and vulnerability models, for applicability across different use cases and compare results with vendor models.	Achieved		Validation and development of the PRUE Earthquake models are underway. Regular external reviews are taking place.	On Track
	Milestone: Implement and evaluate Auckland Volcanic Field (AVF) models in PRUE.	Achieved		A successful run of the AVF model in PRUE has confirmed usable outputs. Benchmark testing is now underway.	On Track
	Milestone: Engage with research community to ensure relevant research is identified, potential for loss modelling understood, and where appropriate planned for implementation into modelling.	Achieved		Workshop with experts on next generation loss models commenced in February 2026. These workshops will inform development roadmaps.	On Track

Section 1 - Statement of Performance Expectations measures - monthly monitoring

Output 1 | Performance measures (cont.)

Ref	Measure	Target	YTD Result		Status Trend
1.6	A research Benefits Management Framework is finalised and implemented, enabling the ability to track the short-, medium-, and long-term impacts and benefits of research:				
	Impact/benefit: Number of published research outputs resulting from research we fund, as part of achieving short-term research and innovation outcomes	60	27		At Risk
	Impact/benefit: Number of postgraduate students supported as part of medium- to long-term capability building in natural hazards expertise	55	48		On Track
	Impact/benefit: Number of activities supporting the coordination of research and the research community, e.g. conferences and workshops, as part of knowledge transfer and coordination	10	6		On Track
	Impact/benefit: Number of research and resilience stories published externally, as part of achieving short-term dissemination and knowledge transfer to specialists and the public	60	30		At Risk

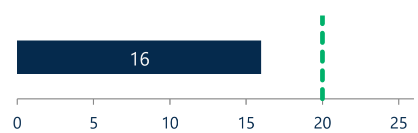
Output two: readiness

2. Ensuring capacity and readiness for an event

This strategic priority focuses on continuously enhancing our readiness for natural hazard events, both weather and non-weather related.

Our **readiness** objective is to prepare NHC Toka Tū Ake and its partners to deliver the best possible claims management process for homeowners when a natural hazard event strikes. This means supporting homeowner and community recovery, by working with our insurer partners to deliver a transparent, timely, high-quality and responsive process for natural hazards insurance claims.

Output 2 | Performance measures

Ref	Measure	Target	YTD Result		Status Trend
2.1	Cumulative actions implemented from the North Island Weather Events Implementation Plan at the end of the financial year. There are 26 actions in total.	20 of 26 actions	16		On Track

Notes
Work continues on the North Island Weather Events Implementation Plan.

Ref	Measure	Target	YTD Result		Status Trend
2.2	NHC Toka Tū Ake is satisfied NDRM insurers have effective surge plans to support the NDRM to respond to a natural hazard event resulting in up to 100,000 homeowner claims under the natural hazards scheme	100%		We are comfortable that insurers have surge plans in place. Work continues to further analyse these plans for effectiveness.	On Track
2.3	NHC Toka Tū Ake tests the NDRM's preparedness for significant natural hazard events with natural hazard simulations	1 simulation		Work is underway to prepare for a simulation exercise in Q4 focused on a Wellington earthquake.	On Track

Section 1 - Statement of Performance Expectations measures - monthly monitoring

Output 2 | Performance measures (cont.)

Ref	Measure	Target	YTD Result		Status Trend
2.4	New Zealanders have increasing trust and confidence in NHC Toka Tū Ake	PSR Index ≥60		This annual measure is based on the annual Public Sector Reputation (PSR) Index Report. We will report our PSR Index score in our Jun-26 report.	

Output three: risk financing

3.1. Maintain a reinsurance programme that supports the delivery of accessible residential natural hazards insurance protection

The strategic priority for **risk financing** is to manage the fiscal risks of providing natural hazards insurance cover.

The risk financing output class supports our core legislative functions to contribute to managing the financial risk to the Crown of providing natural hazards cover by:

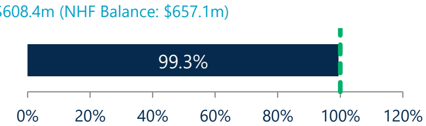
- managing the Natural Hazard Fund
- collecting levies payable for insurance under the NHI Act
- obtaining reinsurance and other risk transfer products.

Output 3.1 | Performance measures

Ref	Measure	Target	YTD Result		Status Trend
3.1.1	Reinsurance protection for 2026/27 is obtained on terms that assure continuity of coverage for all hazards under the NHI Act, at rates that are lower than the Crown's ceded cost of capital	1 June 2026		Recent engagement suggests strong market support.	On Track
3.1.2	An annual review of the risk financing strategy is completed	Achieved		Risk Financing strategy approved by Board in August 2025.	On Track

3.2. Managing the Natural Hazard Fund (NHF)

Output 3.2 | Performance measures

Ref	Measure	Target	YTD Result		Status Trend
3.2.1	The percentage of levies collected compared to the annual budget	100%	99.3%	To date: FY2025/26 budget $612.5m, actual levies collected $608.4m (NHF Balance: $657.1m) 	↓ 0.1% on Jan-26 EOM
3.2.2	The Natural Hazard Fund is managed according to parameters outlined in the Statement of Investment Policies and Objectives	Achieved		Not yet reportable	N/A

Section 1 - Statement of Performance Expectations measures - monthly monitoring

Output four: recovery

Our **recovery** objective is to have an accessible, cost-effective way to help homeowners manage the financial impact of natural hazard events through the insurance claims process.

Our recovery output class focuses on the way claims are managed after an event. From 1 July 2024 we are managing two insurance schemes:

- for events that occurred on or prior to 30 June 2024, EQCover applies.
- for events occurring on or after 1 July 2024, NHCover applies.

4.1. Settlement of the 2010-2011 Canterbury earthquake sequence claims

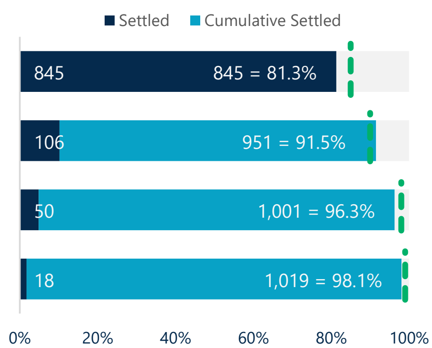
Output 4.1 focuses on the settlement of claims relating to 2010-2011 Canterbury earthquake sequence claims, while Output 4.2 focuses on the settlement of other natural hazard event claims.

Measures 4.1.3 and 4.1.4 have been amended to reflect the impact of timeframes introduced by the November 2024 policy changes to the Canterbury On-sold programme, and now better reflect our progress on completing the programme.

The measure relating to settling Southern Response claims has been updated to clarify that this measure focuses on settling claims within 12 months of the claims being confirmed as over cap.

Output 4.1 | Performance measures | Timeliness

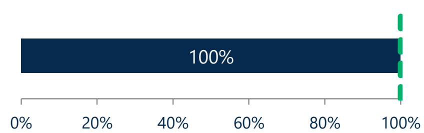
Ref	Measure	Target	YTD Result	Status Trend
4.1.1	Percentage of reopened claims settled from the date that they were reopened	85% within six months	81.3%	↓ 0.5% on Jan-26 EOM
		90% within 12 months	91.5%	→ 0% on Jan-26 EOM
		98% within 18 months	96.3%	↓ 0.1% on Jan-26 EOM
		99% within 24 months	98.1%	↑ 0.1% on Jan-26 EOM



Notes

The results seen in the above chart are cumulative. As at February EOM, there were 1,039 claims settled year-to-date (YTD) in scope for this measure (i.e., n = 1,039). Twenty claims have required more than 24 months to be settled.

Ref	Measure	Target	YTD Result	Status Trend
4.1.2	The On-sold ex gratia package is administered in accordance with the On-sold Canterbury Properties Services Agreement	Achieved	100%	On Track



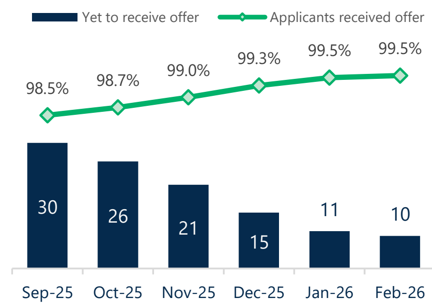
Measure	Standard	YTD Result
A decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%
NHC Toka Tū Ake will provide reporting to the Treasury as specified in Schedule 4 of the On-Sold Canterbury Properties Services Agreement.	Achieved	Achieved
Applications for ex gratia payments will be assessed against the criteria specified in the On-Sold Canterbury Properties Services Agreement and a decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%

Section 1 - Statement of Performance Expectations measures - monthly monitoring

Output four: recovery (cont.)

Output 4.1 | Performance measures | Timeliness

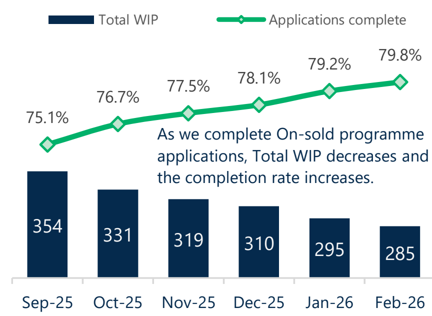
Ref	Measure	Target	YTD Result	Status Trend
4.1.3	The percentage of eligible On-sold applicants to receive a settlement offer	100%	99.5%	On Track



Notes

As at FY2024/25 close, 97.7% of eligible On-sold programme applicants had received a settlement offer. As at February 2026 EOM, this has risen to 99.5%, with only 10 applicants yet to receive an offer.

