

# Monthly Performance Dashboard

## June 2023

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**Toka Tū Ake EQC has adopted a new name to better represent the role our scheme plays in supporting New Zealanders.**

Our new name reflects the whakapapa of our nation.

Our land is constantly changing from earthquakes, volcanic eruptions, landslips and floods. Communities have lived alongside those perils for hundreds of years, and Māori have always believed the relationship and connection of people to land and nature is inseparable.

## How to use this dashboard

This dashboard shows a monthly snapshot of Toka Tū Ake | EQC progress across its operational spectrum as well as how we track in relation to the performance measures in our *Statement of Performance Expectations 2022-23*. Below is a summary of each section.

### Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly or quarterly basis. The results are cumulative year-to-date results with a traffic light system used to indicate proximity of actual performance to expected performance. The *Statement of Performance Expectations 2022-2023* is one of our public accountability documents which can be found on our website:

<https://www.eqc.govt.nz/our-publications/statement-of-performance-expectations-2022-2023/>

### Section 2 - Canterbury\*

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury'). It shows how many claims have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many remain open (on hand). We also profile our remaining on hand claims by age, by complexity, and by reopen reason. This section also provides visibility on our progress to resolve claims in dispute (claims subject to legal proceedings or other dispute resolution pathways).

### Government on-sold support package

This sub-section outlines our progress in the delivery of the Government on-sold support package, on behalf of the Government, to support owners of on-sold over-cap properties in Canterbury to access financial help to have their homes repaired.

### Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have resolved in the month (resolved), and how many remain open (on hand). The data in this section is organised by the type of natural disaster damage for which a claim may be lodged (namely earthquake, landslip, flood or storm damage). In this section we also profile our remaining on hand claims by damage type and age.

### Claims subject to management under the Natural Disaster Response Model (NDRM)

This section provides a summary view, at an aggregate level, of claims managed under the Natural Disaster Response Model (NDRM), which came into effect on 30 June 2021. Under the NDRM, customers now lodge their disaster claim directly with our insurer partners who manage the settlement process on behalf of EQC ('Insurer Managed').

**Note:** Toka Tū Ake EQC continues to directly manage a small number of historical claims ('Toka Tū Ake EQC Managed') that pre-date the NDRM.

### Section 4 - Resilience

This section monitors the progression of Toka Tū Ake EQC's contribution to reducing risk and building resilience to natural hazards in New Zealand.

The section also monitors the perceptions of key stakeholders around the quality and relevance of the outputs of our investment in research (usefulness, useability and use), our contribution to building resilience to natural hazards and the quality of our partnering in these areas. Monitoring also includes the public's perceptions of how we are doing with enhancing public understanding of natural hazard risk and our influence on the public to take action to reduce this risk. Reporting on progress will occur on a quarterly basis.

### Section 5 - Customer Focus

This section monitors the quality of our customer focus through customers' satisfaction with their interactions with Toka Tū Ake EQC. There are three key strands to our customer focus metrics:

- 'Service Quality' of their overall claims experience and, for Canterbury customers, reflection on their most recent experience;
- 'Timeliness and quality of Complaints Resolution'; and
- 'Enduring settlements'.

Customer satisfaction surveys are conducted on our behalf by Kantar Public, who survey on our behalf every month. This section also summarises the volume of customer contacts through our primary channels of phone, email or post.

**Note:** Given the time required to complete our surveys, we report our customer satisfaction results one month in arrears.

### Section 6 - Media (Traditional and Social)

This section monitors the tone and impact of Toka Tū Ake EQC's coverage in both traditional and social media. It keeps a year-to-date count of the number of media statements released by us, and also how frequently we appear in media coverage across the month (media articles). This section also provides a view on what's driving our coverage, the tone of the coverage, leading messages, and themes shaped by what's driving coverage across both formats.

### Section 7 - Official Information Act (OIA) Requests

This section monitors the number of OIAs we have received, completed and have remaining on hand at the end of the month. Our OIAs are divided 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 Toka Tū Ake EQC and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

### Section 8 - Data Protection

This section provides a monthly update on Toka Tū Ake EQC's compliance matters, in particular, the severity and nature of reported privacy breaches as well as any emerging themes.

### Section 9 - Our People

This section tracks Toka Tū Ake EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement overlaid by claim population movement and a broad profile of our workforce, which is updated on a quarterly basis.

\*The published report made publicly available excludes a section on Kaikōura. This is excluded due to commercially sensitive insurer data.

## Section 1 - Statement of Performance Expectation measures - monthly monitoring

### Output One - Recovery after an event

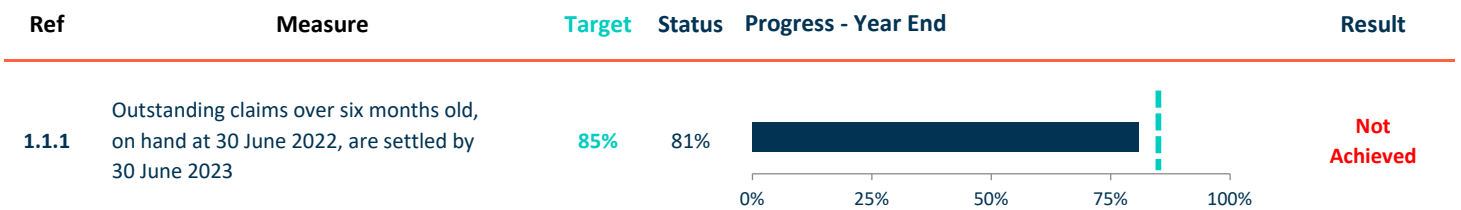
#### Output 1.1: Settlement of the 2010-11 Canterbury earthquake sequence remedial claims

**Output 1.1** is specifically focussed on serving customers with claims from the **2010-2011 Canterbury earthquake sequence**, including claims Toka Tū Ake EQC is managing on behalf of Southern Response Earthquake Services Limited (Southern Response). The measures address both the timeliness and the customer focus of the claims management services.

The measures in this output class are a continuation from the 2021-2022 financial year. The number of claims from the Canterbury events is gradually reducing as less new damage is discovered. From 2023-2024, measures are likely to be re-evaluated to reflect the fewer claim numbers and the different treatments required for them.

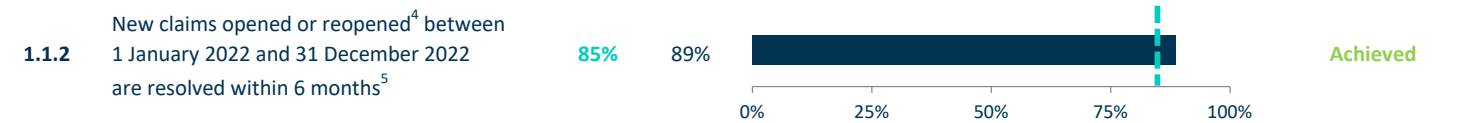
The threshold for customer satisfaction is different for Canterbury claims than it is for other claims. This is because damaged homes in Canterbury often have long and complex histories, in part reflective of past processes that have now changed. Also, for this reason, most of our customer focus measures look at a customer's recent experience to test the effectiveness of our continuous improvement initiatives.

#### Performance measures | Timeliness



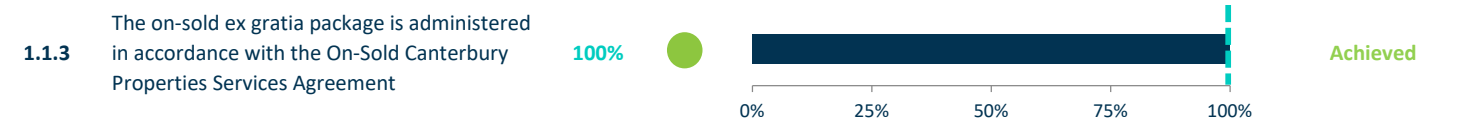
#### Commentary

At the end of FY22-23, the target for SOPE SOPE measure 1.1.1 was not achieved. Across FY22-23, we closed 226 (81%) of the 279 claims that were outstanding (over 6 months old) as at 30 June 2022.



#### Commentary

At the end of FY22-23, the target for SOPE measure 1.1.2 was achieved. Across FY22-23, 1,954 (89%) of the 2,201 in-scope claims that were reopened in January-December 2022 were settled within 6 months of their reopened date.










Performance measure	Standard	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%
EQC 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%

<sup>4</sup>The open claim has been resolved (closed) from the perspective of the business (Toka Tū Ake EQC). An open claim may be classified as resolved where the customer has been asked to provide further information related to their claim (over a period) that has not occurred. This approach is consistent with that taken by the private insurers. To count as reopened, Toka Tū Ake EQC needs to have triaged the request and accepted the possibility of further activity being required.

<sup>5</sup>Does not include claims in litigation or where a customer appoints a third party to represent them.

#### Key:

-  Result not available for the month
-  Potential risk of not achieving target
-  Performance trend increase
-  No change in performance trend
-  On track for delivery
-  Target highly unlikely to be achieved
-  Performance trend decrease

# Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output One - Recovery after an event (cont.)

### Performance measures | Timeliness

Ref	Measure	Target	Status	Progress - Year End	Result
1.1.4	Claims managed on behalf of Southern Response are managed in accordance with the Agreement Relating to Management of Outstanding Canterbury Claims between Toka Tū Ake and Southern Response	100%	100%		Achieved

**Commentary**

Under clause 6.6 of the Agreement relating to management of outstanding Southern Response earthquake claims, EQC must obtain Southern Response’s written agreement prior to proceeding, where the Settlement Sum or Repair or Rebuild Sum exceeds the Cap by more than \$50,000.

1.1.5	Achieve claims settlement targets, based on Southern Response settlement projections from March 2022 valuations	95%	69%		Not Achieved
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**Commentary**

At the end of FY22-23, the target for SOPE measure 1.1.5 was not achieved. Across FY22-23, 151 (69%) of the FY22-23 claims settlement target of 220 covered claims, based on the Southern Response settlement projections from March 2022 valuations, were settled.

1.1.6	More than 50% of surveyed customers are satisfied with their overall claims experience	>50%	78%		Achieved
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**Commentary**

At the end of FY22-23, the target for SOPE measure 1.1.6 was achieved. Across FY22-23, we achieved 78% satisfaction across 543 customer responses.

### Reflecting on their most recent experience:

1.1.7	More than 70% of surveyed customers agree or agree strongly that Toka Tū Ake:	Status	Progress - Year end	Result
	• was transparent and fair in all interactions	>70%	85%	Achieved
	• was responsive to their individual needs and situation during their recent claim experience	>70%	86%	Achieved
	• provided clear and concise communication, and customers were clear on next steps for their claim	>70%	81%	Achieved
	• acted as experts with the skills, knowledge and desire to help them	>70%	84%	Achieved

**Commentary**

At the end of FY22-23, the target was achieved across all four dimensions of SOPE measure 1.1.7.

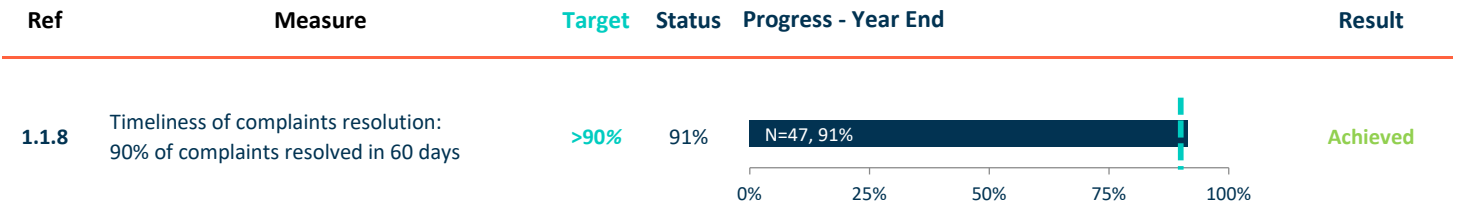
**Key:**

- Result not available for the month
- Potential risk of not achieving target
- ▲ Performance trend increase
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- ▼ Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

### Output One - Recovery after an event (cont.)

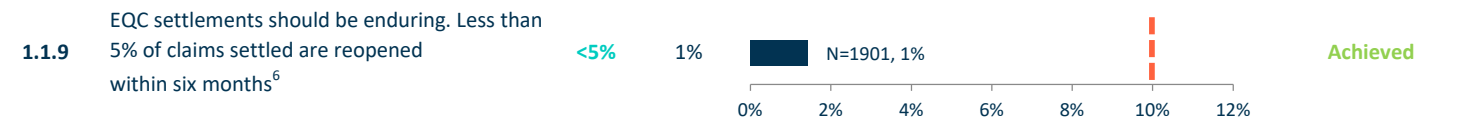
#### Performance measures | Timeliness (cont.)



#### Commentary

At the end of FY22-23, the target for SOPE measure 1.1.8 was achieved.

Across FY22-23, of all 47 complaints received relating to Canterbury claims, 43 (91%) were resolved within the target timeframe.



#### Commentary

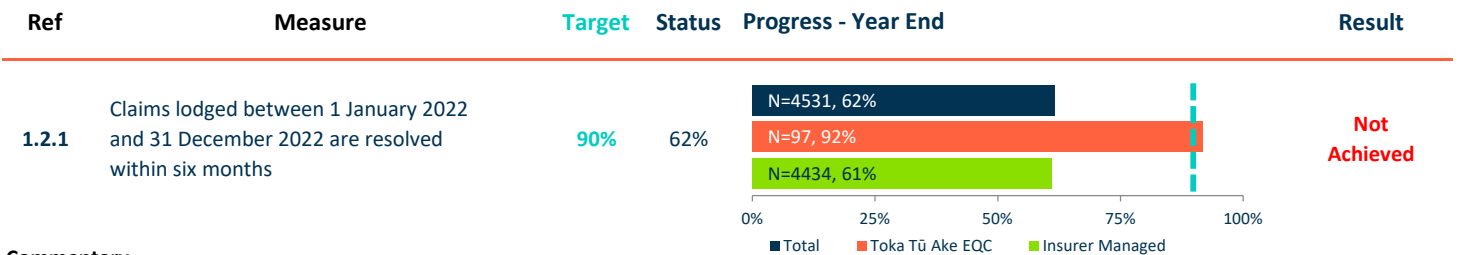
At the end of FY22-23, the target for SOPE measure 1.1.9 was achieved. Across FY22-23, of the 1,901 in-scope claim closures during January-December 2022, 27 claims (1%) have since been reopened.

