

# Monthly Performance Dashboard

## July 2022

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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

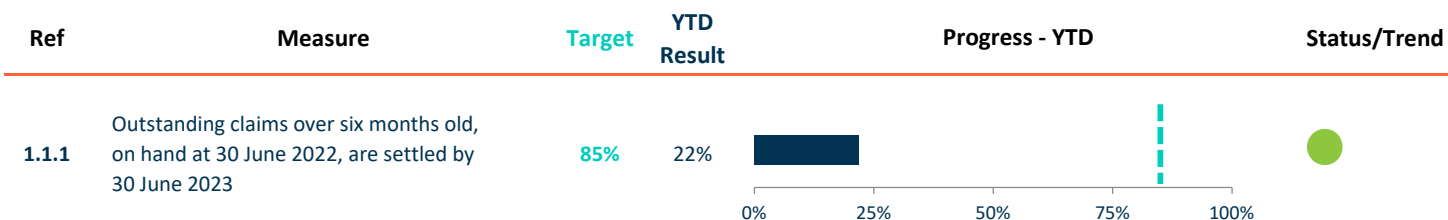
### Output 1.1: Settlement of the 2010-11 Canterbury earthquake sequence remedial claims

**Output 1.1** is specifically focussed on serving customers with claims from the **2010-2011 Canterbury earthquake sequence**, including claims Toka Tū Ake 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.

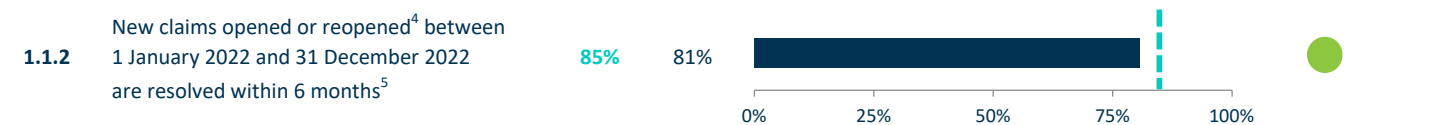
The threshold for customer satisfaction is different for Canterbury claims than it is for other claims. This is because damaged homes in Canterbury often have long and complex histories, in part reflective of past processes that have now changed. Also, for this reason, most of our customer focus measures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

#### Performance measures | Timeliness



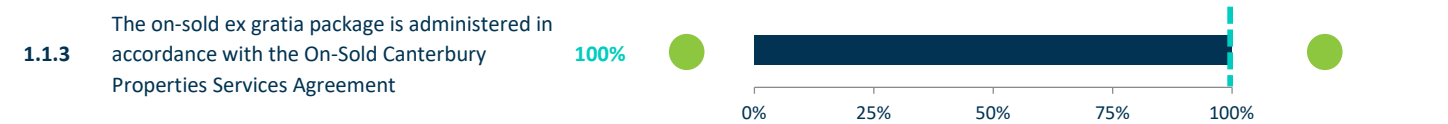
#### Commentary

In the FYTD, performance against SOPE measure 1.1.1 is tracking in line with expected performance to meet target. To date, we have closed 61 (22%) of the 279 claims that were outstanding (over 6 months old) as at 31 July 2022.



#### Commentary

In the FYTD, performance against SOPE measure 1.1.2 is tracking in line with expected performance to meet target. To date, 101 (81%) of the 125 in-scope claims that were reopened in January 2022 have been 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 a reopened claim 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	YTD Result	Progress - YTD	Status/Trend
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%		

**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%	19		
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**Commentary**

In the FYTD, performance against SOPE measure 1.1.5 is tracking in line with expected performance to meet target. To date, 19 (8.6%) of the FY22-23 claims settlement target of 220 covered claims, based on the Southern Response settlement projections from March 2022 valuations, has been achieved.

1.1.6	More than 50% of surveyed customers are satisfied with their overall claims experience	>50%			Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.1.5
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**Commentary**

### Reflecting on their most recent experience:

1.1.7	More than 70% of surveyed customers agree or agree strongly that Toka Tū Ake:				Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.1.6
	• was transparent and fair in all interactions	>70%			Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.1.7
	• was responsive to their individual needs and situation during their recent claim experience	>70%			Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.1.8
	• provided clear and concise communication, and customers were clear on next steps for their claim	>70%			Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.1.9
	• acted as experts with the skills, knowledge and desire to help them	>70%			

**Commentary**

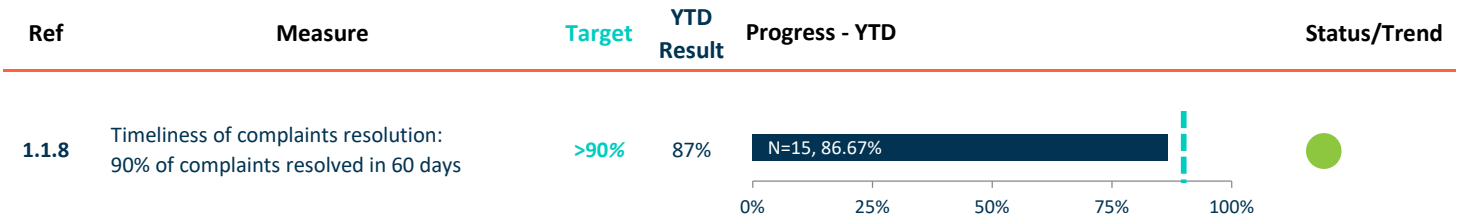
**Key:**

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- 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.)