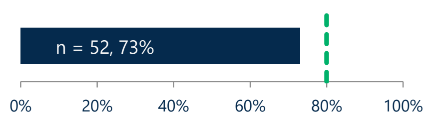
Ref	Measure	Target	YTD Result	Status Trend
4.1.4	Percentage of eligible On-sold applications complete	80%	79.8%	On Track



Notes

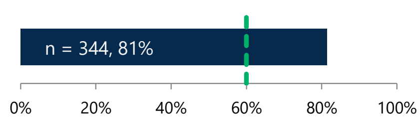
As at FY2024/25 close, 71.5% of eligible On-sold programme applications had been completed, with homeowners back in a repaired home. As at February 2026 EOM, this has risen to 79.8%, with 285 applications remaining in progress.

Ref	Measure	Target	YTD Result	Status Trend
4.1.5	Southern Response MOU claims are resolved within 12 months of the date they are confirmed as over cap	80%	73%	↓ 0.2% on Jan-26 EOM

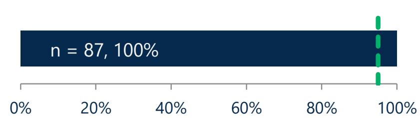


Output 4.1 | Performance measures | Homeowner focus

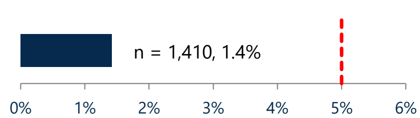
Ref	Measure	Target	YTD Result	Status Trend
4.1.6	Surveyed homeowners are satisfied with their overall claims experience	≥60%	81%	↑ 0.4% on Jan-26 EOM



Ref	Measure	Target	YTD Result	Status Trend
4.1.7	Complaints are resolved within 2 months or within a longer period as agreed by the homeowner and NHC Toka Tū Ake	95%	100%	On Track



Ref	Measure	Target	YTD Result	Status Trend
4.1.8	NHC Toka Tū Ake settlements should be enduring: percentage of settled claims reopened within 6 months	≤5%	1.4%	On Track



Section 1 - Statement of Performance Expectations measures - monthly monitoring

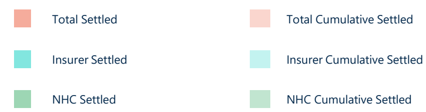
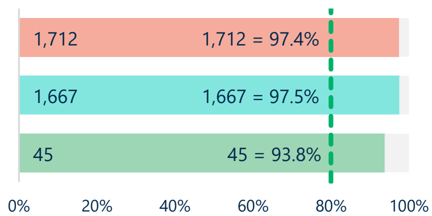
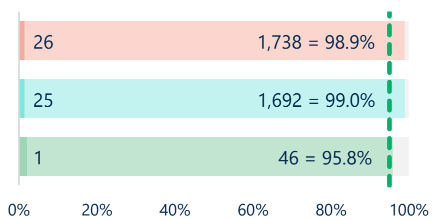
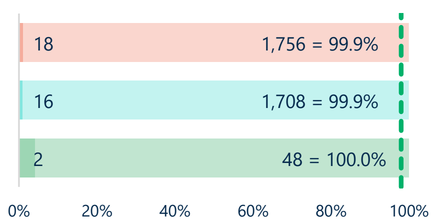
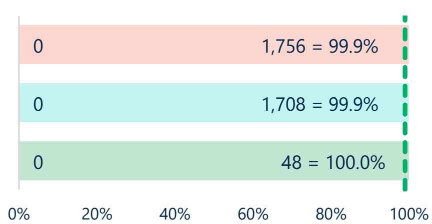
Output four: recovery (cont.)

4.2. Claims relating to natural hazard events (excluding Canterbury)

Output 4.2 is focused on claims to the scheme that occurred after the 2010-2011 Canterbury earthquake sequence. These measures address the timeliness, quality and cost of claims resolution for all other events, including claims management services provided by our insurer partners under the operating model from 30 June 2021 onwards.

Individual measures relating to settling claims from the 2023 North Island Weather Events have been removed as over 99% of the claims have now been settled. Resolving remaining claims will be measured as part of 4.2.

Output 4.2 | Performance measures | Timeliness

Ref	Measure	Target	YTD Result		Status Trend
4.2.1	Percentage of claims settled from the date of claims lodgement				
		80% within 12 months	97.4%		↑ 0.3% on Jan-26 EOM
		95% within 24 months	98.9%		↑ 0.1% on Jan-26 EOM
		98% within 36 months	99.9%		→ 0% on Jan-26 EOM
		99% within 48 months	99.9%		→ 0% on Jan-26 EOM

Notes

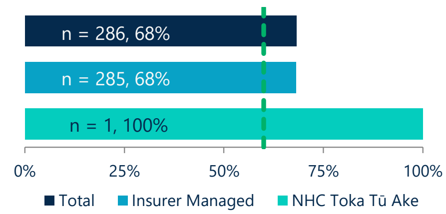
- The results seen in the above charts are cumulative, e.g., Total settled within 24 months is 1,712 (97.4% within 12 mths) + 26 (1.5% within 13-24 mths) = 1,738 (98.9%).
- As at February 2026 EOM, there were a total of 1,757 settled claims in scope for this measure (n = 1,757). One claim has required more than 48 months to be settled.

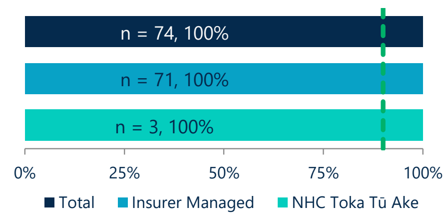
Section 1 - Statement of Performance Expectations measures - monthly monitoring

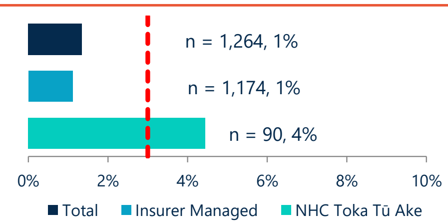
Output four: recovery (cont.)

Output 4.2 | Performance measures | Homeowner focus

Ref	Measure	Target	YTD Result	Status Trend
4.2.2	Surveyed homeowners are satisfied with their overall claims experience	≥60%	68%	→ 0% on Jan-26 EOM
4.2.3	Complaints are resolved within 2 months or within a longer period, as agreed with the homeowner	90%	100%	On Track
4.2.4	NHC Toka Tū Ake settlements should be enduring: percentage of settled claims reopened within 6 months	≤3%	1.3%	On Track





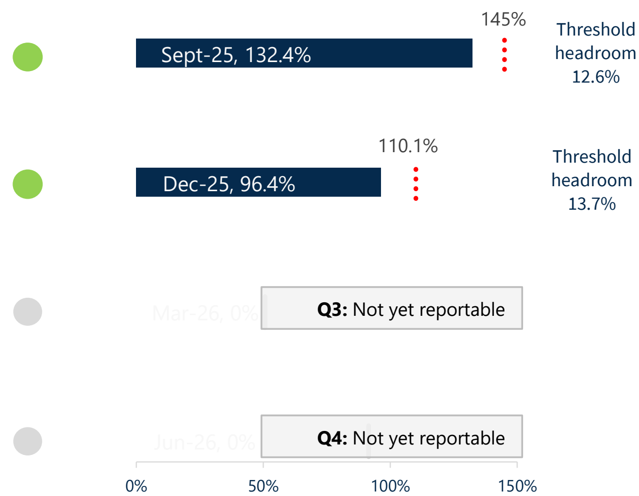


Output 4.2 | Performance measures | Quantity

Ref	Measure	Target	YTD Result	Status Trend
4.2.5	The ratio of claims handling expense to settlement cost for the period is less than the ratio set by the Board	Less than ratio		

SoPE 4.2.5 observations:
As at 31 Dec 2025, FY2025-26 performance remains within expectations, with a claims handling expense (CHE) ratio of 96.4% observed vs. YTD target threshold ratio of 110.1%.

Note:
In line with Q1, the Q2 result reflects low total settlement costs and continued strong per-claim performance. Current trends indicate that fixed insurer agency fees make up a proportionally higher share of total CHE costs in a low-claims year. Annual per-claim agency fee expectations exclude wash-ups, which remain uncertain until Q4. Given low claim volumes, trends should be interpreted with caution.



Notes
- This measure is specific to claims managed by our insurer partners under the Natural Disaster Response Model (NDRM), which commenced on 30 June 2021.
- The threshold is recalibrated each month, and excludes Kaikōura and includes some allowance for annual fixed fees.
- The methodology used to calculate this measure was originally approved by the Board on 12 May 2021, and recalibrated again following approval by the Board in February 2025.