### Output One - Recovery after an event

#### Output 1.2: Claims relating to natural disaster events (excluding Canterbury)

**Output 1.2** is focussed on other claims to the scheme that **occurred after the 2010-2011 Canterbury earthquake sequence**. These measures address the speed, quality and cost of claims resolution. For claims submitted after 30 June 2021, these measures apply to claims management services provided by private insurers under the NDRM.

#### Performance measures | Timeliness



#### Commentary

At the end of FY22-23, the target for SOPE measure 1.2.1 was not achieved. Across FY22-23, 2,793 (62%) of the 4,531 in-scope claims lodged during January-December 2022 were settled within 6 months.

As signalled in recent monthly reporting, insurer progress on claims has been impacted by a number of factors including: the extended timeframe for resolving claims reported for the Tahunanui Slump and Nelson/Marlborough flooding event of Aug-22, with resolution timeframes impacted by general property access challenges and limited availability third-party resource; and demands on available specialised resource with the subsequent Upper North Island flooding events of Jan-23 and Feb-23. The other key complexity influencing the FY22-23 result is that land assessments cannot be initiated until the land stops moving.

**Note:** These factors have also impacted our ability achieve target for SOPE measure 1.2.2

<sup>6</sup>This will not include claims re-opened for administrative purposes (such as for making a payment or insurer facilitation).

#### Key:

- Result not available for the month
- Potential risk of not achieving target
- ▲ Performance trend increase
- No change in performance trend
- On track for delivery
- Target highly unlikely to be achieved
- ▼ Performance trend decrease

# Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output One - Recovery after an event (cont.)

### Output 1.2 | Performance measures | Timeliness (cont.)

Ref	Measure	Target	Status	Progress - Year End	Result
1.2.2 <sup>7</sup>	Claims that have not been settled within six months of lodgement are settled within 90 working days of the assessment phase being completed	90%	67%		Not Achieved

#### Commentary

At the end of FY22-23, the target for SOPE measure 1.2.2 was not achieved. For Toka Tū Ake EQC managed claims, 3 (75%) of the 4 in-scope claims were settled within the target timeframe. For Insurer managed claims, 476 (66%) of the 716 claims in scope for FY22-23 were settled within the target timeframe. Factors contributing to non-achievement are identical to the factors outlined for non achievement of SOPE measure 1.2.1.

Ref	Measure	Target	Status	Progress - Year End	Result
1.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	64%		Not Achieved
1.2.4	More than 70% of surveyed customers agree or agree strongly that Toka Tū Ake EQC (or its partner):				
	• was transparent and fair in interactions	>70%	65%		Not Achieved
	• was responsive to their individual needs and situation during their recent claim experience	>70%	66%		Not Achieved
	• provided clear and concise communication, and customers were clear on next steps for their claim	>70%	68%		Not Achieved
	• acted as experts with the skills, knowledge and desire to help them	>70%	73%		Achieved

#### Commentary

At the end of FY22-23, the target for SOPE measure 1.2.3 not achieved. Across FY22-23, we achieved 64% satisfaction across 453 customer responses. The following is a summary of our end of FY22-23 results against the four dimensions of SOPE measure 1.2.4.  
 SM 1.2.4a - target was not achieved. Across FY22-23, we achieved 65% satisfaction across 454 customer survey responses.  
 SM 1.2.4b - target was not achieved. Across FY22-23, we achieved 66% satisfaction across 430 customer survey responses.  
 SM 1.2.4c - target was not achieved. Across FY22-23, we achieved 68% satisfaction across 438 customer survey responses.  
 SM 1.2.4d - target was achieved. Across FY22-23, we achieved 73% satisfaction across 423 customer survey responses.

<sup>7</sup>The measure has been adjusted to reflect the small number of claims that now fall within this category.

#### Key:

- Result not available for the month
- Potential risk of not achieving target
- ▲ Performance trend increase
- No change in performance trend
- On track for delivery
- Target highly unlikely to be achieved
- ▼ Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

### Output One - Recovery after an event (cont.)

#### Output 1.2 | Performance measures | Customer focus (cont.)

Ref	Measure	Target	Status	Progress - Year End	Result
1.2.5 <sup>8</sup>	Timeliness of complaints resolution: 90% of disputes resolved in 60 days or within such longer period as the complainant and private insurer agree	>90%	92%		Achieved

**Commentary**

At the end of FY22-23, the target for SOPE measure 1.2.5 was achieved. Across FY22-23, 92% of all 121 in-scope complaints received (excluding Canterbury and Kaikōura), were resolved within the target timeframe.

Of the 121 in-scope claims across FY22-23:

- 92% of 12 Toka Tū Ake EQC-managed claims were resolved within 60 days; and
- 92% of 109 Insurer managed claims were resolved within 60 days.

**Note:** There is a degree of volatility in the results for this measure due to low volumes of complaints.

1.2.6 <sup>9</sup>	Toka Tū Ake EQC settlements should be enduring. Fewer than 7.5% of claims resolved are reopened within six months	<7.5%	1%		Achieved
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**Commentary**

At the end of FY22-23, the target for SOPE measure 1.2.6 was achieved. Across FY22-23, 1% of the 2,956 in scope claims were reopened within six months of resolution.

Of the 2,956 claim closures during January-December 2022:

- 8% of the 257 Toka Tū Ake EQC-managed claims were reopened within 6 months of closure; and
- 1% of the 2,699 Insurer managed claims were reopened within 6 months of closure.

**Note:** This result is adjusted to remove the claims reopened for administrative purposes as advised by our insurer partners. There are 8 reopened claims, that came into scope this month, which are unconfirmed by two insurer partners at time of reporting.

#### Output 1.2 | Performance measures | Quantity

1.2.7	The ratio of claims handling expense to settlement cost for the period is less than the ratio set by the Board	Less than threshold ratio	<ul style="list-style-type: none"> <li>Jul-22: 41% Actual, 49% Threshold</li> <li>Aug-22: 54% Actual, 60% Threshold</li> <li>Sep-22: 37% Actual, 42% Threshold</li> <li>Oct-22: 36% Actual, 41% Threshold</li> <li>Nov-22: 44% Actual, 54% Threshold</li> <li>Dec-22: 46% Actual, 54% Threshold</li> <li>Jan-23: 45% Actual, 54% Threshold</li> <li>Feb-23: 43% Actual, 53% Threshold</li> <li>Mar-23: 42% Actual, 53% Threshold</li> <li>Apr-23: 41% Actual, 53% Threshold</li> <li>May-23: 39% Actual, 53% Threshold</li> <li>Jun-23: 34% Actual, 52% Threshold</li> </ul>	Achieved
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**Commentary**

At the end of FY22-23, the target for SOPE measure 1.2.7 was achieved. As at 30 June 2023, a claims expense ratio of 34% was observed vs. the target threshold ratio of 52%.

**Notes**

- This measure is specific to claims managed by our insurer partners under the Natural Disaster Response Model (NDRM), which commenced on 01 July 2021.
- The threshold is recalibrated each month.
- The methodology used to calculate this measure was approved by the Board on 12 May 2021.

<sup>8</sup>Excludes complaints that fall into the external dispute resolution process to align with Fair Insurance Code terminology.

<sup>9</sup>Measure excludes administrative reopens.

<sup>10</sup>[https://www.eqc.govt.nz/sites/public\\_files/documents/grants/EQC%20Resilience%20Strategy%202019.pdf](https://www.eqc.govt.nz/sites/public_files/documents/grants/EQC%20Resilience%20Strategy%202019.pdf)

**Key:**

- Result not available for the month
- On track for delivery
- Potential risk of not achieving target
- Target highly unlikely to be achieved
- ▲ Performance trend increase
- ▼ Performance trend decrease
- No change in performance trend



## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

### Output Two - Resilience

#### Output 2.1 - A resilience programme that facilitates improved analysis and public understanding of natural hazard risk

Our **Resilience** output class, focusses on investing in science, data, loss modelling and public education to support risk-informed decision making. With strong reciprocal relationships, we disseminate this knowledge and tools to people who can make a difference - policy makers, planners, key professions and the public.

#### Output 2.1 | Performance measures | Quality (refer to Section 4: Resilience for further detail)

Ref	Measure	Target	Status	Progress - Year End	Result
2.1.1	Percentage of stakeholders <sup>11</sup> surveyed <sup>12</sup> agree or strongly agree that the outputs of the investment by Toka Tū Ake EQC in research are: <ul style="list-style-type: none"> <li>of good or excellent quality</li> <li>relevant and focussed on the outcomes of the Resilience Strategy</li> </ul>	>75%	●	2.1.1a) of good or excellent quality ... 86%	Achieved
				2.1.1b) relevant and focussed on ... 85%	
2.1.2	Percentage of stakeholders surveyed agree or strongly agree that Toka Tū Ake EQC: <ul style="list-style-type: none"> <li>is contributing to driving progress in resilience to natural hazards;</li> <li>is an engaged and supportive partner</li> </ul>	>75%	●	2.1.2a) is contributing to driving ... 82%	Achieved
				2.1.2b) is an engaged and supportive ... 88%	

#### Output 2.1 | Performance measures | Quantity (refer to Section 4: Resilience for further detail)

2.1.3	Percentage of the public surveyed <sup>13</sup> who say: <ul style="list-style-type: none"> <li>they thought about potential risks of natural hazards when buying or looking to buy a property</li> </ul>	>75%	90%	Q1: N=254, 88%	Achieved
				Q2: N=213, 87%	
				Q3: N=240, 94%	
				Q4: N=255, 90%	
2.1.3	<ul style="list-style-type: none"> <li>they are aware they can take action to make their homes safer and stronger for disaster events</li> </ul>	>60%	69%	Q1: N=1002, 67%	Achieved
				Q2: N=1003, 69%	
				Q3: N=1002, 67%	
				Q4: N=1005, 71%	
2.1.3	<ul style="list-style-type: none"> <li>where possible, they have taken action as home owners on any of the six key preparedness actions<sup>14</sup> promoted by Toka Tū Ake EQC<sup>15</sup></li> </ul>	>55%	58%	Q1: N=662, 57%	Achieved
				Q2: N=642, 58%	
				Q3: N=630, 55%	
				Q4: N=638, 60%	
2.1.4	Number of formal, evidence-based submissions made on relevant (natural hazard risk) policies, plans, or initiatives or local government statutory plans  Reviewer commentary that submissions are: <ul style="list-style-type: none"> <li>of good quality</li> <li>on matters relevant to natural hazard risk reduction</li> </ul>	5	16	Across FY22-23, we made 16 submissions including: 5 on government policy bills; and 11 on council plans. Independent reviewer results show that all submissions have met the SoPE criteria.	Achieved

<sup>11</sup>Stakeholders include central government, local government, science and research, insurance industry, and design, planning, and construction professionals.

<sup>12</sup>Quantitative surveys are undertaken by Research First Ltd, an independent organisation.

<sup>13</sup>Quantitative surveys are undertaken by A C Nielsen, an independent organisation.

<sup>14</sup>The key preparedness actions are secure tall furniture, secure hot water cylinder, remove or replace hazardous chimneys, secure foundations, know how to turn off mains gas, and know how to turn off mains water.

<sup>15</sup>This action measure is calculated by summing the count of people who said 'yes' to each of the six actions, divided by the sum of the count of eligible people who answered for each action (excludes those who said not applicable).

**Key:**

- Result not available for the month
- Potential risk of not achieving target
- ▲ Performance trend increase
- No change in performance trend
- On track for delivery
- Target highly unlikely to be achieved
- ▼ Performance trend decrease



## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

### Output Two - Resilience

#### Output 2.2: Innovating through technology to enhance loss modelling and public understanding of natural hazard risk

Performance measures (refer to Section 4: Resilience for further detail)

Ref	Measure	Target	Status	Progress - Year End	Result
2.2.1	<p>Deliver the following milestones for loss modelling:</p> <ul style="list-style-type: none"> <li>Implement the new National Seismic Hazard Model in PRUE<sup>16</sup></li> <li>Implement new earthquake fragility models in PRUE</li> <li>Agree a forward loss modelling strategy with GNS and NIWA</li> </ul>	as per milestones		Implementation of the National Seismic Hazard Model and new earthquake fragility models in PRUE will not be completed within this financial year.	Partially Achieved

#### Commentary

This activity was not completed by 30 June as a result of combination of GNS resources being diverted to the cyclone recovery, Tonkin & Taylor needing to do more work on liquefaction hazard model, and delays in agreeing a contract with GNS. Management will keep the Loss Modelling and Risk Financing Board sub-committee (MORF) informed of likely delivery.

2.2.2	<p>Deliver the following milestones for the Risk and Resilience Portal:</p> <ul style="list-style-type: none"> <li>Establish an online register that provides the public with information on Toka Tū Ake EQC claims for individual residential properties</li> <li>Stage two of the Portal is costed and signed off by the Toka Tū Ake EQC Board</li> </ul>	as per milestones		Refer to commentary	Partially Achieved
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#### Commentary

Subsequent go-live of the Natural Hazards Portal was launched in July after Board approval. Development of the stage 2 business case has commenced. The Toka Tū Ake Board have agreed that this will now be presented in February 2024.

<sup>16</sup>PRUE is based on the RiskScape® risk modelling software developed by GNS and NIWA.

#### Key:

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- Potential risk of not achieving target
- Performance trend increase
- No change in performance trend
- On track for delivery
- Target highly unlikely to be achieved
- Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

### Output Three - Risk Financing

#### Output 3.1: Maintain a reinsurance programme that supports Toka Tū Ake EQC's delivery of affordable residential natural disaster insurance protection

Our **Risk financing** output activities are guided by our understanding of the Crown's balance sheet risk appetite and rebuilding the NDF. Purchasing reinsurance transfers an agreed amount of natural disaster risk to offshore capital providers, thereby reducing the concentration of New Zealand's financial exposure to future natural disaster events.

#### Performance measures

Ref	Measure	Target	Status	Progress - Year End	Result
3.1.1	Reinsurance protection for 2023-2024 is obtained on terms that assure continuity of coverage for all perils, at rates that are lower than the Crown's cost of capital	01 June 2023	●	The 2023/24 reinsurance programme was placed with all perils continuing to be covered, and at a rate lower than the Crown's cost of capital.	Achieved
3.1.2	Annual consultation with the Crown on risk appetite occurs prior to purchasing reinsurance for 2023-2024	as per measure	●	As part of the planning of the 2023/24 reinsurance programme several engagements were held with the Treasury on risk appetite. This included the decision to increase the programme's deductible.	Achieved
3.1.3	An annual review of the risk financing strategy is conducted	30 June 2023	●	An annual review was conducted with the final version presented at the Board meeting of 23 February 2023.	Achieved

#### Output 3.2 - Managing the NDF

3.2.1	The level of levies collected compared to annual financial budget	100%	●		Achieved
3.2.2	The NDF is managed in accordance with directions from the Minister	100%	●	Across FY22-23, there has been no breaches.	Achieved
3.2.3	The value of the NDF is rebuilt (assumes fewer than 4,500 new claims in addition to Canterbury reopens)	>\$185m	●		Achieved

#### Key:


●	Result not available for the month	●	Potential risk of not achieving target	▲	Performance trend increase	■	No change in performance trend
●	On track for delivery	●	Target highly unlikely to be achieved	▼	Performance trend decrease		

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Four: Readiness for an event

**Readiness** is about ensuring Toka Tū Ake EQC and its partners have the right capability and capacity in place to support New Zealanders, should we be required to respond to an event today. We do this by ensuring we have the right model in place to respond to a wide range of events, running scenario exercises, planning for business continuity and identifying areas for improvement.

Performance measures<sup>19</sup> | Quantity


Ref	Measure	Target	Status	Progress - Year End	Result
4.1	Toka Tū Ake EQC will continue to conduct scenario exercises that will demonstrate that Toka Tū Ake, with insurers and other key recovery agencies, can respond to a significant natural disaster up to 100,000 claims			Refer to commentary	Achieved

**Target:** Independent evaluation reviewing our exercises to ensure they are fit for purpose by 30 June 2023.

## Comment

To validate scalability, Toka Tū Ake has reviewed insurer event response and surge plans. These plans outline how individual Insurers will scale to achieve their expected share of up to 100,000 customer claims. Toka Tū Ake is confident that there is contingent capacity to scale to 100,000 claims per year based on Insurers' planned approach to surging resources. This is based primarily on Insurer's using Third Party Administrators (TPA's) for some claim management services. Both Insurers and TPAs can leverage significant national and global staff to meet surge demands before needing to recruit. Being able to surge staff to appropriate levels is the primary determinant to achieving this measure.

With effect Monday 3 July 2023, QBE will join our claims model partnership.


4.2	To support co-ordinated insurance response and recovery activities, by 30 June 2023 Toka Tū Ake EQC (with its partners) has developed two event response strategies that cater to a range of natural disaster perils that Toka Tū Ake EQC covers			Refer to commentary	Partially Achieved
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**Target:** Two event response strategies developed by 30 June 2023.

## Comment

A response strategy for a Mt Taranaki volcanic eruption scenario was approved by the Board in May.

The Board have agreed to defer the second event response strategy and instead agreed to add a SoPE measure in FY23-24 to provide the board with a lessons learnt review from the North Island weather events.








4.3	NDRM systems are analysed and process and data exchange enhancements are agreed between Toka Tū Ake EQC and insurers to ensure scalability and robustness of the NDRM.			Refer to commentary	Achieved
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**Target:** Achievement of target by 30 December 2022.



## Comment

Achieved. The Partnership Development Plan (PDP) agreed with each of our insurer partners articulates planned data exchange enhancements.

## Key:

	Result not available for the month		Potential risk of not achieving target		Performance trend increase		No change in performance trend
	On track for delivery		Target highly unlikely to be achieved		Performance trend decrease		








## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

NDRM assurance quality		Status	Progress - Year End	Result
4.4	Moderate and high-risk issues identified through the Insurer Response Model Assurance Framework have an agreed and documented action plan to address those issues (including timeframes), and relevant actions have been completed within the agreed timeframes	95%	98% Moderate and high-risk issues identified through the Insurer Response Model Assurance Framework have an agreed and documented action plan to address those issues (including timeframes). Across FY22-23, 46 of the 47 actions due for completion have been completed.	Achieved
4.5	Toka Tū Ake EQC implements recommendations 5.1.3 <sup>17</sup> and 6.1.3 <sup>18</sup> from the 2020 Public Inquiry by 24 December 2022	100%	<p> <b>Recommendation 5.1.3</b> Completed</p> <p> <b>Recommendation 6.1.3</b> Refer to commentary below</p>	Partially Achieved
<b>Comment</b> Progress continues on implementing the remaining Toka Tū Ake EQC led Public Inquiry recommendations:				
<b>Recommendation 5.1.3</b> Completed with the publication of the findings of the Kaikōura/Hurunui research published on our website in early June.				
<b>Recommendation 6.1.3</b> The Risk and Resilience Portal’s overall intent is to provide homeowners with public education on natural hazards and natural hazard risk. Phase one which will make Toka Tū Ake claims data available, was completed in July with the launch of the Natural Hazards Portal following Board approval.				
4.6	New Zealanders have increasing trust and confidence in Toka Tū Ake EQC	>92	94 Our Public Sector Reputation (PSR) Index score for FY22-23 was 94, which is an increase on our previous PSR index score of 92.	Achieved

<sup>17</sup>Public Inquiry recommendation to conduct a detailed assessment of the impacts of cash settlement of claims in the Kaikōura/Hurunui earthquake, including long-term housing stock quality impacts.

<sup>18</sup>Public Inquiry recommendation to establish an online register that provides EQC information on claims for individual residential properties that are free and simple to use for prospective home buyers. See also measure 2.2.2.

**Key:**

	Result not available for the month		Potential risk of not achieving target		Performance trend increase		No change in performance trend
	On track for delivery		Target highly unlikely to be achieved		Performance trend decrease		

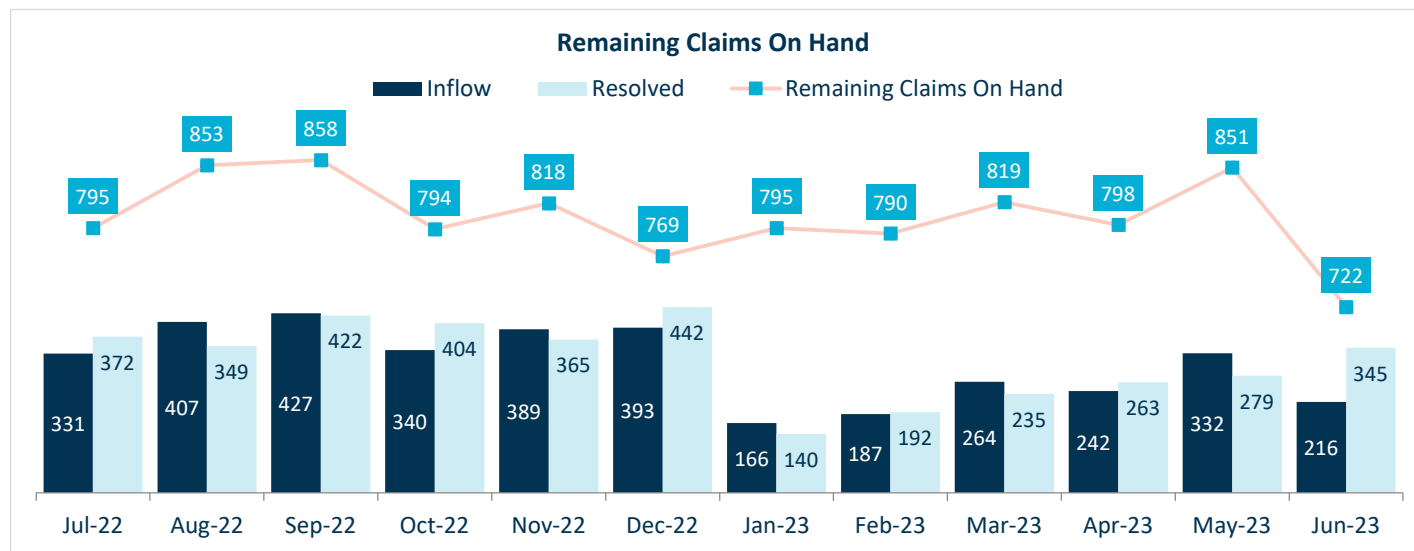
## Section 2 - Canterbury

During June, 345 claims were resolved, offset by inflow of 216 claims. At month end we have 722 open Canterbury claims on hand (cf. 851 at EOM May-23), a healthy reduction of 129 from last month. Over the financial year, claims on hand reduced 14%, down from 836 at the end of June 2022.

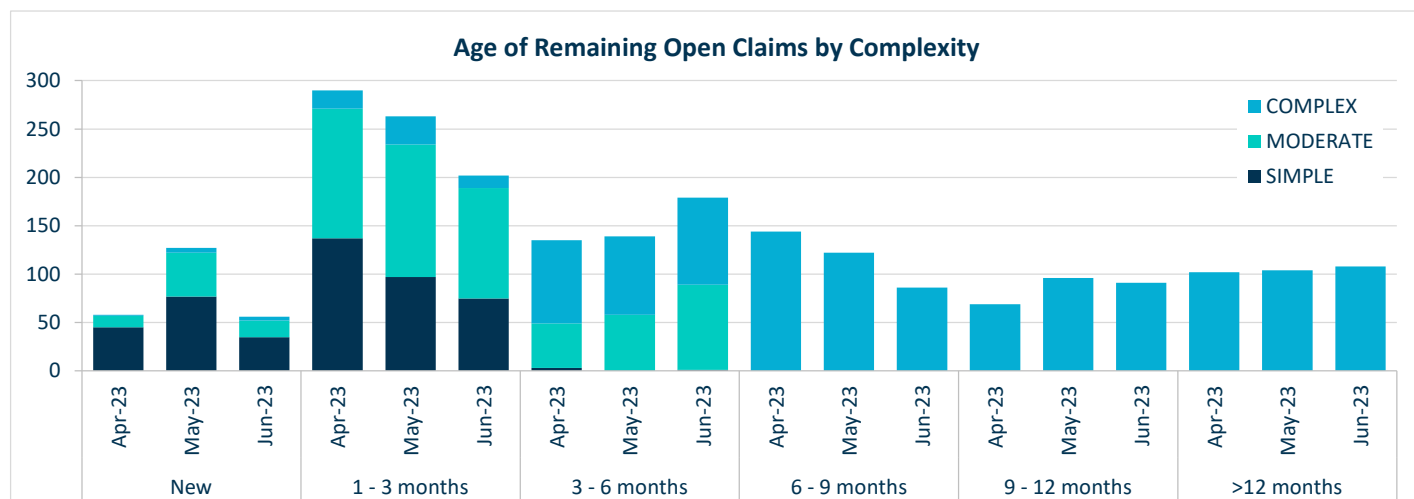
In terms of complexity, sampling of June inflow shows that just under 76% are categorised as 'simple' claims ie. closed or forecast to close by EOM Sep-23. A further 18% are classified as of standard complexity (3-6 month forecast duration) with the balance classified as complex (>6 month forecast duration). June outflow, shows that 70% of claims are closed within 3 months of reopening (cf. 76% as at EOM May-23), while 5% of outflow were 'aged claims' (claims older than 12 months). The age profile of remaining claims reveals that just under 36% are <3 months old while aged claims (claims >12 months old) account for 15%. Missed damage remains the top reopen customer-initiated category, accounting for 63% of this month's inflow, with drainage/ plumbing related reasons the top contributor to this category.

The focus of our **Aged Claims Strategy** remains the continued reduction of both our 'aged claims' population (claims older than 12 months) and its proportional representation across all open Canterbury claims. In the month ending 30 June, our aged claims population increased by 4 to 108, representing 15% of all open Canterbury claims. While aged claims continued to be closed during the month this was less than the number of new aged claims entering the population. The group wide focus on aged claims continue along with the pre-emptive focus on claims in the preceding age brackets aged 6-9 and 9-12 months. All aged claim closures continue to be diligently monitored.

**With effect February 2023**, claims that have been reopened for the purposes of minor works payments, which are purely administrative reopens, are now excluded from reported volume counts. The exclusion of claims reopened for this administrative purpose account for the lower volumes reported for February. This exclusion will also be visible in lower volumes reported for consequent months.



The 345 claims resolved this month includes 3 claims open at the end of May, that are now subject to an application for Government support for repair of on-sold over cap properties ('on-sold claims', an open total 1,050 of which are excluded). Also included are a further 11 SRES MOU claims that were settled, 17 claims resolved for minor works, and 15 open claims reassigned to Claims Assurance.



Resolution of aged claims continues to be a key priority for our settlement teams. Though claims aged > 12 increased by 4 during June to 108, claims aged 6 - 12 months reduced collectively by 19% to 177 (cf. 218 last month). Claims aged < 3 months reduced by 35% to 258 (cf. 395 last month), while claims aged 3 - 6 months increased by 34% to 179 (cf. 134 last month).

## Section 2 - Canterbury (cont.)

### Open Canterbury Claims by Reopen Reason

**Missed Damage, 72.6%**

Claim has been reopened as the customer has concerns regarding additional damage on previously scoped or unscoped elements and requires review and assessment.

**Customer Complaint, 1.5%**

Claim is reopened due to formal expression by the Customer of dissatisfaction with the management of the claim.

**Additional Payment, 4.8%**

Claim has been reopened to make additional payment/s to settle Natural Disaster Damage in accordance with EQC Act, and any other payments required to support resolution of the claim.

**Requested information received from customer, 0.8%**

Claim is reopened as the Customer has returned with information previously requested by EQC to progress the claim.



**Repair Methodology, 7.1%**

Claim has been reopened as the customer has concerns regarding elements of the repair methodology\* or strategy that was recommended or followed, to settle natural disaster damage in accordance with EQC Act.