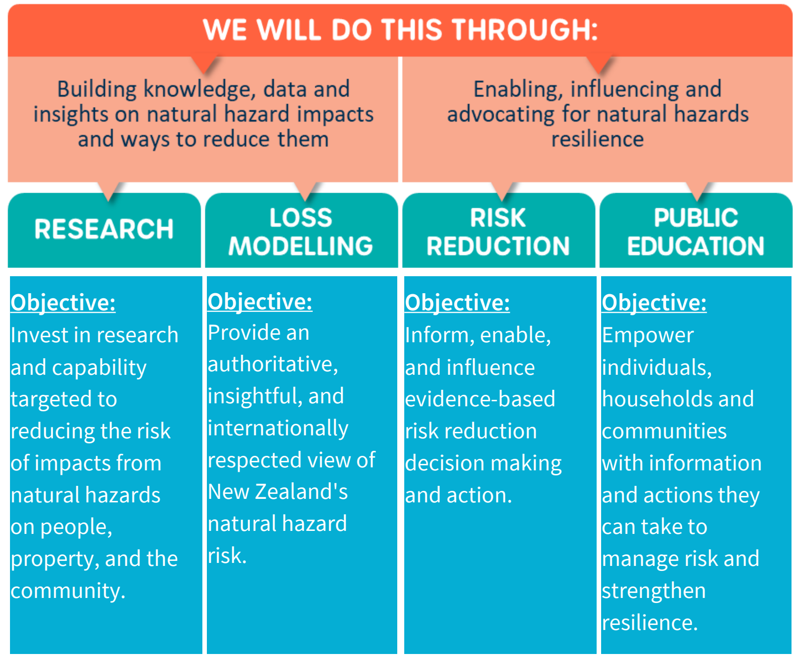
Section 2 - Resilience

Our Resilience Strategy

A new NHC Resilience Strategy for Natural Hazard Risk Reduction 2024-2029 was published in late 2024. It refreshes the previous Resilience Strategy (2019-2024), and re-confirms our commitment to natural hazards resilience as follows:

Our goal is to inform, enable and influence the choices and decisions that reduce vulnerability and the exposure of New Zealand's built environment to natural hazard events.

In simple terms, the result will **be stronger homes, built on better land**.



We report on a quarterly basis what we're doing to progress our Resilience strategy

The quarterly frequency of our progress reporting takes into account that the nature of the work undertaken to progress our Resilience strategy is more suited to quarterly progress reporting.

Our next quarterly update will be provided in the NHC Toka Tū Ake Performance Dashboard - March 2026.

Our updates will focus on what we're doing to advance our Resilience strategy under the following strands.

Quarterly update

Building knowledge, data and insights on natural hazard impacts and ways to reduce them

- Research
- Loss modelling

Quarterly update

Enabling, influencing and advocating for natural hazards resilience

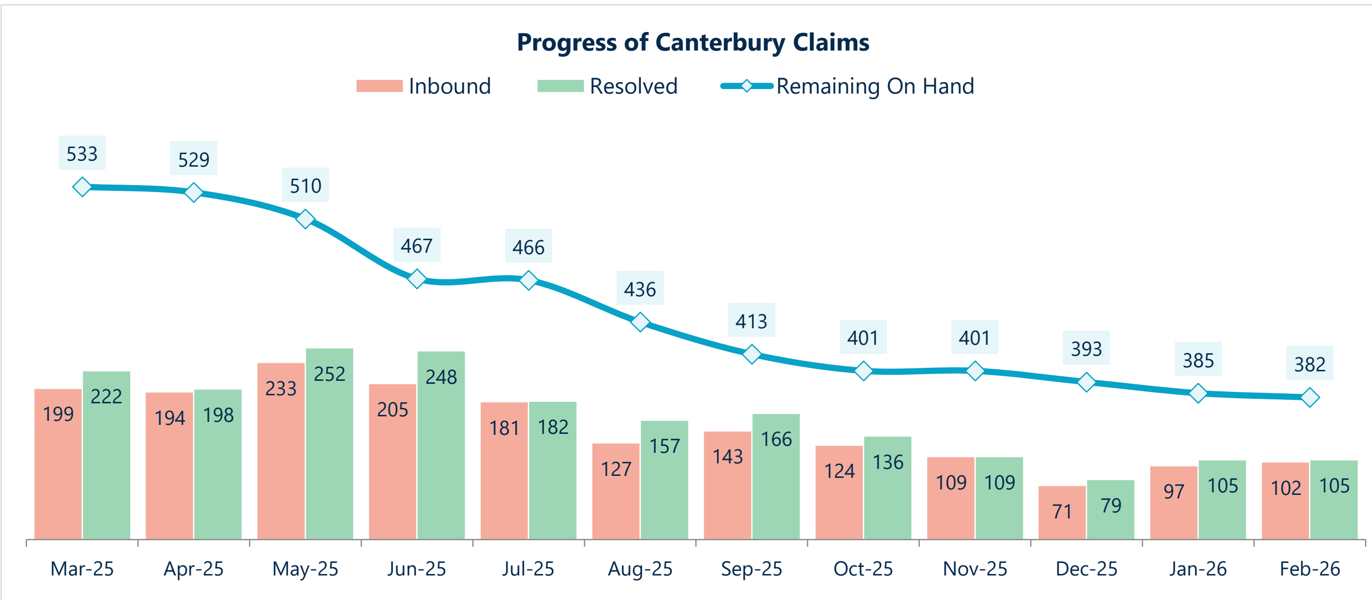
- **Risk reduction**
- **Public education**

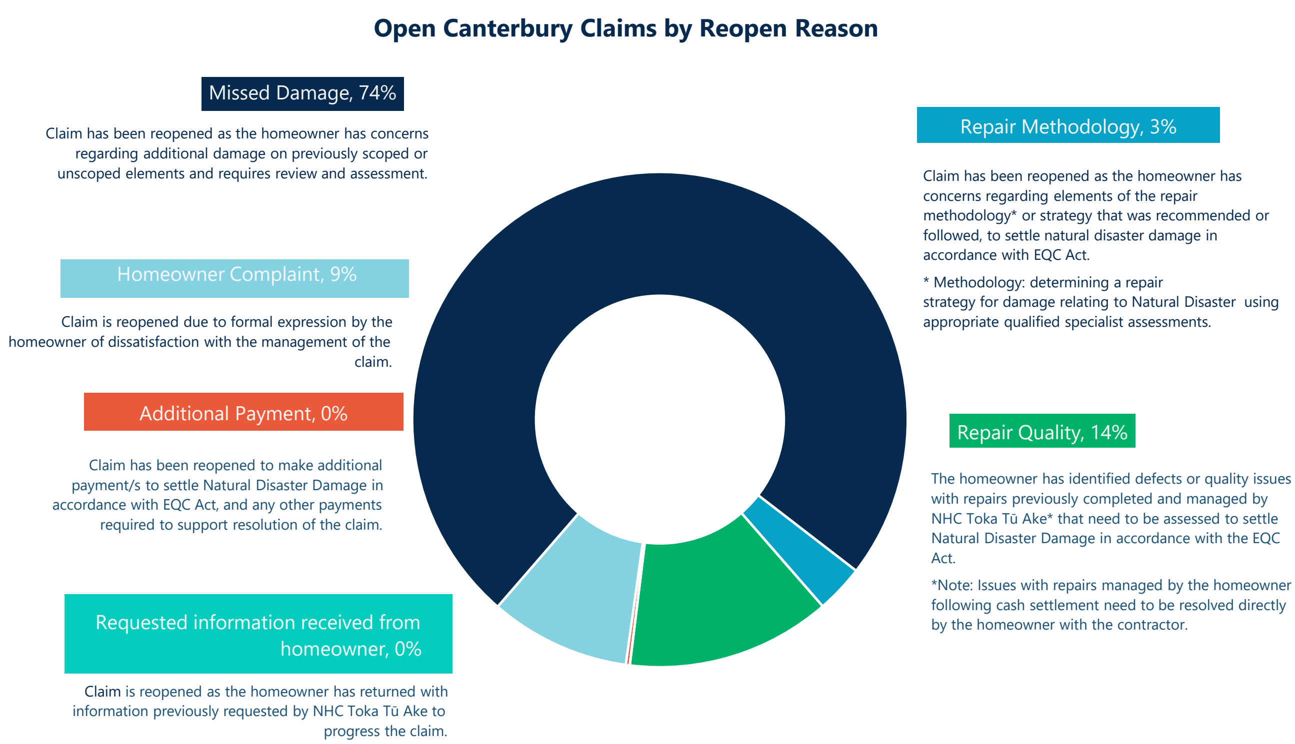
Section 3 - Recovery | Canterbury earthquake sequence claims

Of the claims resolved during February, 44% had been reopened within the past three months, and 9% of resolved claims were aged over 12 months since their last reopen instance.