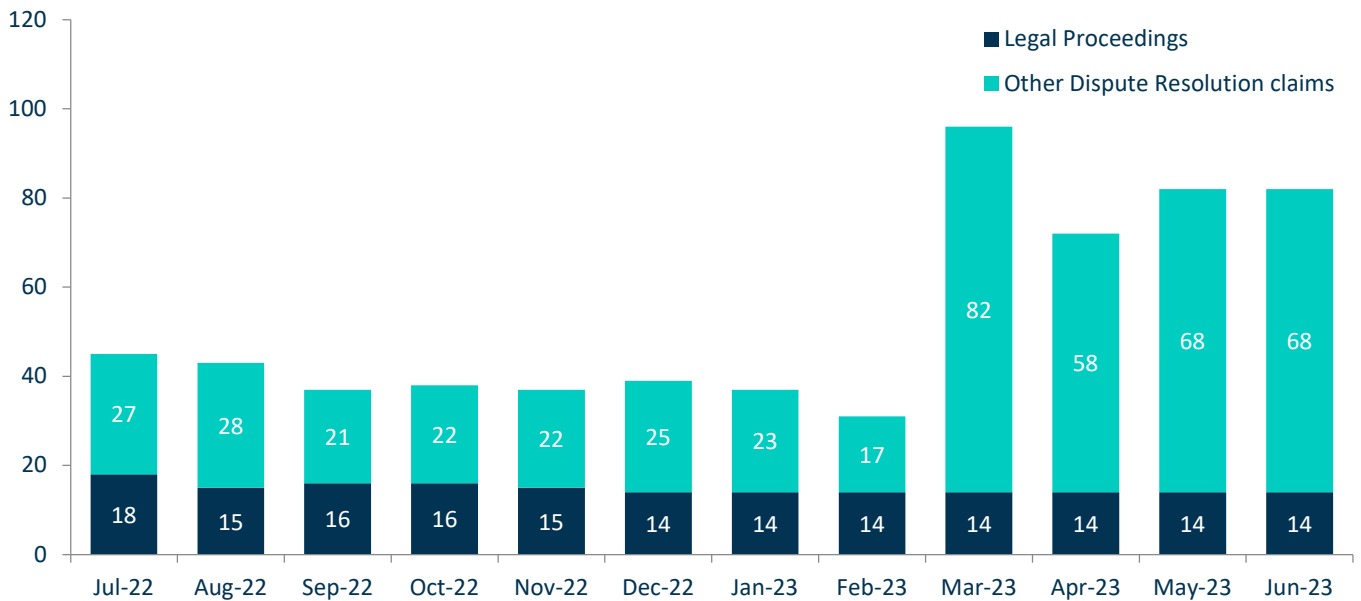
\* Methodology: determining a repair strategy for damage relating to Natural Disaster using appropriate qualified specialist assessments.

**Repair Quality, 13.2%**

Customer has identified defects or quality issues with repairs previously completed and managed by EQC\* that need to be assessed to settle Natural Disaster Damage in accordance with EQC Act.

\*Note: Issues with repairs managed by the customer following cash settlement need to be resolved directly with the contractor by the customer.

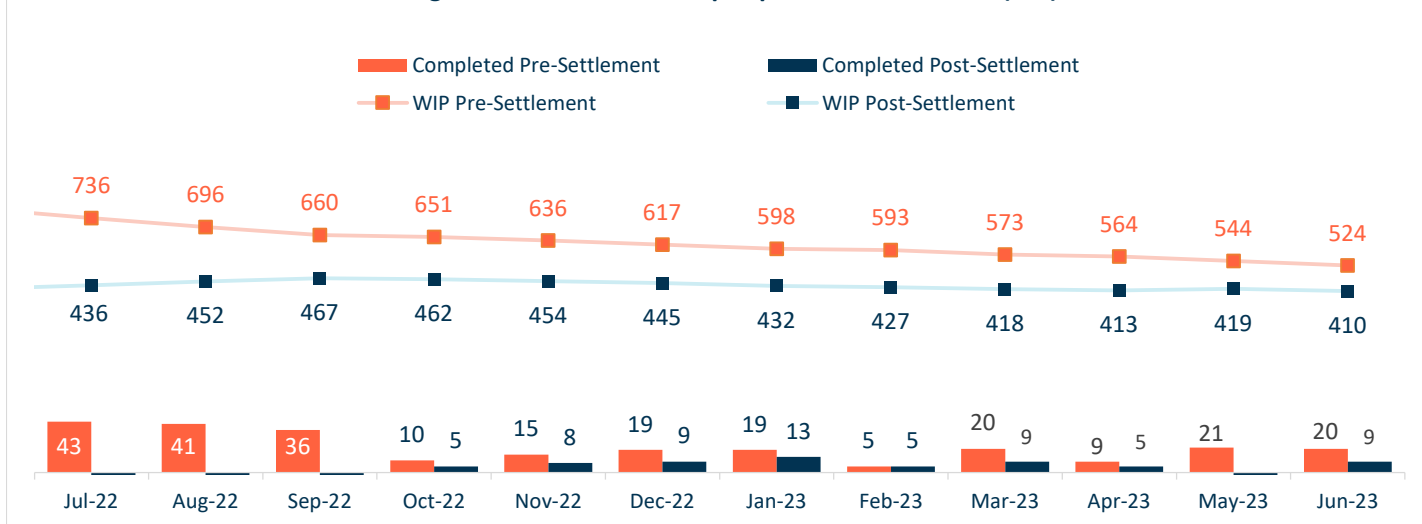
### Claims in Dispute



As at 30 June, we have 14 Canterbury claims that are subject to legal proceedings (cf. 14 at EOM May-23). Our population of other claims requiring dispute resolution remains 68.

## Section 2 - Canterbury (cont.)

Progress of On-sold Over-cap Expressions of Interest (EOI)



Applications (expressions of interest - EOIs) for government support to repair On-Sold Over-Cap properties closed in October resulting in nil inflow from Nov-20.

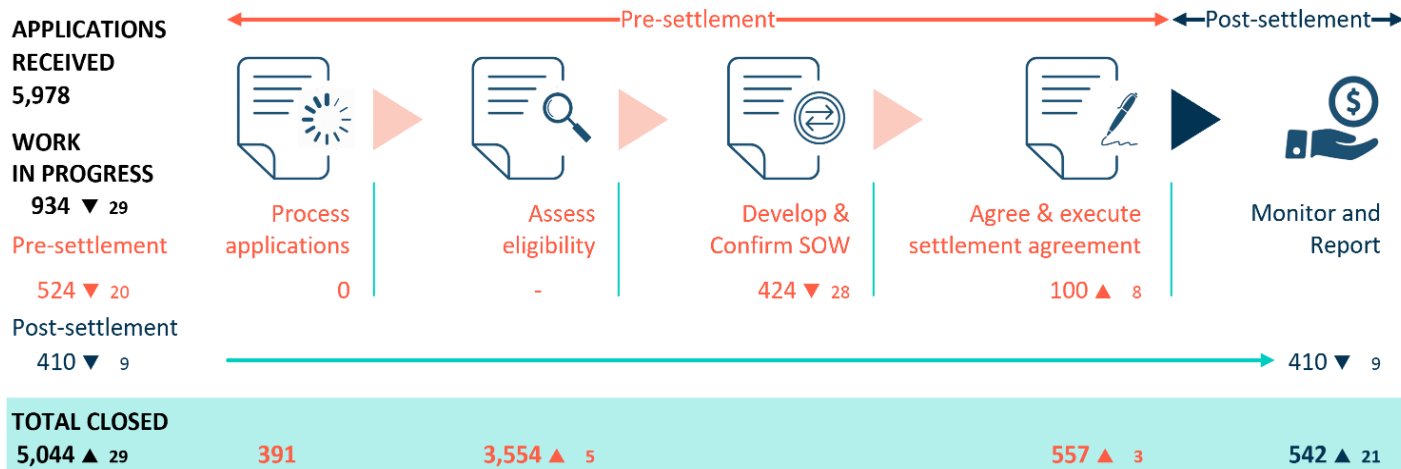
The chart above plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 5,454\* applications ('total closed' (5,044) + 'WIP post-settlement' (410)) of which:

- 1,509 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Completed - EQC Payment' (557) + 'Monitor and Report' (952));
- 768 have been transferred to Toka Tū Ake EQC operations to be managed as these applications are not likely to exceed the EQC cap, or do not fit the On-Sold eligibility criteria; and
- 1,038 have been closed due to insufficient information following a campaign to contact homeowners requesting additional information from customers to assess their eligibility and demonstrate they have additional damage.

At month end, and now including post-settlement, our WIP includes:

- **Pre-settlement** - 524 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process ('Pre-settlement'), including 85 Awaiting Agreements with Customers.
- **Post-settlement** - 410 (refer to reporting change notation above for definition).

\* These numbers exclude applications with status of 'Awaiting Agreement - Customer', as these applications are now being \* treated as WIP (Agree and execute settlement agreement).



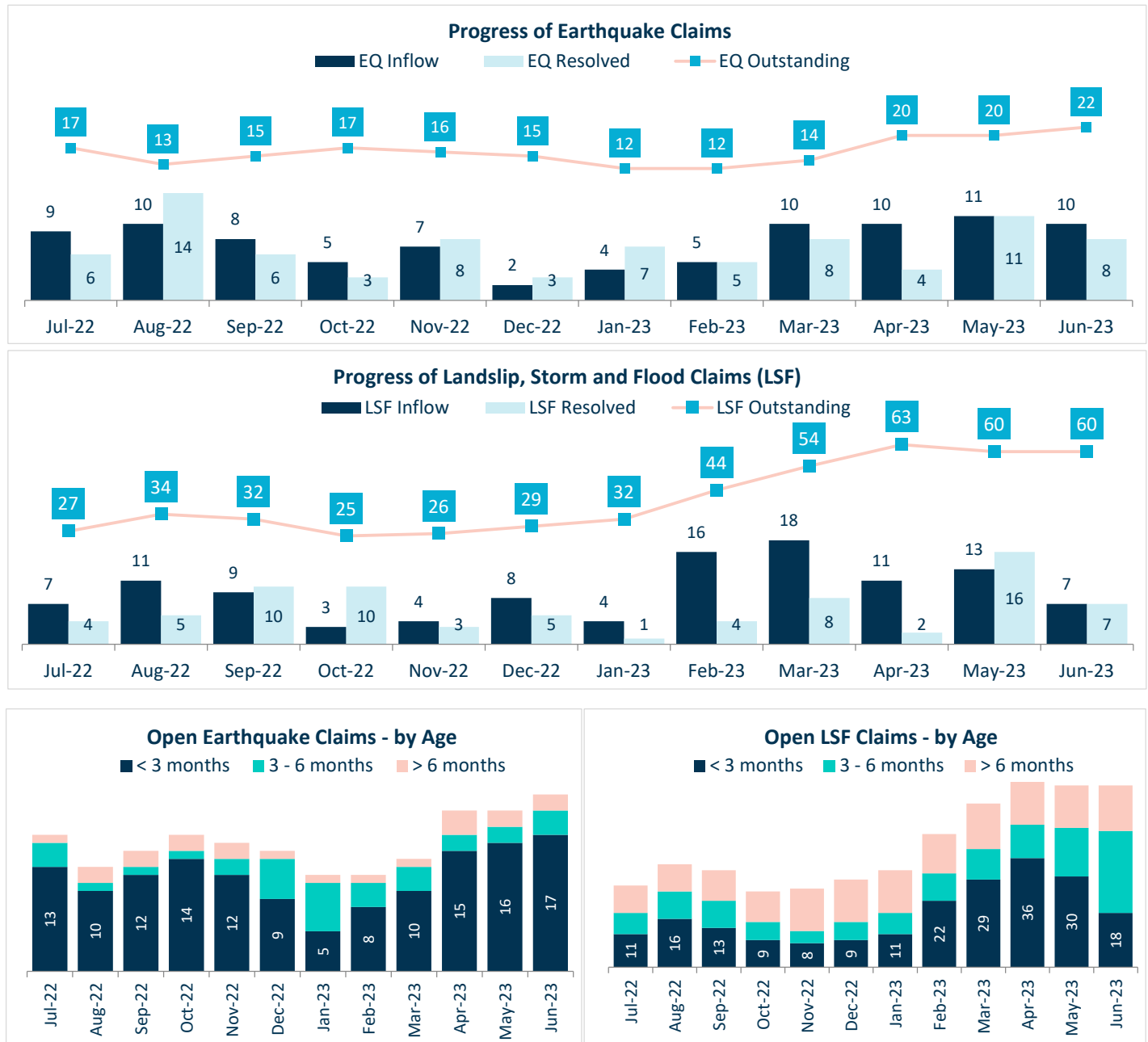
SOW - Scope of Works



## Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section provides details of claims that did not result from the Canterbury or Kaikōura earthquake events.

Inflow across June included 17 new and reopened claims (cf. 24 for May-23), with a loss cause distribution of 59% Earthquake (EQ) related and 41% Landslip, Storms and Flood (LSF) related.



**Note:** Inflow refers to claims lodged as well as reopened

### Claims subject to management under the Natural Disaster Response Agreement (NDRA)

As at 30 June 2023, we've received 14,859 Insurer managed claims since NDRA commencement. Overall, 83% of these claims are Landslip, Storm, and Flood (LSF) damage claims.

Across FY22-23, 12,468 claims have been received, largely due to weather-related events. The weather events in the Nelson/ Marlborough region during Aug-22, and the Upper North Island weather events that occurred in late Jan-23 and the middle of Feb-23 (Cyclone Gabrielle), continue to generate substantial claim volumes. Of the claims received across FY22-23, 3,676 (29%) have been resolved and 8,792 remain open.

Across the month to 30 June, 511 claims were reported, comprised of 90 EQ and 413 LSF related claims. The Upper North Island weather events continue to contribute to new claims reported in the month. Of the 511 claims reported this month, 48% of the claims are linked to these weather events.

During June, Gisborne, Auckland and parts of the upper North Island experienced heavy rain events. In Gisborne a red rain warning was issued during a week-long rain event, causing road closures and some residents to be evacuated as the foul weather battered the area. Claims with a reported loss date in this month (68 claims) were largely generated by weather events, mainly due to landslips.

## Section 4 - Resilience

### Progress summary

#### On our Resilience Three Year Priorities (2019-22)



#### Coordinated & targeted Research investment

##### Across the quarter to 30 June 2023:

- The University Research Programme 2024 contestable was concluded. We awarded 10 grants, 5 for continuing existing programmes and 5 new programmes. Two of the new programmes were awarded to the University of Waikato, who have not featured in recent contestable rounds.
- The bi-annual review of the Research Investment Priorities Statement was completed with the updated Statement published in June.
- A review of our Research Portfolio was completed.
- A Benefit Management Framework was developed to better monitor and evaluate impact of our research investment.
- 10 new research contracts commenced and 9 were completed.
- Several extensions to research projects were granted due to scientist resources redirected towards supporting the Auckland Flooding and Cyclone Gabriel response.



Click on the image above  
to find out more about  
funded projects on the go



#### A renewed focus on the strategic value of Data and information

##### Across the quarter to 30 June 2023:

##### Progression of the Natural Hazards Portal (Portal)

- The Minimum Marketable Product version of the Portal, including the mobile version, was finalised and is now ready for public release.
- Readiness activities were progressed including completing certification and accreditation (to ensure security requirements are met), privacy impact assessment actions and developing internal change processes and training for impacted teams.
- The arrangements for the post go-live “hypercare support” of the Portal were agreed with Datacom.
- The Board received an update in June on progress towards meeting the set of go-live readiness criteria. The Board supported the recommendation to go-live in July, once successful validation and quality checks of the claims data has occurred. The results of these checks will be assessed by the Resilience and Loss Modelling Sub-committee before a final go-live approval is sought from the Board.
- A communications plan, including material drafted to support the release of the Portal, is being implemented. The Portal will be released via a “soft launch” approach whereby it will be made available on the Toka Tū Ake EQC website, supported by direct engagement with key stakeholders. We will use the period following its initial release to monitor technical performance, assess public and stakeholder reaction, and monitor the impact on Toka Tū Ake EQC Contact Centre and OIA teams. When we are satisfied with performance in these areas, stronger communications and promotion of the Portal may be considered.