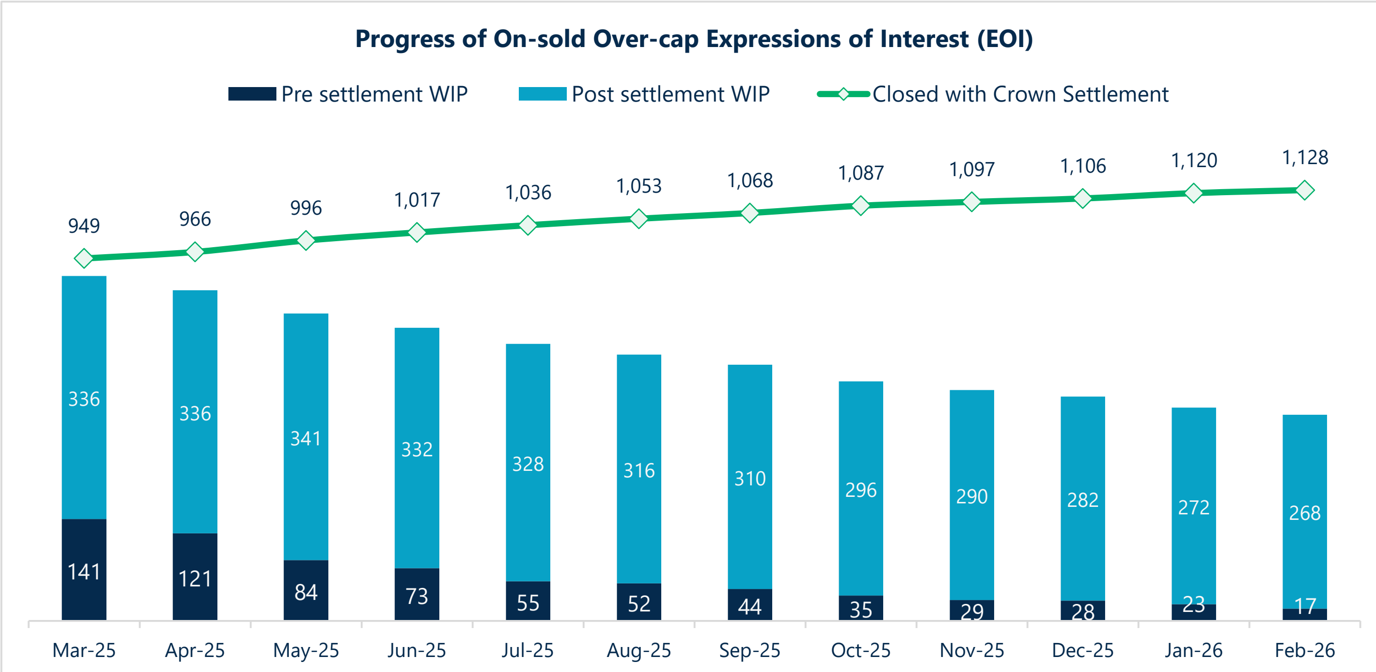
In February, homeowner queries were predominantly driven by drainage, plumbing, and structural dwelling issues, collectively accounting for 53% of all queries received. Newly identified damage (recorded as missed damage) accounted for the majority of reopen reasons, 73% of reopened claims.

The age profile of the remaining Canterbury claims reflects the expected dynamics of the portfolio. The proportion of claims aged less than three months has increased to 30% as at February 2026, while the relative share of aged claims (>12 months) is 22%. Settling aged claims remains a priority. At month end, 84 aged claims were on hand (same as last month), alongside 83 ageing claims - comprising 40 aged 9–12 months and 43 aged 6–9 months.





Section 3 - Recovery | Canterbury earthquake sequence claims (cont.)



At the end of February 2026, our On-sold WIP includes:

- **Pre-settlement** - 17 applications on hand that are being managed through our On-sold assessment/settlement process ('Pre-settlement'), including 7 Awaiting Agreement with homeowners.
- **Post-settlement** - 268 applications with customer acceptance of settlement offer, being prepared for payment, or with tranche payments in progress for homeowner-managed repairs.

Section 3 - Recovery | Claims relating to natural hazard events (excl. Canterbury)

Introduction

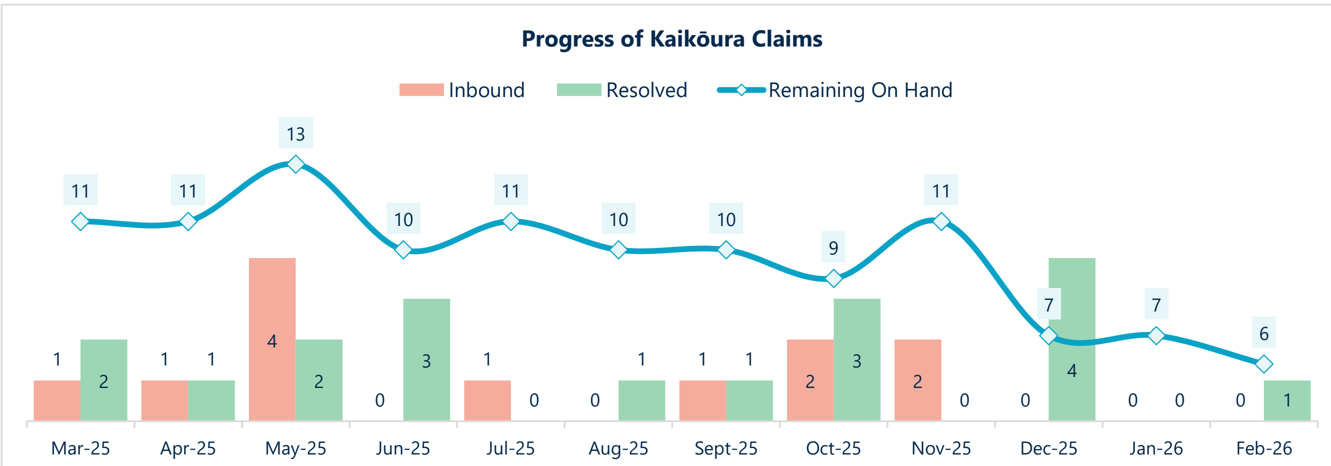
This subsection reports on the progress of outstanding claims not related to the 2010-11 Canterbury earthquake sequence. We report on two distinct groups within this subsection based on who manages the claim i.e.:

- The small number of claims that are directly managed by NHC Toka Tū Ake i.e., historic claims that pre-date the Natural Disaster Response Agreement (NDRA); and
- The vast majority of claims managed by our NDRM insurers under the NDRA.

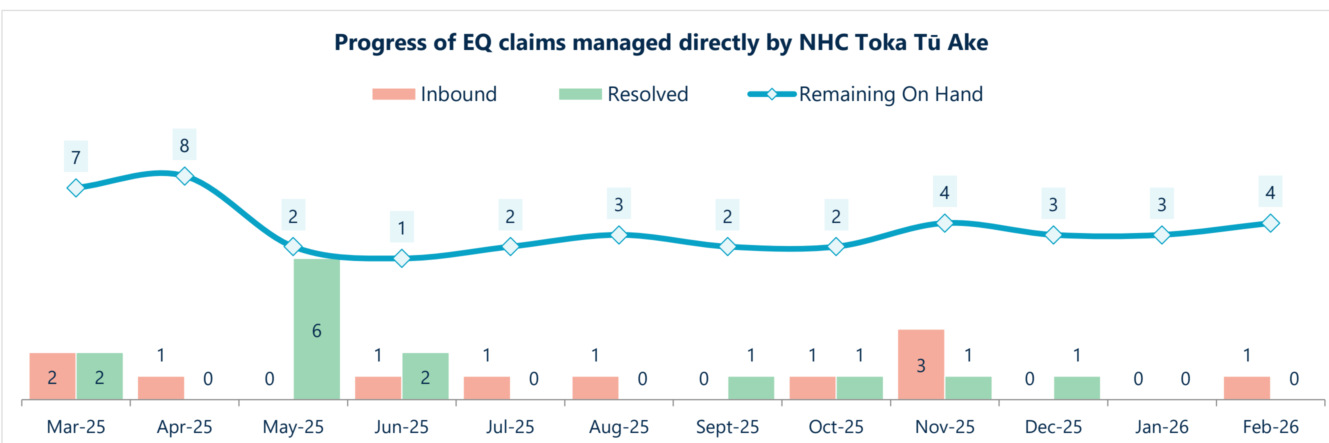
Historical claims managed directly by NHC Toka Tū Ake

The first part of this subsection looks at the progression of the small number of claims directly managed by NHC Toka Tū Ake i.e., historic claims that pre-date the NDRA.

Kaikōura



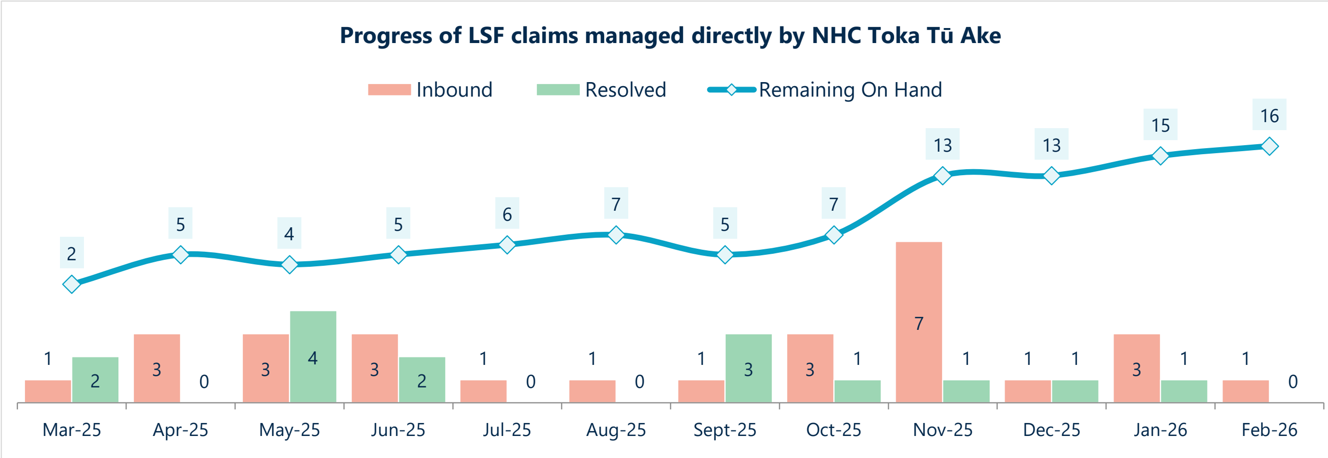
NHC Toka Tū Ake managed Earthquake (EQ) Claims



Section 3 - Recovery | Claims relating to natural hazard events (excl. Canterbury) (cont.)

Historical claims managed directly by NHC Toka Tū Ake (cont.)

NHC Toka Tū Ake managed Landslide/Storm/Flood (LSF) Claims

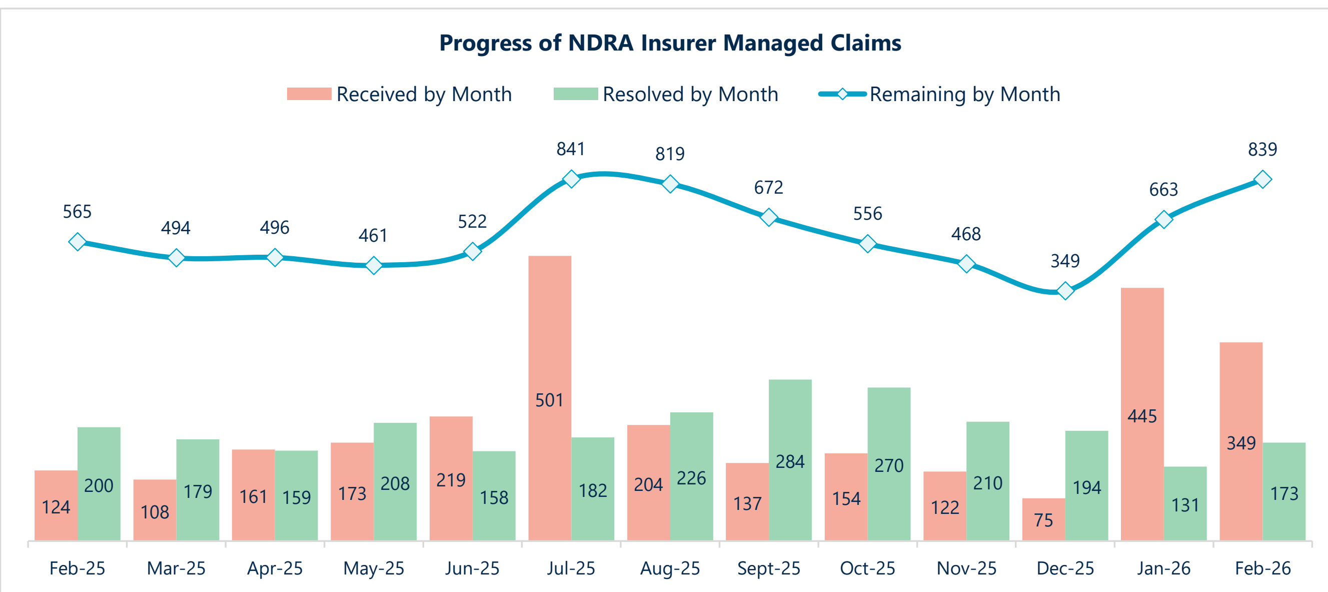


Claims managed by our NDRM insurers under the NDRA

The second part of this subsection looks at the claims managed by our NDRM insurers under the NDRA.

Since commencement of the NDRA, we've received 22,874 claims (cf. 22,508 reported last month). Just under 78% of reported claims are related to a weather event.

From a loss event perspective, a significant proportion of claims received to date relate to the January–February 2023 Upper North Island weather events. Of the 8,709 claims attributable to those events, over 99% have been resolved.

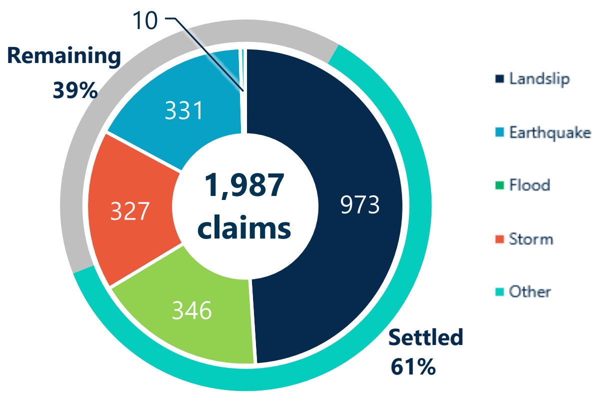


The visual above shows a 13-month rolling view of the progress our NDRM insurers have made in settling claims under the NDRA.

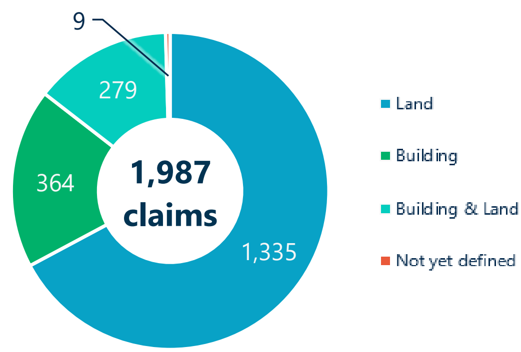
Section 3 - Recovery | Claims relating to natural hazard events (excl. Canterbury) (cont.)

Claims managed by our NDRM insurers under the NDRA (cont.)

All claims received by our NDRM insurers FY2025-26 year-to-date by loss cause



All claims received by our NDRM insurers FY2025-26 year-to-date by exposure type



Section 4 - Resolving alternative homeowner pathways

Complaints

In this section, we monitor the resolution of complaints made against NHC Toka Tū Ake and its NDRM insurers. Specifically, we report on whether complaints are being resolved in a timely manner.

Insured persons can make a complaint when they are dissatisfied with:

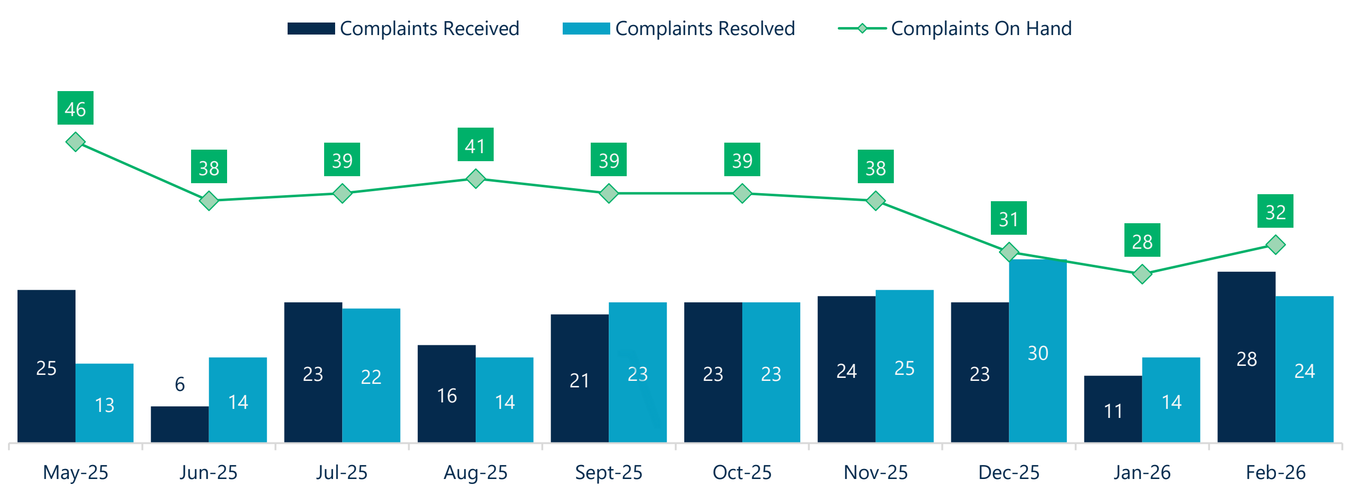
- the outcome of their claim
- the way they have been treated, for example if they believe the Code of Insured Persons' Rights has been breached
- the way their claim has been managed.

This section also provides visibility on the uptake of other resolution avenues available to insured persons.

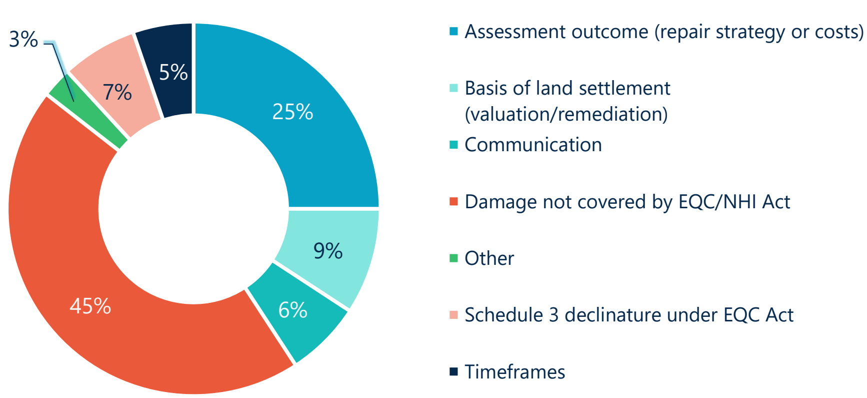
All complaints received, resolved, and on hand FY2025-26 year-to-date

		pre FY2025-26	FY2025-26		
		On hand Jun-25 EOM	CES	BAU	TOTAL
On hand Jun-25 EOM & Received during FY2025-26	EQC Act	29	113	41	183
	NHI Act	1	-	48	49
	TOTAL	**30**	**113**	**89**	**232**
Resolved	TOTAL	**22**	**107**	**71**	**200**
On hand	TOTAL	**8**	**6**	**18**	**32**

All complaints received, resolved, and on hand year-to-date



Complaint Themes addressed for Insurer-managed Claims – FY2025–26 YTD



Why do some of our previously published complaint figures change?