Click on the image above  
to find out more about  
how we work to reduce risk  
and build resilience

## Section 4 - Resilience (cont.)



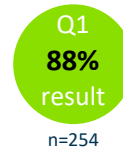
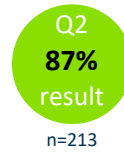
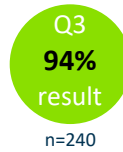
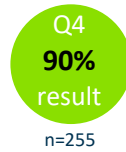
## Public Education

measures to raise public awareness

### Survey results for the quarter to 30 June 2023 and FY22-23 year end results:

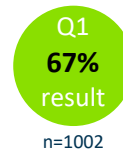
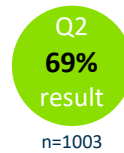
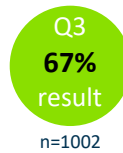
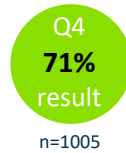
Percentage who, say that they thought about potential risks of natural hazards when buying or looking to buy a property.

Target >75%, Q4 result 90%, **FYTD22-23 result 90%**



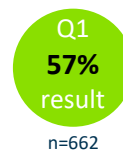
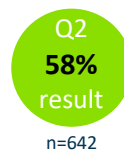
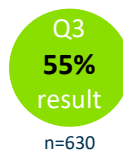
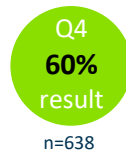
Percentage who, are aware they can take action to make their homes safer and stronger for disaster events.

Target >60%, Q4 result 71%, **FYTD22-23 result 69%**



Percentage who, where possible, have taken action as home owners on any of the six key preparedness actions promoted by Toka Tū Ake EQC.

Target >55%, Q4 result 60%, **FYTD22-23 result 58%**



### What are the six key preparedness actions?

1. Removed brick or concrete chimneys or replaced with lighter weight options
2. Ensured home's foundations are properly connected to the house above
3. Located where to turn off gas supply
4. Located where to turn off main water supply
5. Used brackets to secure tall and heavy furniture to walls
6. Used strapping and bracing to secure hot water cylinder



Click the image to the left to view our Quake Safe Guide



## Accelerating the synthesis & Translation of research outputs

### Across FY22-23

Our Research team has been hosting a series of webinars as part of its programme of work to better support our funded researchers to communicate their science and help build these researchers' skills such that the design and outcomes of their research is relevant and responds to community and stakeholder needs. So far we have run four webinars, with 30-40 attendees to each, with two more planned for 2023. Those in FY22-23 include:

#### 9 August 2022: Tips and Tools for Engaging with the Media

(Speakers: Dr Sarah-Jane O'Connor, Victoria U., Coen Lammers & Dr Jo Horrocks, Toka Tū Ake EQC)

#### November 2022: Understanding Policy Needs from Science

(Speakers: Michala Beacham & Dr Wendy Saunders, Toka Tū Ake EQC; Abigail Young, MfE)

#### February 2023: He Taonga Tuku Iho: An introduction to Mātauranga Māori for scientists and researchers

(Speaker: Hema Wihongi, Toka Tū Ake EQC)

## Section 4 - Resilience (cont.)



### Developing reciprocal Partnerships

**Our goal:** Central and local government; private insurers; key research platforms

#### Across the quarter to 30 June 2023

- The Tokā Tū Ake EQC part-time secondment of one of our Principal Advisors to the Ministry for the Environment has ended after 12 months. This involved assisting with the development of the National Planning Framework for Natural Hazards under the new Natural and Built Environment Act, and national direction under the Resource Management Act.
- Tokā Tū Ake EQC continues to partner closely with Ministry for the Environment, taking a lead role in the continued development of national direction tools for natural hazard management.
- Collaborating with MfE enables us to promote better risk-based land-use planning for natural hazards and strengthens our partnership with central and local government agencies.



### Perceptions of Tokā Tū Ake EQC

#### Surveying of key stakeholders (annual) and the general public (quarterly)

We survey key stakeholders on an **annual** basis to ascertain perceptions around:

- the quality and relevance of the outputs of Tokā Tū Ake's investment in research (SOPE measure 2.1.1)
- the contribution to driving progress in resilience to natural hazards; and the quality of our partnering (SOPE measure 2.1.2)

The results of our annual Stakeholder Perceptions Research report, which are now available, are reported below and also under Section 1 'SOPE Results'.

We also survey the public on a **quarterly** basis to see how we're doing with enhancing the public's understanding of natural hazard risk and risk reduction activity undertaken (SOPE 2.1.3). Please refer to Public Education section above for a summary of results which now include Q4 results and overall year end results.

#### Results of our annual Stakeholder Perceptions Research report

Every year we survey our key stakeholders to ascertain perceptions around:

- the quality and relevance of the outputs of Tokā Tū Ake EQC's investment in research (SOPE measure 2.1.1)
- the contribution to driving progress in resilience to natural hazards; and the quality of our partnering (SOPE measure 2.1.2)

In June 2023 we received our annual Stakeholder Perceptions Research report. The report, completed by Research First Ltd, surveys a range of Tokā Tū Ake EQC stakeholders about how well the organisation has performed against key SOPE measures in respect of our investment in research and efforts to build resilience. As well as providing quantitative results on the SOPE measures, it also provides a range of qualitative observations on the resilience function that help us better target our efforts.

## Section 4 - Resilience (cont.)

### Results of our annual Stakeholder Perceptions Research report (cont.)

At a headline level, the results of our annual survey reveal that when thinking about our **investment in research**:

86%

86% of our stakeholders believe that they are of good or excellent quality

85%

85% of our stakeholders believe that they are relevant and focussed on the outcomes of the Resilience Strategy

At a headline level, the results of our annual survey also reveal that when thinking about our **contribution and our partnering**:

82%

82% of our stakeholders agree or strongly agree that we are contributing to driving progress in resilience to natural hazards

88%

88% of our stakeholders agree or strongly agree that we are an engaged and supportive partner

### Highlights from the 2023 Stakeholder Perceptions Research report

- All four SOPE measure questions received scores well above target
- Stakeholders are very positive about the work we are doing
- All stakeholders recognised the importance of the work and research that we fund. Most participants spontaneously mentioned research funded by us as a positive area of focus, considering the projects funded as vital.
- We were described as an excellent partner by all stakeholders. They applauded our collaborative and open approach to resolving issues and noted they found our staff friendly and approachable, fostering positive engagement.
- A large group of participants mentioned the Portal as an essential element for our organisation. Stakeholders recognised the Portal as crucial due to the lack of national-level information.
- Most stakeholders were aware of and supported EQC's name change to Toka Tū Ake, recognising it as a positive step recognising Toka Tū Ake's broad coverage of natural hazards (not just earthquake). Including Te Reo Māori in the name was also viewed positively as it signifies that New Zealand is a bi-cultural country.

### Independent review of formal submissions submitted

At the end of financial year we seek an independent view on the **quality and relevance of formal submissions**. (SOPE measure 2.1.4)

Toka Tū Ake EQC writes submissions on government policy proposals and council plans where relevant to natural hazard risk reduction as part of its resilience work programme. Across FY22-23, Toka Tū Ake EQC made 16 submissions - five on government policy and bills and 11 on council plans.

The assessment of the quality of our submissions is based on the following set of criteria:

1.) The relevance to natural hazard risk

Is it relevant to natural hazard risk reduction?

2.) A sound and evidence-based argument

Will it lead to risk reduction?

Is it supported with relevant and well-referenced evidence?

3.) Clear communication

Whether support for the policy proposal, plan, or Bill is clear

Is it supported with relevant and well-referenced evidence?

4.) Policy quality

Are the issues stated? Are solutions/recommendations

## Section 4 - Resilience (cont.)

### Independent review of formal submissions submitted (cont.)

#### Some examples where we performed well against these criteria

*“All submissions were relevant to natural hazard risk reduction. Further, the matters raised in the submissions identified methods that would support natural hazard risk reduction.”*

*“The writers’ expertise in resilience and natural hazard risk reduction is demonstrated clearly throughout the submissions... The submissions were all evidence based and well-referenced to relevant evidence.”*

*“The majority of submissions clearly identified and stated the issues with the plan or proposal and provided practical, evidence-based solutions.”*

#### Four key areas of improvement were identified

Four key areas of improvement were identified that could help to strengthen Toka Tū Ake EQC’s influence in the submission process on local and regional council plan changes and reviews. These include:

1. Undertake early and continued engagement with Council.
2. Follow through beyond the submission phase, including appearing at hearings with supporting expert evidence.
3. Utilise a standard submission template across various council plan reviews.
4. Include specific amendments in submissions where changes are sought to provisions and rules.

## Section 5 - Customer Focus

Under the Natural Disaster Response Agreement (NDRA), which came into effect on 30 June 2021, customers now lodge their disaster claim directly with our insurer partners who manage the settlement process on behalf of Toka Tū Ake EQC ('Insurer Managed' claims). Toka Tū Ake EQC continues to directly manage historical claims ('Toka Tū Ake EQC Managed' claims) relating to damage prior to 30 June 2021.

Publication of our EOM Performance Dashboard Jun-23 was delayed to ensure that we captured the results for both the months ending 31 May 2023 and 30 June 2023 to enable us to report the year end results for all customer focus SOPE measure.

### Year end results

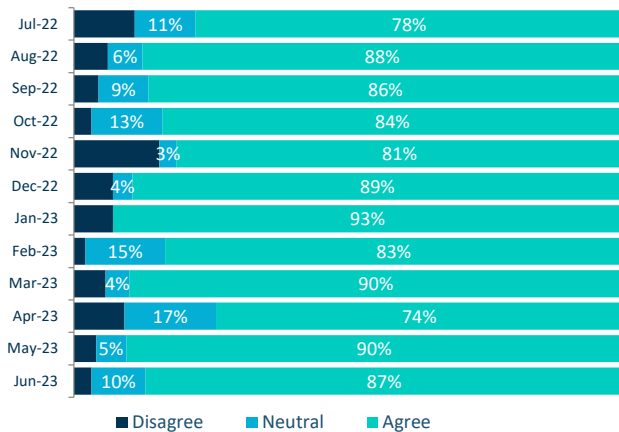
Reporting on customer focus SOPE measure results throughout FY22-23 has been one month in arrears due to the unavailability of results for the current month at the time of reporting hence the delay to enable us to report year end results.

### Are there any significant changes to our FY22-23 customer experience SOPE measures from the previous year?

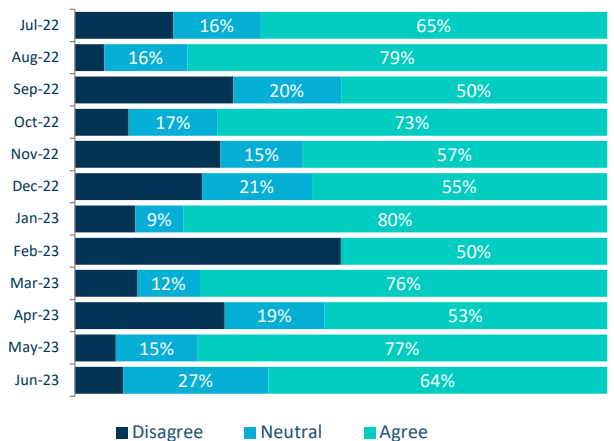
There are no significant changes. All customer experience measures remain identical to the previous year. The only changes to note is that we've consolidated a number of measures from last year into a single measure and that we've changed our SOPE reference numbers to reflect this.

### Recent experiences: Transparent, fair and reasonable interactions

**Canterbury**  
SoPE 1.1.7a



**Natural Disaster Events (excl. Canterbury)**  
SoPE 1.2.4a

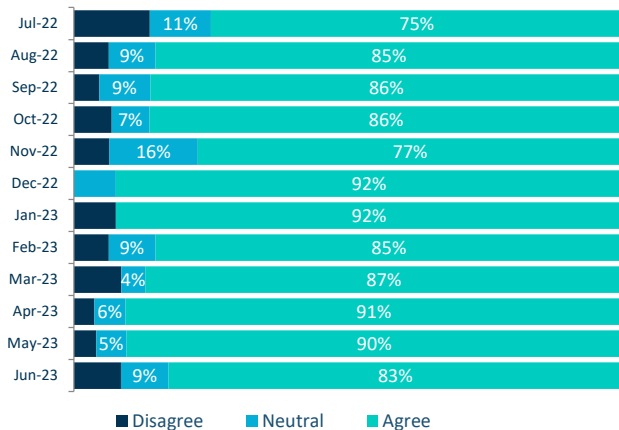


Final result 85% Target: > 70% Trend

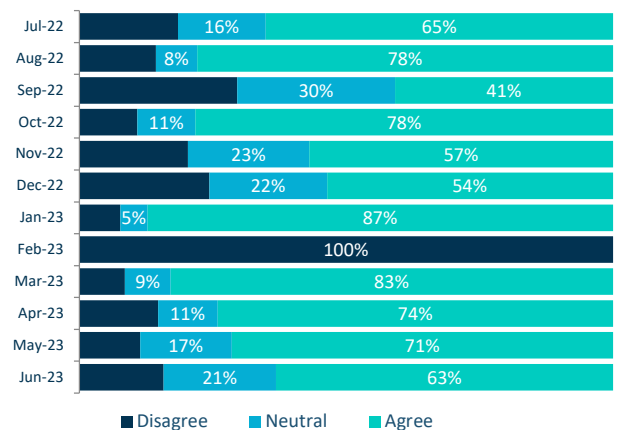
Final result 65% Target: > 70% Trend

### Recent experiences: Responsiveness to individual needs and situation

**Canterbury**  
SoPE 1.1.7b



**Natural Disaster Events (excl. Canterbury)**  
SoPE 1.2.4b



Final result 86% Target: > 70% Trend

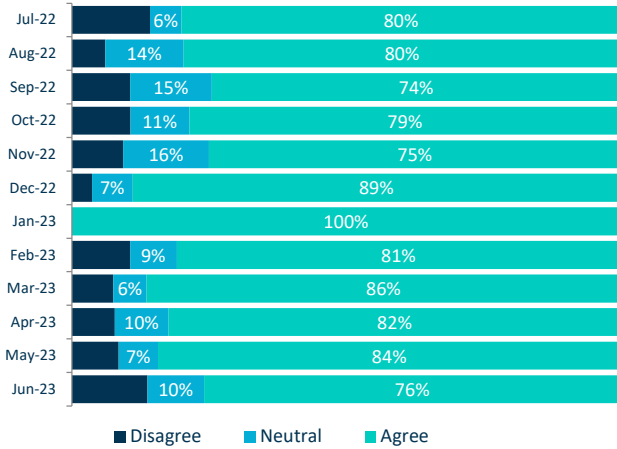
Final result 66% Target: > 70% Trend



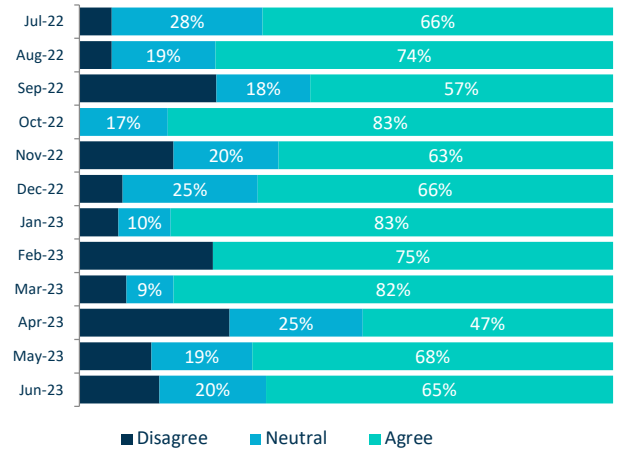
## Section 5 - Customer Focus (cont.)