Changes to previously published figures occur due to notifications from NDRM insurers received after the reporting period, of changes in complaint statuses and any additional complaints.

Section 4 - Resolving alternative homeowner pathways (cont.)

Code of Insured Persons' Rights

You're protected by the Code of Insured Persons' Rights

The Code of Insured Persons' Rights (Code) supports homeowners to have their claim managed and settled in a fair and timely manner. Their rights and the obligations of NHC Toka Tū Ake and NDRM insurers are outlined in full in the Code. The Code applies to any interactions from 1 July 2024 for new or existing claims. NHC Toka Tū Ake, or anyone working on our behalf, must follow the Code.

If homeowners believe we have not followed the Code during the claims process, they can make a complaint. We or the NDRM insurer (depending on who the complaint was made against) will investigate the complaint and advise homeowners of the outcome. If there is a breach, we or the NDRM insurer may take one of the actions listed in the Code.

Reporting on Code-related complaints

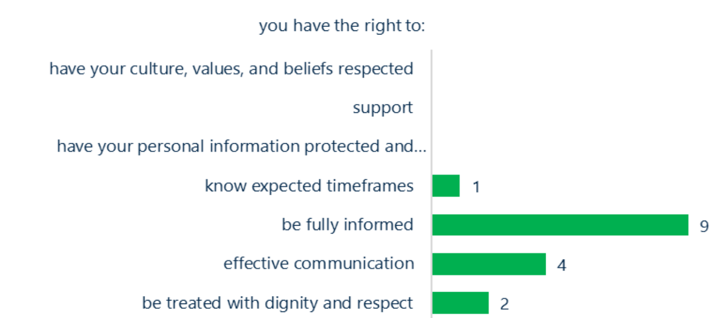
This section monitors complaints made by insured persons in relation to claims managed by NHC Toka Tū Ake and NDRM insurers. Specifically, we report on whether we're resolving complaints in a timely manner and reporting on the uptake of other resolution avenues available under the Code.

The Code is a requirement under the NHI Act and addresses the lessons from previous natural hazard events.

All Code complaints - received, resolved, and on hand year-to-date

		CES	BAU	TOTAL
Received	EQC Act	15	0	15
	NHI Act	-	1	1
	TOTAL	**15**	**1**	**16**
Resolved	TOTAL	**15**	**0**	**15**
On hand	TOTAL	**0**	**1**	**1**

Code of Insured Persons' Rights reported



All independent reviews of Code complaints conducted by Fair Way

Insured persons can apply to have the outcome of a complaint about a breach of the Code independently reviewed by independent service provider, Fair Way Resolution. The following charts look at this option uptake.

		CES	BAU	TOTAL
Received	EQC Act	-	-	-
	NHI Act	-	-	-
	TOTAL	-	-	-
Resolved	TOTAL	-	-	-
On hand	TOTAL	-	-	-

		Challenge Upheld	Challenge Not Upheld
Review Decisions	NHC Toka Tū Ake	-	-
	NDRM Insurers	-	-

Section 4 - Resolving alternative homeowner pathways (cont.)

Fair Way Resolution

Insured persons can enter an independent dispute resolution process with Fair Way in respect of referable decisions. The below tables summarise progress of insured persons who have opted for this independent dispute resolution process during FY2025-26.

Disputes notably increased during October with the transition of management of pre 1 July 2025, EQC Act NDRM managed claim related disputes from the Insurance and Financial Services Ombudsman (IFSO) to Fair Way, after IFSO withdrew their services.

	EQC Act	NHI Act	TOTAL
Referred Decisions	20	8	28
Reviewed	3	4	7
On hand	17	4	21

Decisions Reviewed with Mediation	Withdrawn		Agreement Outcome Changed		Agreement Outcome Not Changed	
	EQC Act	NHI Act	EQC Act	NHI Act	EQC Act	NHI Act
NHC	-	-	-	-	-	-
Insurers	1	1	-	-	-	-
TOTAL	1	1	-	-	-	-

Decisions Reviewed with Adjudication	Withdrawn		Upheld		Partially Upheld		Not Upheld	
	EQC Act	NHI Act	EQC Act	NHI Act	EQC Act	NHI Act	EQC Act	NHI Act
NHC	-	-	-	-	-	-	-	-
Insurers	-	-	-	1	-	-	2	2
TOTAL	-	-	-	1	-	-	2	2

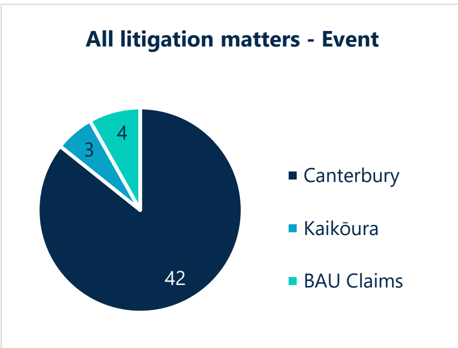
Section 4 - Resolving alternative homeowner pathways (cont.)

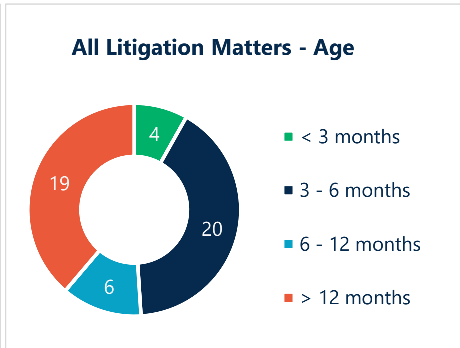
Claims subject to litigation

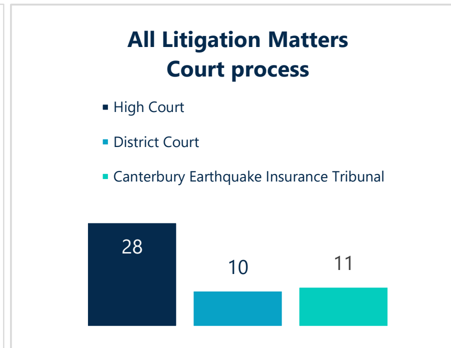
Insured persons can raise a dispute if they disagree with a decision on their claim. The final part of this section examines litigation matters as they are referred to in our reporting.

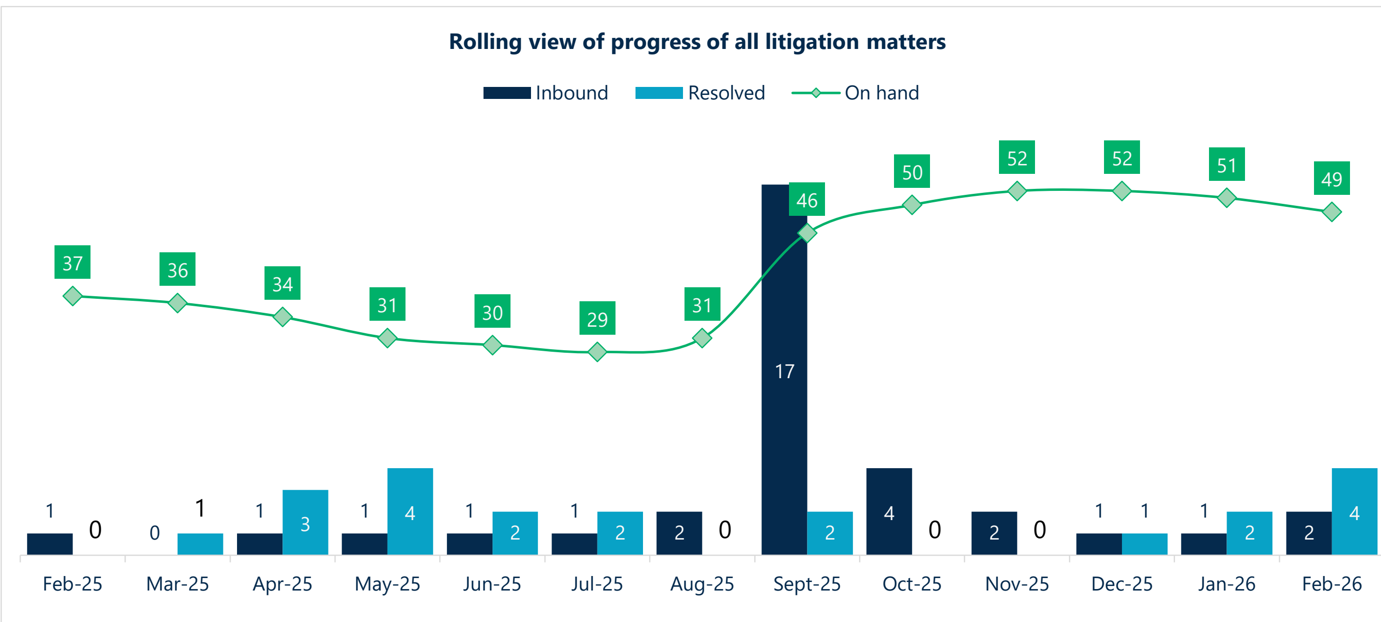
More information about how to raise a dispute can be found here.

Currently, there are 49 litigation matters in progress, down two from last month. Much of the increase observed in September reflects customers electing to preserve their position regarding limitations. The following visuals present these litigation matters from several perspectives.



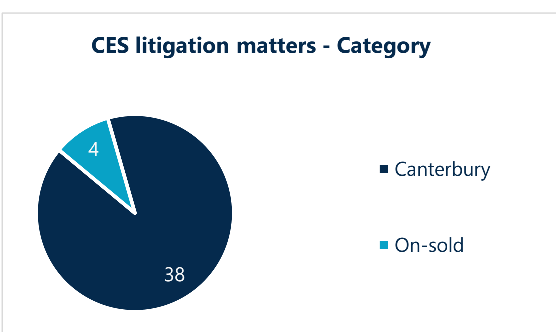


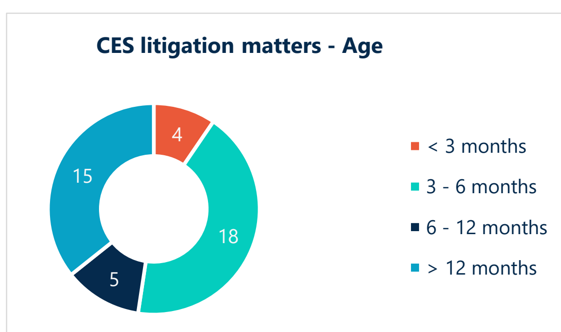




Canterbury Earthquake Sequence 2010-11 (CES) claims subject to litigation matters

Litigation matters relating to CES claims account for 42 of the 49 litigation matters currently in progress. The following visuals provide a breakdown by work programme and by age.





Section 5 - Coverage and engagement through media

We now report on a quarterly basis on our coverage and engagement through media

Taking effect at the start of this financial year, we adjusted the cadence of our coverage and engagement through media reporting from monthly to quarterly. Reporting in this space is more suited to quarterly progress reporting.

There may however be instances where we need to report on activity in the intervening period.

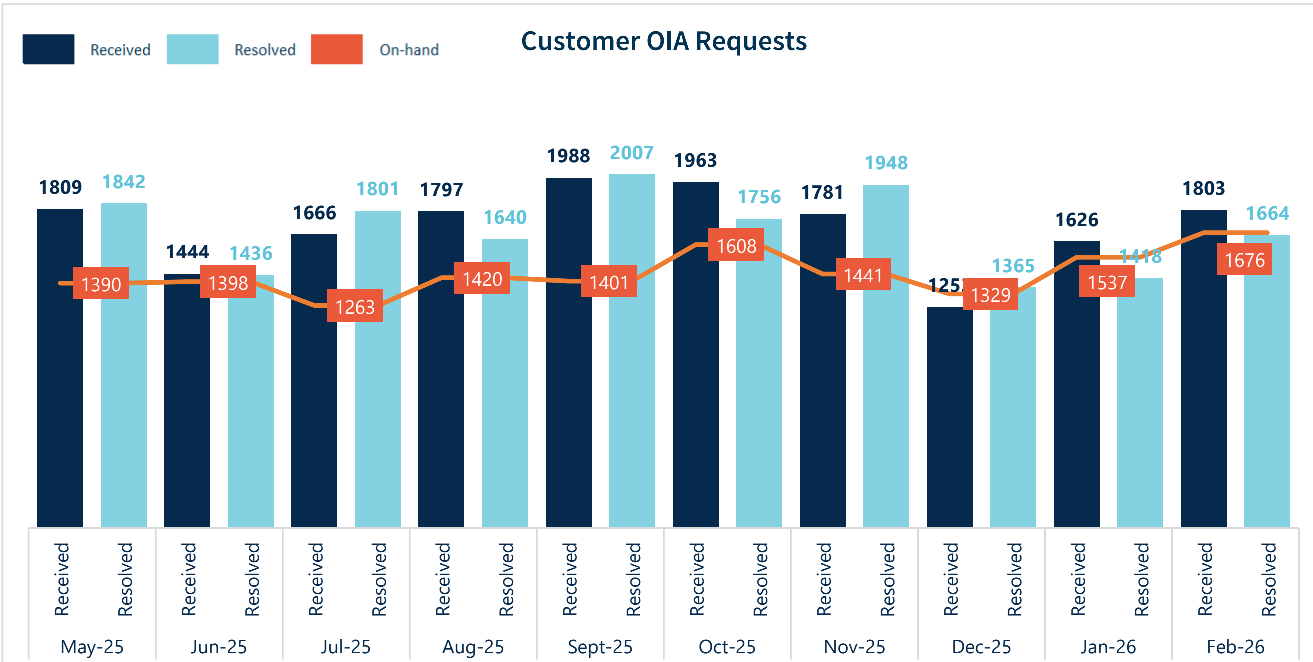
Our next quarterly update will be provided in the NHC Toka Tū Ake Monthly Performance Dashboard - March 2026.

Section 6 - Complying with the Official Information Act (OIA)

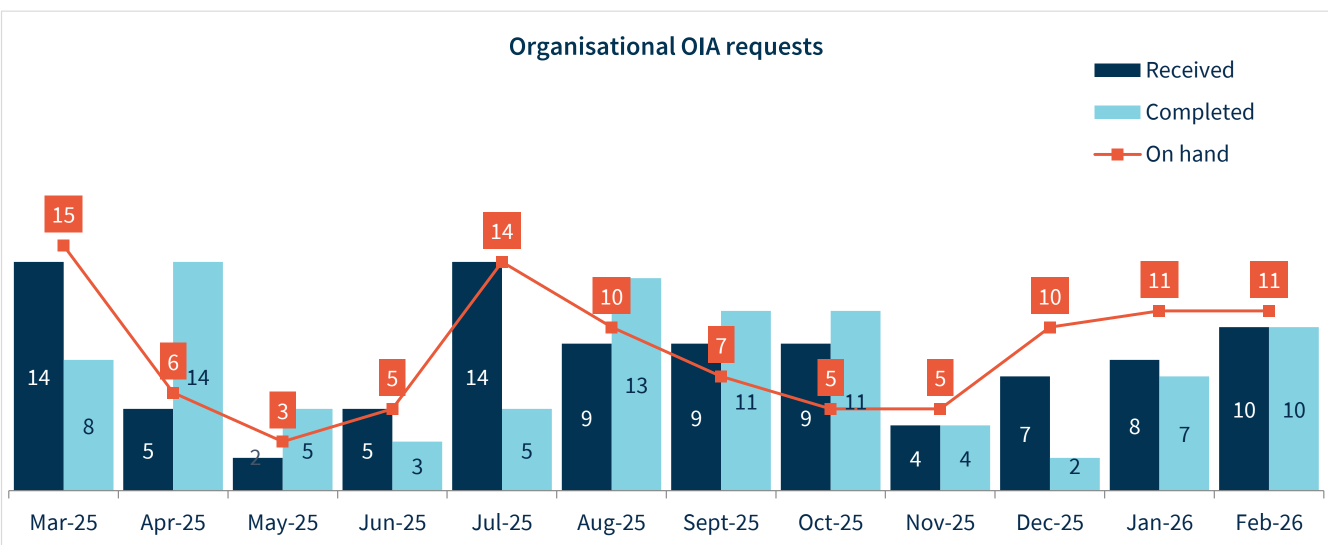
Our OIA team supports the work of NHC Toka Tū Ake by responding to requests for information covered by the Official Information Act and the Privacy Act. This requires investigating requests for information, communicating with the requestor and producing logical and factual reports.

Our reporting encompasses our two information request workstreams:

- Customer OIA requests (claim related information requests)
- Organisational OIA requests (all other information requests)

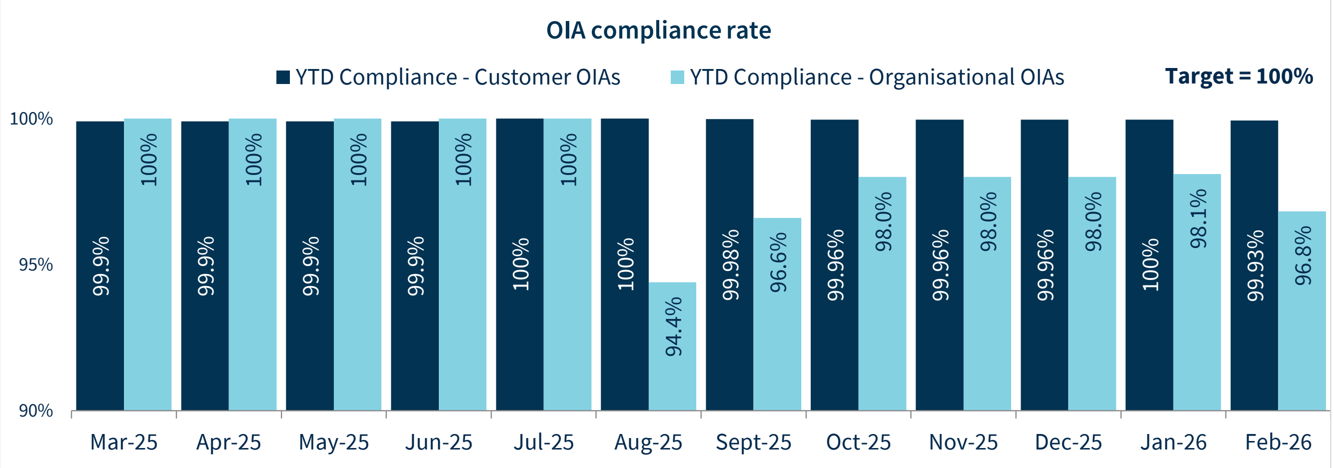


Across February, our Customer OIA and Contact Centre Teams received 1,803 new OIA requests (cf. 1,626 for Jan-26). Combined with the 1,537 requests on hand from last month and resolution of 1,664 requests this month, we have 1,676 requests on hand at month end.