### Recent experiences: Quality of communications and customer clarity on next steps

**Canterbury**  
SoPE 1.1.7c



**Natural Disaster Events (excl. Canterbury)**  
SoPE 1.2.4c



Final result 81%

Target: > 70%

Trend

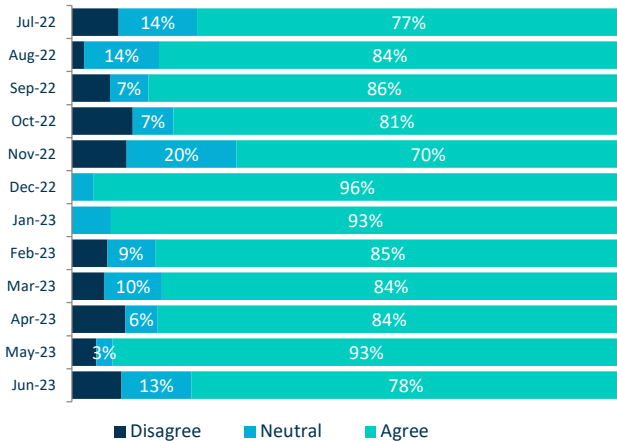
Final result 68%

Target: > 70%

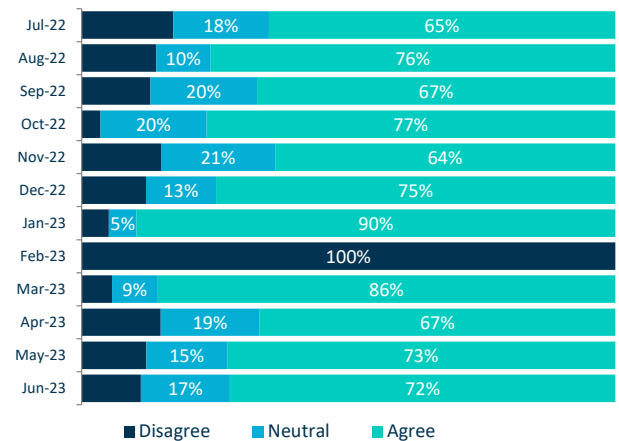
Trend

### Recent experiences: Demonstrating expertise and a desire to help

**Canterbury**  
SoPE 1.1.7d



**Natural Disaster Events (excl. Canterbury)**  
SoPE 1.2.4d



Final result 84%

Target: > 70%

Trend

Final result 73%

Target: > 70%

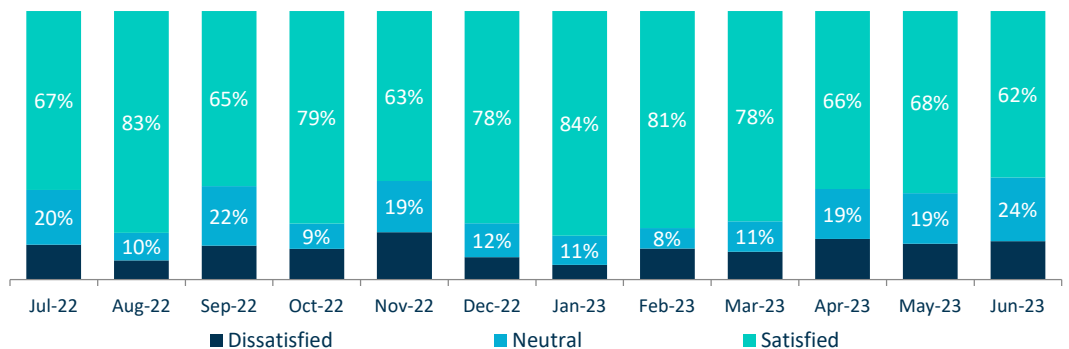
Trend

### Overall claim experience

**Survey question**

'How satisfied were you with the overall quality of the service you received making the claim?'

**Overall claim experience - All**

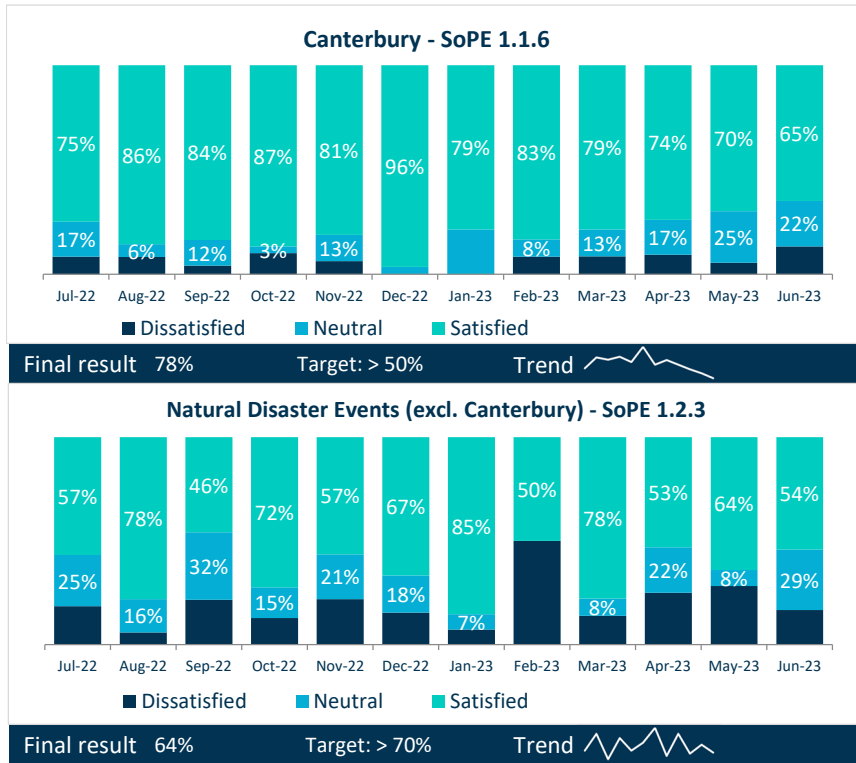


Final result 72%

Trend

## Section 5 - Customer Focus (cont.)

### Overall claim experience by event response



#### Our Canterbury customers

At the end of FY22-23, the target for SOPE measure 1.1.6 (overall claim experience) was achieved.

We also achieved target against all four dimensions of SOPE measure 1.1.7: transparent and fair interactions; responsiveness; communication; and acted as experts.

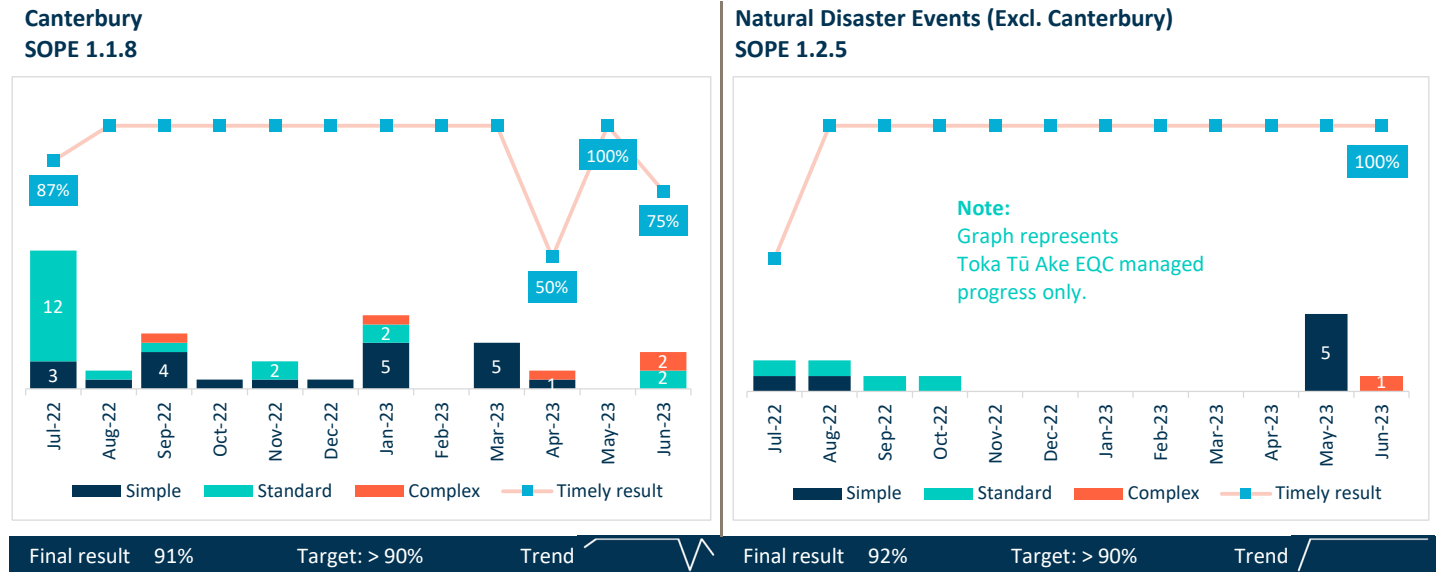
#### Our Natural Disaster Events (NDE) customers

At the end of FY22-23, the target for SOPE measure 1.2.3 (overall claim experience) was not achieved.

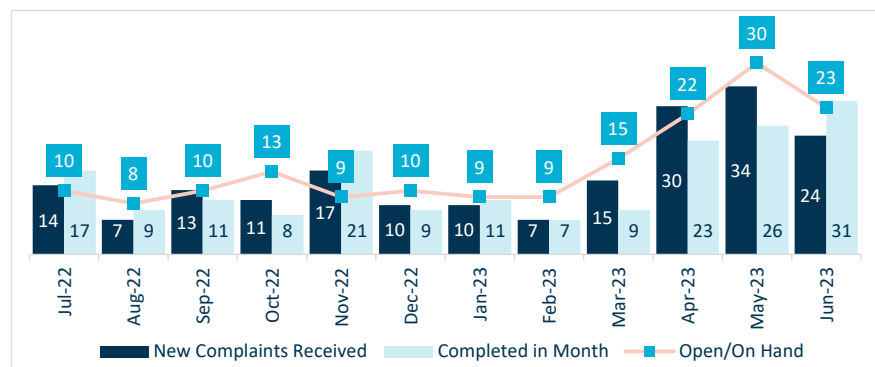
Of the four dimensions SOPE measure 1.2.4, we achieved target against one dimension.

- 1.2.4a - Transparent & fair interactions
- 1.2.4b - Responsiveness
- 1.2.4c - Communication
- 1.2.4d - Acted as experts (achieved)

### Timeliness of complaint resolution



### Progression of customer complaints



Overall this month, we received 24 new complaints offset by the 31 resolved complaints, leaving 23 open complaints on hand at month end.

**Insurer managed claims** - 22 new complaints received this month, 29 resolved, leaving 19 open at month end.

**Toka Tū Ake EQC managed claims** - 2 new complaints received this month and 2 resolved, leaving 4 open complaints on hand at month end.

The complexity profile of our on hand complaints includes: simple (1); standard (0); and complex (3). The categorisation of these on hand complaints includes: service related (0); process related (1); and technical (3).

#### Reporting limitations

Currently we're unable to provide any thematic insights on the types of complaints against claims managed by our insurer partners. Currently the information we receive from our insurer partners is limited and determining themes based on the information provided would be a subjective exercise.

## Section 5 - Customer Focus (cont.)

## Total call, email and post volume

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
Outbound - Inbound Ratio	13:87	10:90	9:91	12:88	11:89	13:87
Grade of Service	90%	75%	79%	88%	94%	97%
Abandonment Rate	1%	4%	4%	1%	0.3%	0.2%
Roll Over No Answer	18	89	77	12	6	3
<b>Total Calls</b>	<b>1,577</b>	<b>2,346</b>	<b>2,402</b>	<b>1,633</b>	<b>2,013</b>	<b>1,763</b>
Total Email and Post	1,224	2,464	2,662	2,195	2,322	2,294

## Customer calls service

Across June, we achieved a grade of service result of 96.8% (cf. 94% last month).

Actual inbound calls for the month (N=1,589) was lower than the forecast for the month (N=1,659).

Customer satisfaction with their experience remains high, rising to 97% (cf. 96% last month) across the 616 customers surveyed this month (cf. 574 surveyed last month).

## Explained: Grade of service

Grade of service is defined as calls being answered within 20 seconds.

## 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.

The overall rating is calculated by the total number of positive ratings divided by the total number of customers surveyed.

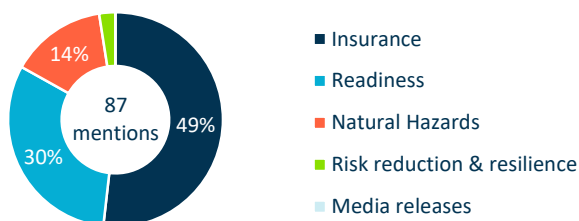
## Section 6 - Media Coverage

### Traditional media coverage across the month

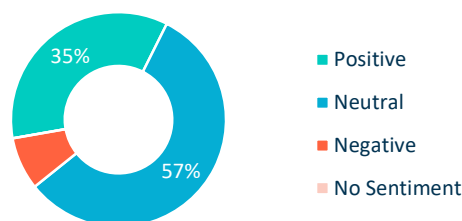
Toka Tū Ake EQC was mentioned in 87 articles in June, which was reasonably consistent with last month's volume (82 articles). Articles this month either related to our proactive media opportunities or shared our responses to questions we were asked by the media. Across June we shared two proactive media releases. They were:

- [Toka Tū Ake EQC adds catastrophe bonds to new record high reinsurance portfolio.](#)
- [Partnership with QBE simplifies more EQCover claims.](#)

#### Coverage by theme across the month



#### Sentiment of coverage across the month



**Note:** To calculate the coverage volume, we count the number of theme tags that each story attracts. Some stories will have multiple theme tags assigned.

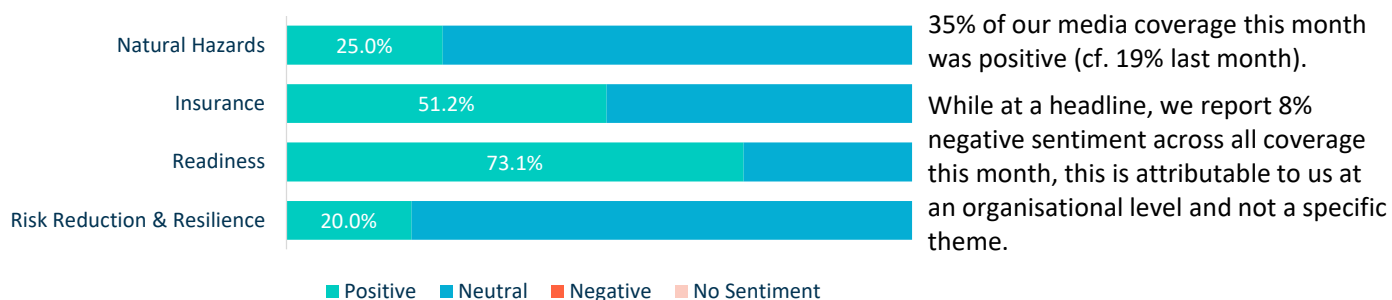
### What generated coverage across the month?

35% of our coverage in June was positive (up from 26% last month) mostly due to the reinsurance announcement at the beginning of the month, along with mentions of our funded research and support for the public education programme Alpine Fault Magnitude 8 (AF8). The latter two were not media opportunities we were involved in, so it was positive to see our stakeholders credit us in the media. It was also great to see [Insurance Business News NZ](#) share our media release on our partnership with QBE.

Most of our coverage continued to be neutral (57%). General coverage around post-event recovery and insurance pricing continued to be prominent topics driving neutral sentiment.

We also saw a drop in negative coverage to 8% this month (cf. 15% last month), which, like previous months, focused on homeowners affected by the North Island severe weather events who are dissatisfied with the delay in their ongoing claims or settlement. While these articles included responses from our team, the articles were still weighted towards the homeowner's dissatisfaction.

### Sentiment of coverage by theme across the month



35% of our media coverage this month was positive (cf. 19% last month).

While at a headline, we report 8% negative sentiment across all coverage this month, this is attributable to us at an organisational level and not a specific theme.

### Educating media and the public on EQCover and our role in claims

Our team continues to seek opportunities to educate the media and the public.

We regularly use our responses to journalists as a chance to provide broad details of EQCover, the Natural Disaster Fund, and our insurance partnership to aid understanding. Across June, we fielded six media queries responding to all of them within the requested timeframes. The queries related to reinsurance, and concerns with expectations on insurers to manage EQCover.

### Social media reporting

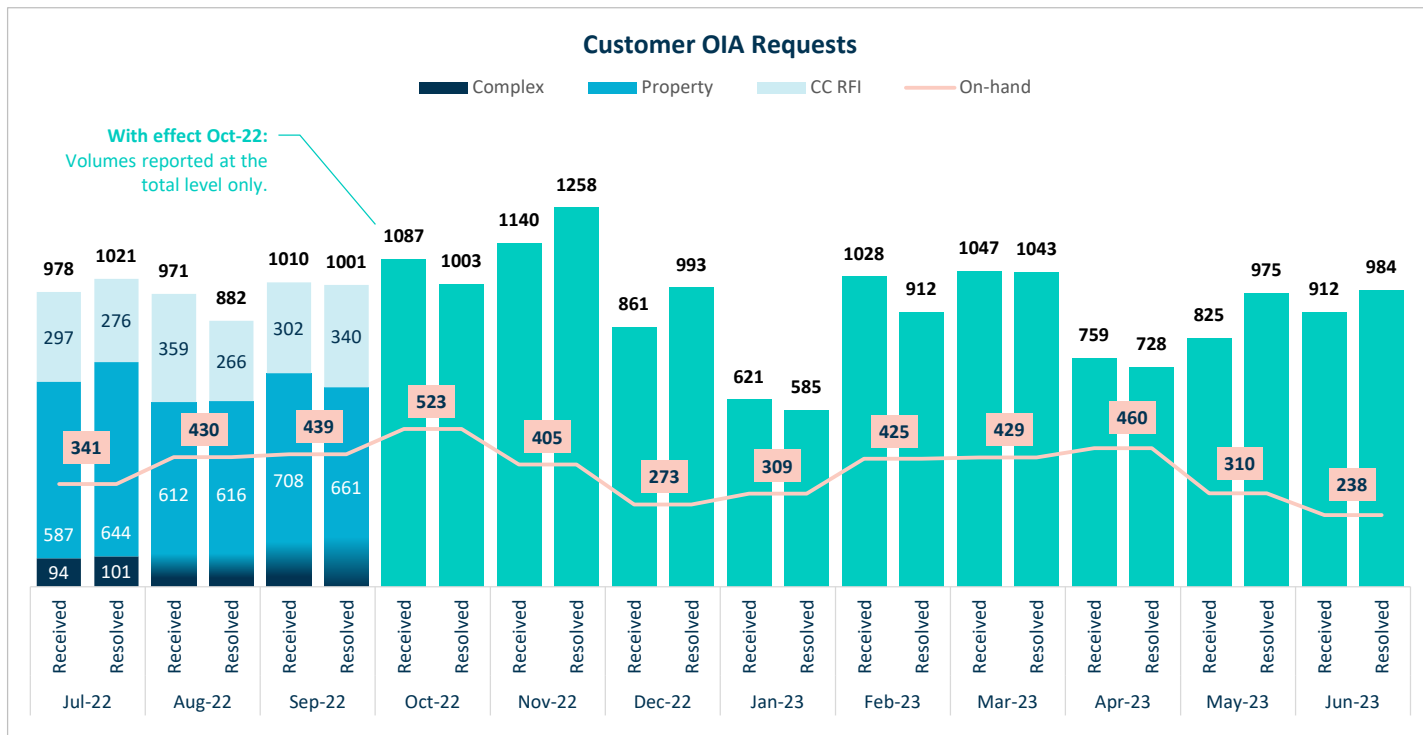
Our social media coverage reporting has been placed on hold while we work to develop a digital channels strategy that will set clear objectives and activities on social and other digital channels.

## Section 7 - Official Information Act (OIA) Requests

From the start of the current financial year, reporting on customer requests for information has been widened to include all information requests we receive from customers.

Our widened reporting encompasses two other information request workstreams. One of these workstreams is for information requests for property related files, which is processed under either section 31A of the Earthquake Commission Act 1993 or the Official Information Act 1982. The other workstream covers information requests that our Contact Centre are able to resolve directly - in the chart below this workstream is referred to as 'CC RFIs'.

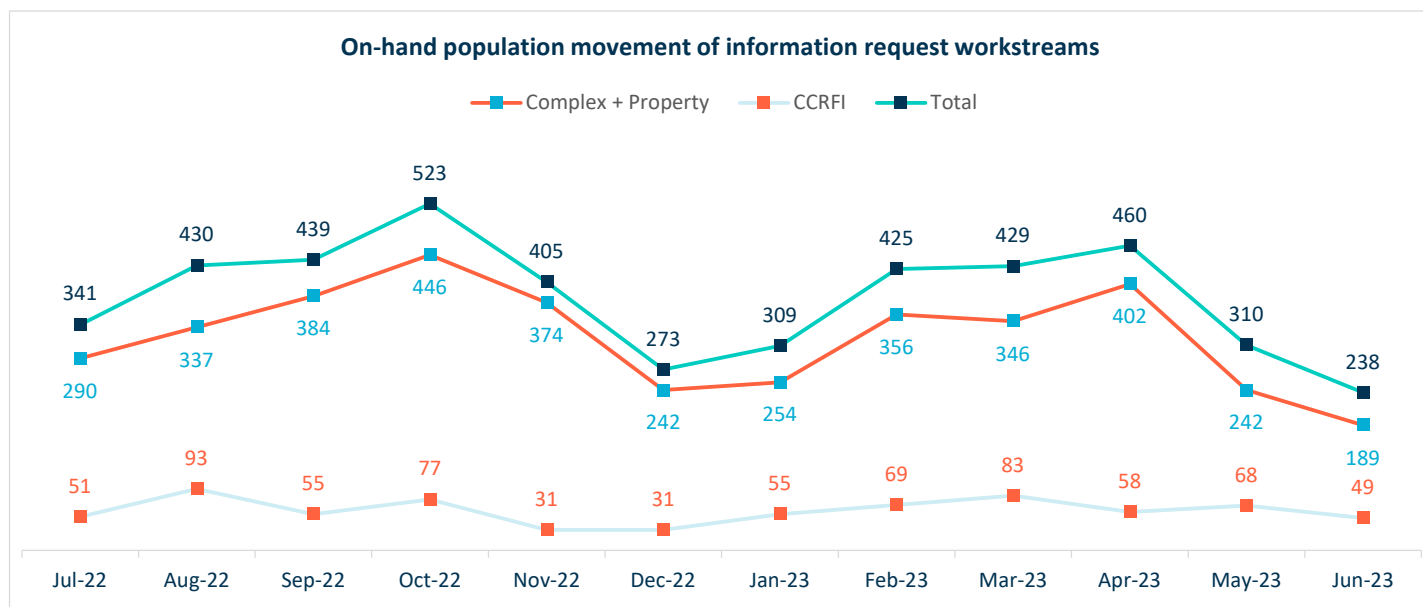
From October 2022, we have been reporting received and resolved volumes at the total level, moving away from reporting volumes at a workstream level.



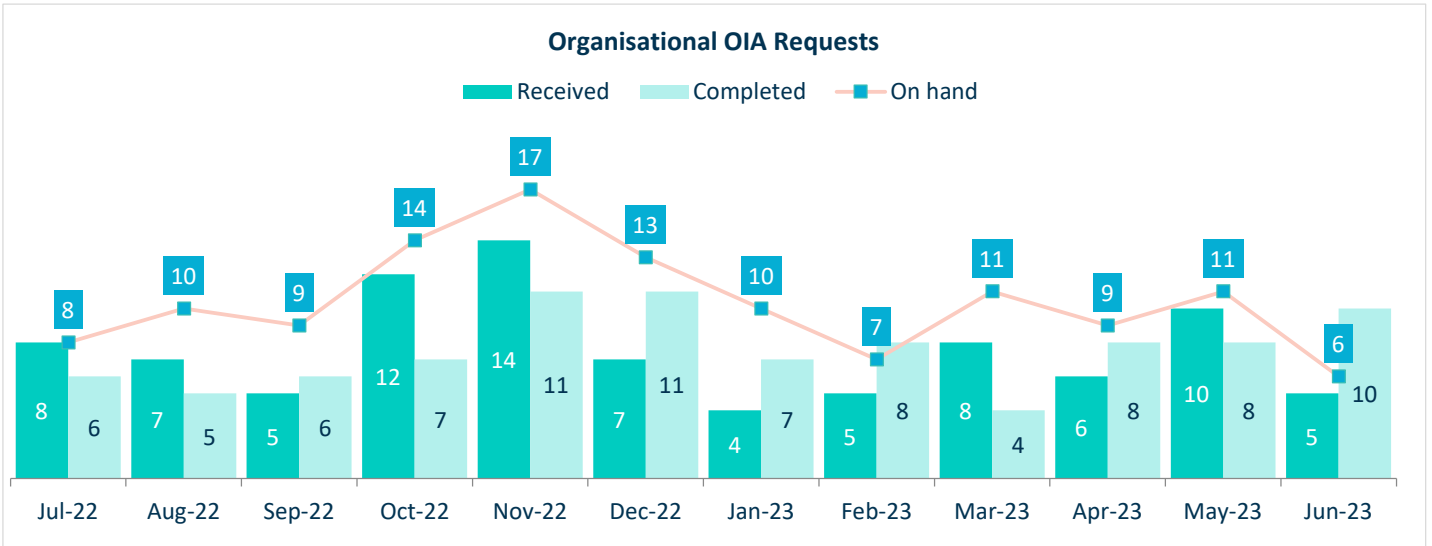
Across June, our Customer OIA and Contact Centre Teams received 912 new OIA requests (cf. 825 for May-23). Coupled with the 310 requests on hand from last month and resolution of 984 requests this month, we have 238 requests on hand at month end.

With the impending launch of the Natural Hazards Portal, preparations are ongoing to ensure we are well prepared to manage an anticipated increase in requests for information.