Across February, our Government Relations team received 10 new organisational OIA requests (cf. 8 in Jan -26). Coupled with the 11 requests on hand from last month and 10 completed requests this month, the team had 11 requests on hand at month end. One of the new organisational requests was not received into the Government Relations team until after the statutory time frame had expired.

Section 6 - Complying with the Official Information Act (OIA) (cont.)



Across February, our Customer OIA and Contact Centre teams achieved a compliance rate of 99.7% across 1,664 completed responses. Our Government Relations Team achieved a 90% compliance rate across 10 completed responses.

Ombudsman review of complaints received

Across February, we received ten notices of formal investigation. During this period, the Ombudsman formed two formal investigation opinions in NHC's favour.

Ministerial correspondence

During the month, NHC Toka Tū Ake received one request to draft a response for the Minister's Office.

Across FY25-26 year-to-date, we have provided responses to 13 requests from the Minister (cf. 26 across FY24-25).

Contact centre performance - Phone Calls

	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26
Outbound - Inbound Ratio	7:93	9:91	12:88	10:90	13:87
Grade of Service	87%	86%	86%	89%	83%
Abandonment Rate	1.3%	1.1%	1.0%	1.3%	1.2%
Roll Over No Answer	18	14	8	12	15
Total Calls	1,500	1,378	919	1,051	1,408
Total Email and Post	3,404	3,532	2,719	2,573	3,163

Contact centre performance - Grade of Service (GoS)

Grade of service this month

Across February, our Grade of Service (GoS) for emails was 100% (unchanged from last month), while 83% GoS was achieved for phone calls (89% last month).

Quality of the customer experience this month

The customer experience this month remains very positive at 97% (94% last month) across 577 surveyed customers (cf. 244 surveyed last month).

Received

1,220 calls via 0800 DAMAGE
(cf. 940 last month)

1,360 emails via info@naturalhazards.govt.nz
(cf. 1,155 last month)

Explained: Grade of Service

Grade of Service is defined as calls answered within 20 seconds and emails responded to within 7 working days.

Explained: Customer experience rating

Customers are invited to complete a survey after every call to rate their experience on a scale of 1-7.
The descriptors used for the scale are as follows:

1 and 2 = negative; 3 and 4 = neutral; and 5,6,7 = positive.

Overall rating is the total positive ratings divided by total responses.

Section 7 - Data Protection

We now report on a quarterly basis on how well we're protecting our data

Taking effect at the start of this financial year, we adjusted the cadence of our data protection reporting from monthly to quarterly. Reporting in this space is more suited to quarterly progress reporting.

Our next quarterly update will be provided in the NHC Toka Tū Ake Monthly Performance Dashboard - March 2026.

Our quarterly updates will continue to focus on reporting against key data protection markers.

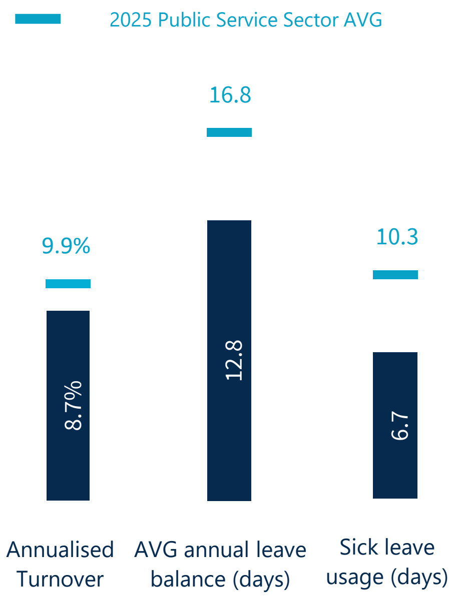
Section 8 - Our People

Across February, our permanent workforce headcount decreased by 1 to 352. Our headcount equates to 347.9 full time equivalent units (FTEs).

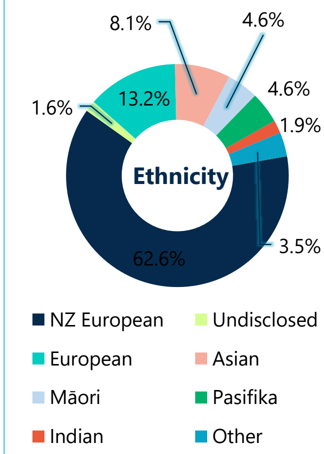
Across the month, our average annual leave balance increased by 0.9 days while average sick leave usage and our annualised turnover rate ('voluntary turnover') remain stable. All these averages continue to compare favourably to public sector averages.

Our People, Culture, and Capability team continues to actively work with our people leaders to understand employee departure causes, future requirements, and the importance of productive conversations to retain our talent. Regular feedback from people leaders is also part of staff development plans to foster positive employee engagement.

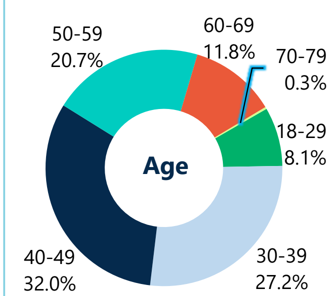
Comparison of NHC Toka Tū Ake averages against sector averages

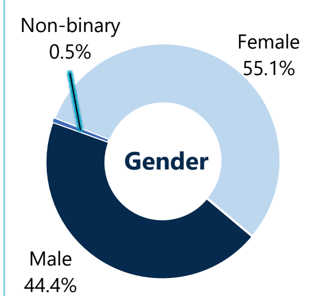


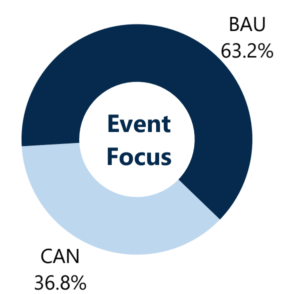
Our people at a glance

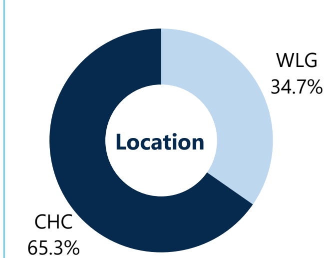


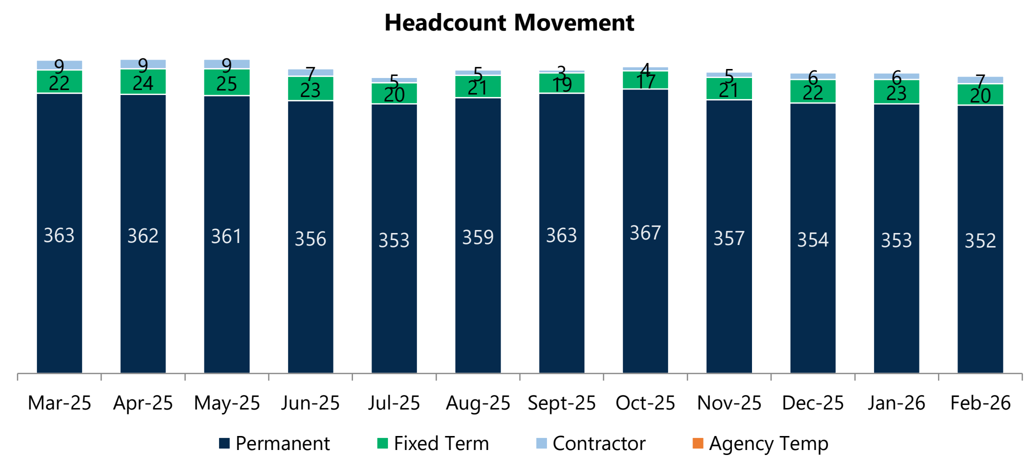
Note: 'Other' includes the category MELAA - Middle Eastern, Latin American, African

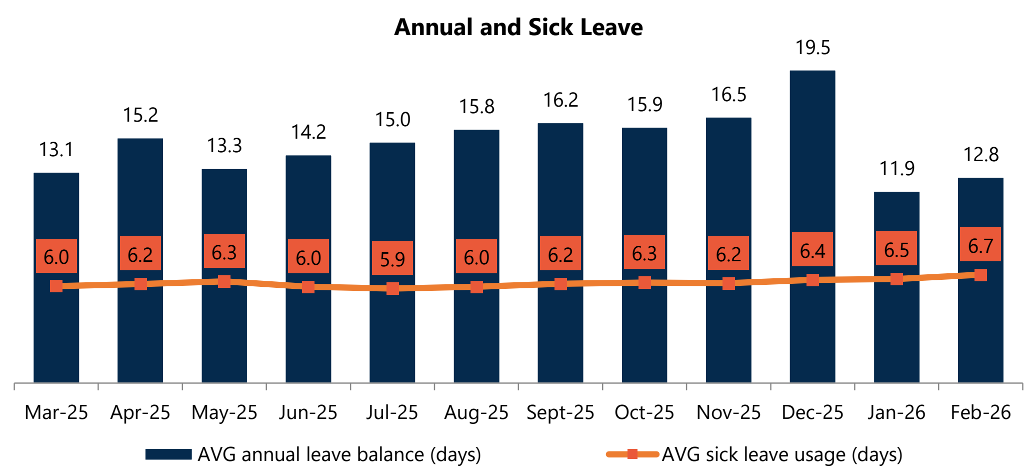












Across February, our average annual leave balance increased to 12.8 days. Currently, 20.7% of our people have an annual leave balance of 20+ days (cf. 19.4% last month).

To support the health and wellness of our people, we continue to implement and actively manage leave plans for our people with larger annual leave balances.