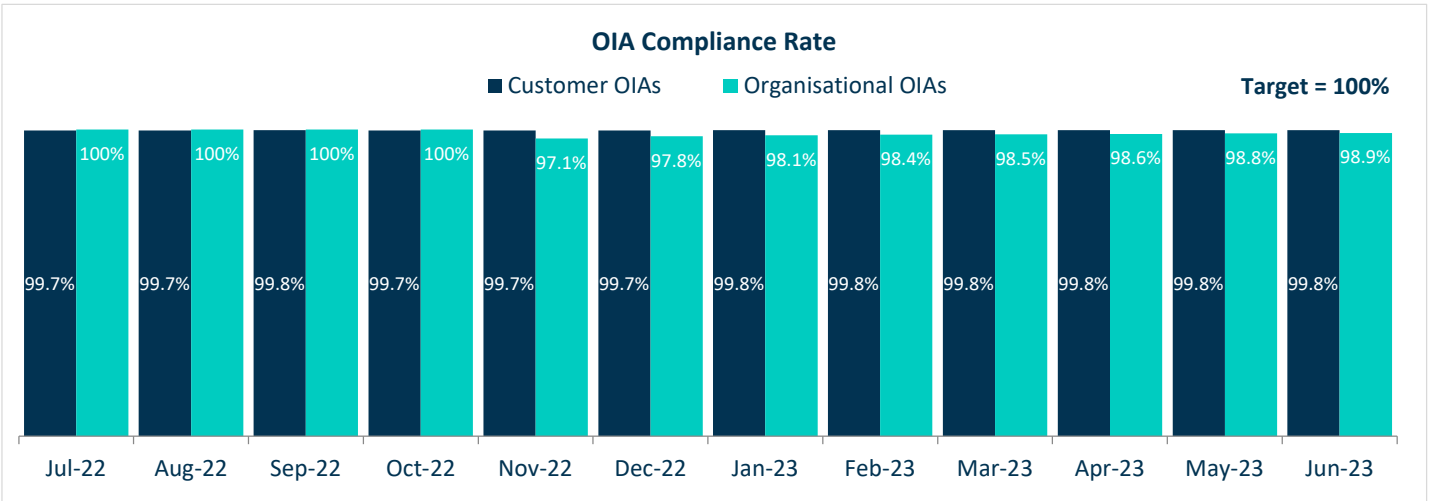
The chart below shows the month-on-month population movement of the three customer information request workstreams.



Section 7 - Official Information Act (OIA) Requests (cont.)



Across June, our Government Relations Team received 5 new high level OIA requests (cf. 10 in May-23). Coupled with the 11 requests on hand from last month and 10 completed requests this month, the team have 6 requests on hand at the end of June.



Across June, our Customer OIA and Contact Centre teams achieved a compliance rate of 99.8% (across 984 completed responses). Given the large volume of information requests managed by the team, the compliance rate achieved across FY22-23 was 99.8%, which is in step with YTD results from the beginning of the 2023 calendar year.

During the month, our Government Relations Team achieved a compliance rate of 100% (across 10 completed responses). The compliance rate achieved across FY22-23 was 98.9%.

**Ombudsman review of complaints received**

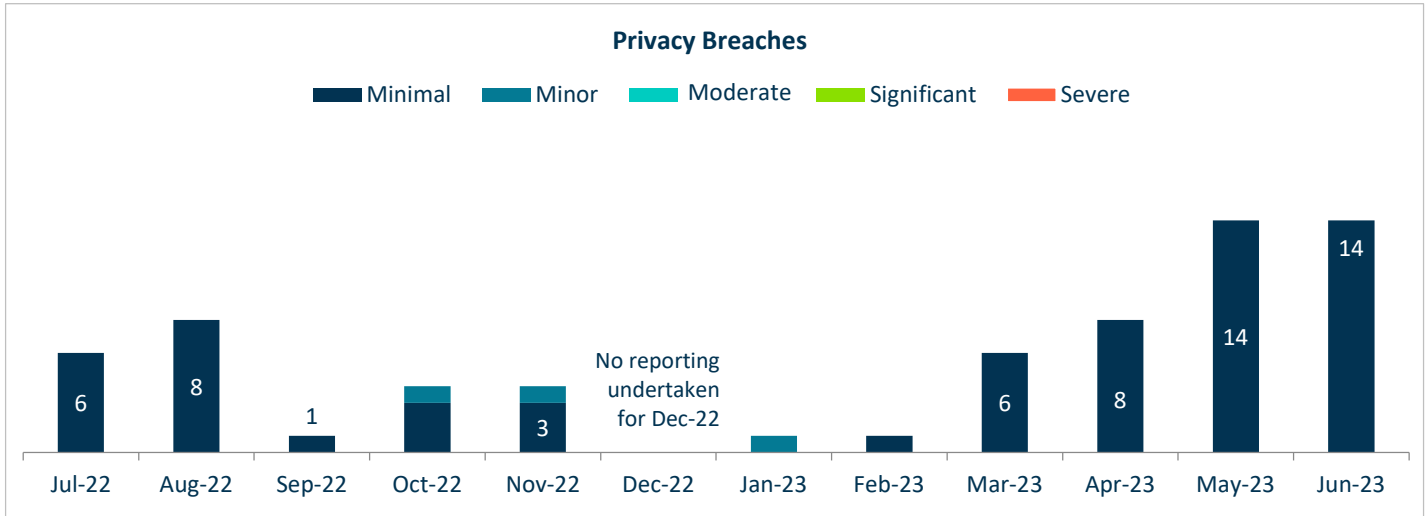
Across June, we received one notice of investigation into a complaint received by the Ombudsman. Across FY22-23, we received five notices of investigation. Our reporting to Te Kawa Mataaho Public Service Commission, for the six months to 30 June 2023, shows that no formal opinions have been formed against us by the Ombudsman.

**Ministerial correspondence**

Across June, we received one request to draft a response for the Minister's Office.

## Section 8 - Data Protection

Across June, 14 privacy breaches (cf. 14 for May-23), all rated as of minimal severity, were recorded by the Risk and Compliance Team. The reported breaches was assessed against the Government Chief Privacy Officer (GCPO) categorisation system and none have met the serious harm threshold for reporting to the Office of the Privacy Commissioner.



### Privacy breaches

Across FY22-23, the total number of privacy breaches increased by 22% from FY21-22, while similar the volume seen in FY20-21. The 22% increase seen in FY22-23 appears to reflect the increase in the total number of claims being assessed by our NDRA insurer partners. The total number of NDRM Insurer caused breaches in FY22-23 was 21 compared to a single breach in FY21-22.

### Why is there an increased volume in privacy breaches for the second month running?

The increase in reported breaches evidenced across June and May is in part due to heightened awareness of reporting requirements after the recent completion of the latest round of targeted training sessions.

### Breach severity categories

Following the new Privacy Act 2020, which came in to effect on 1 December 2020, all breaches are now assessed against the Government Chief Privacy Officer Tool (GCPO). The GCPO categorisation system allows for transparent internal and external reporting on privacy incidents, and allows for benchmarking and direct comparisons of reported incidents across government agencies. The new rating categories are: 'Minimal', 'Minor', 'Moderate', 'Significant', and 'Severe'.

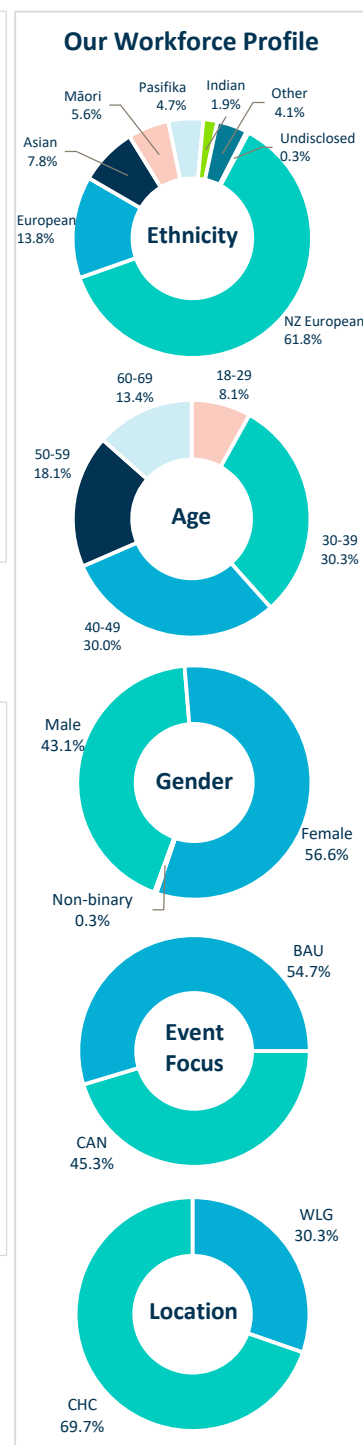
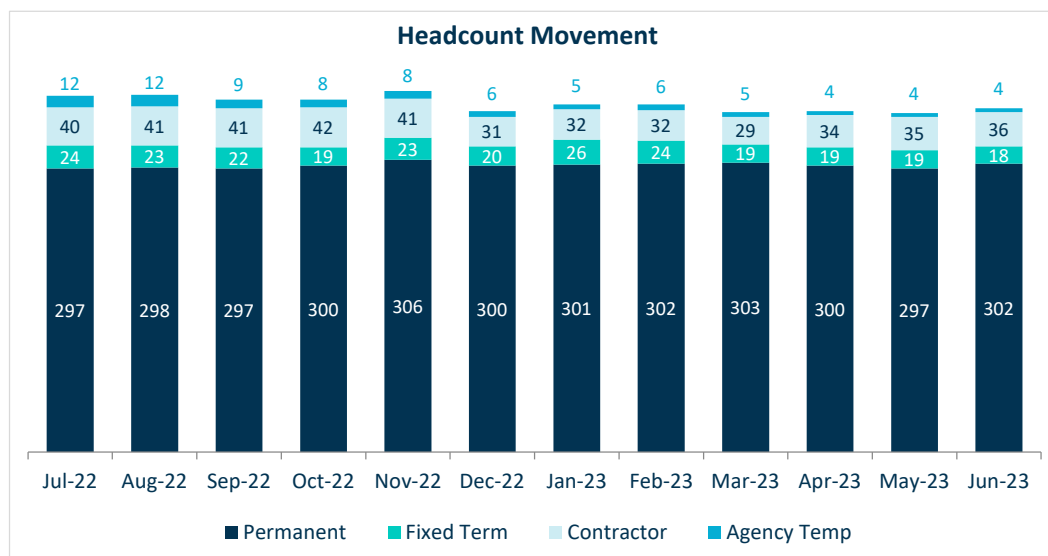
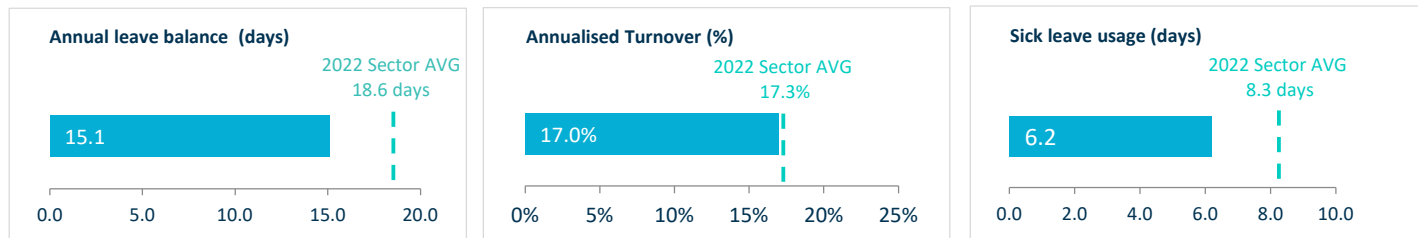
Severe	Significant	Moderate	Minor	Minimal
Breach of sensitive or highly sensitive information with serious potential or actual harm. Indication of systemic failure that could undermine government systems. The incident will significantly affect the reputation of and undermine trust and confidence in the public sector. The incident will get ongoing media coverage.	Information is sensitive or highly sensitive with serious potential or actual harm. There will be measurable and ongoing negative impact on individuals and/or agencies with potential long-term loss of trust and confidence in the agency. Possible indication of systemic failure that could undermine government systems. The incident will get ongoing media coverage.	Information is not sensitive or highly sensitive. Potential or actual harm is more than minor. Customers and clients may stop using, or be reluctant to use, a service or delivery channel. The incident may get media attention or cause reputational risk due to the number of people rather than the information involved.	Small number of people are affected with minor potential or actual harm. Little or no indication of systemic problems. The incident may get short-term minor or isolated media interest.	Small number of people are affected with little or no potential or actual harm. Little or no indication of systemic problems. The incident most likely won't get media interest.



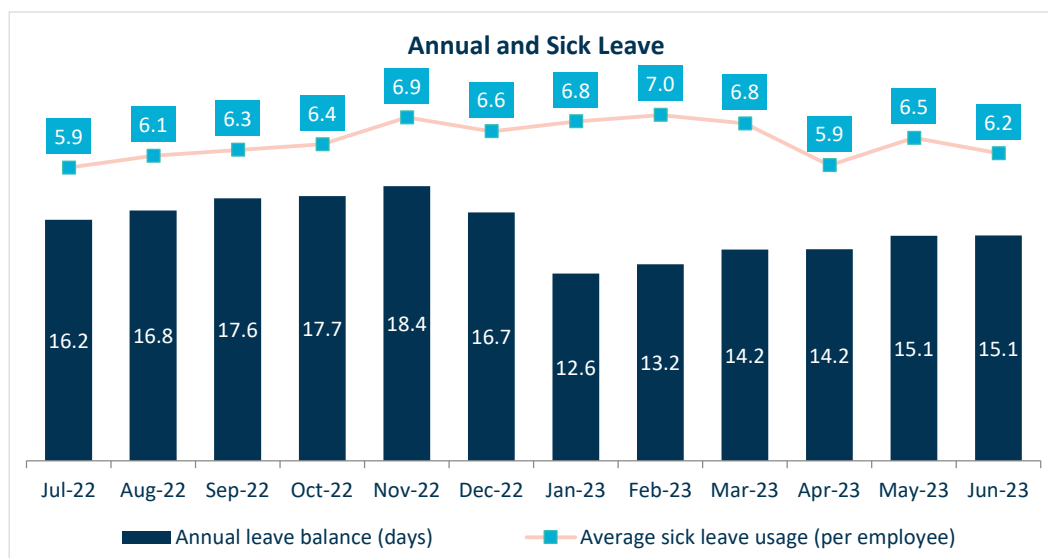
## Section 9 - Our People

Across June, our permanent workforce headcount increased by 5, while our temporary headcount reduced by 1. At the end of the month, our average annual leave balance remains unchanged at 15.1 days, remaining below the 2022 public sector average of 18.6 days. Average sick leave usage decreased by 0.3 days to 6.2 days and also remains below the 2022 public sector average of 8.3 days. Meanwhile, annualised turnover ('voluntary turnover') rose to 17% (cf. 16% in May-23), which is almost in step with the 2022 public sector average of 17.3%.

### Our People at a glance - Toka Tū Ake EQC's performance against Public Service Sector Averages



Across June, our permanent employee population increased by 5 while our temporary employee population reduced by 1 from last month.



As reported above, our average annual leave balance remains unchanged from last month at 15.1 days, remaining below the 2022 public sector average of 18.6 days.

In the same period, average sick leave usage decreased by 0.3 days to 6.2 days against a 2022 public sector average of 8.3 days.