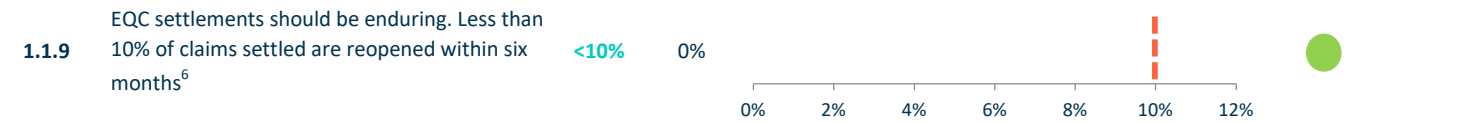
### Output One - Recovery after an event (cont.)

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



#### Commentary

In the FYTD, performance against SOPE measure 1.1.8 is tracking in line with expected performance to meet target. Of all complaints received relating to Canterbury claims, 87% have been resolved within the target timeframe. Of the 15 complaints with a target closure date within the month, 13 complaints were resolved within the target timeframe.



#### Commentary

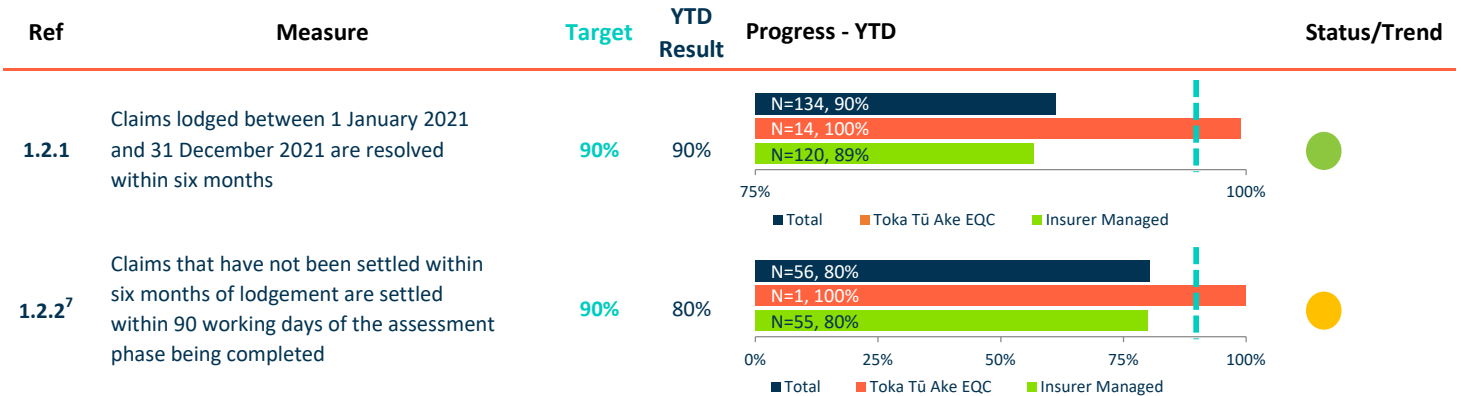
In the FYTD, performance against SOPE measure 1.1.9 is tracking ahead of expected performance to meet target. Of the 134 in-scope claim closures during January 2022, no claims (0%) have since been reopened.

### 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

In the FYTD, performance against SM 1.2.1 is tracking in line with expected performance to meet target. To date, 121 (90%) claims of the 134 in-scope claims lodged during January 2022 were resolved within 6 months.

In the FYTD, performance against SM 1.2.2 is tracking behind expected performance to meet target. For Toka Tū Ake EQC managed claims, the 1 (100%) in-scope claim not settled within six months of lodgement has now been settled within 90 working days of the assessment phase completion. For Insurer managed claims, there are 55 claims within scope this month. Of these, 44 (80%) have met the measure with 11 failing the measure, as the claim remained open or closed more than 90 days after the assessment phase.

**Note:** Insurer Managed claims begun having a material impact on performance for both SoPE 1.2.1 and 1.2.2 from January 2022. (6 months after the commencement of the Natural Disaster Response Model (NDRM) on 30 June 2021).








#### Explained: 'Insurer Managed' and 'Toka Tū Ake EQC Managed' claims

Under the NDRM, 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'). Toka Tū Ake EQC continues to directly manage historical claims ('Toka Tū Ake EQC Managed') relating to damage pre 30 June.

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

<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
-  Performance trend decrease
-  On track for delivery
-  Target highly unlikely to be achieved
-  No change in performance trend

## 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	YTD Result	Progress - YTD	Status/Trend
<b>Overall claims experience</b>					
1.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.2.3		Total Toka Tū Ake EQC Insurer Managed
<b>Transparent &amp; fair</b>					
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%	Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.2.4		Total Toka Tū Ake EQC Insurer Managed
	• was responsive to their individual needs and situation during their recent claim experience	>70%	Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.2.5		Total Toka Tū Ake EQC Insurer Managed
	• provided clear and concise communication, and customers were clear on next steps for their claim	>70%	Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.2.6		Total Toka Tū Ake EQC Insurer Managed
	• acted as experts with the skills, knowledge and desire to help them	>70%	Results are reported one month in arrears. FY22-23 measure is identical to FY21-22 measure SM 1.2.7		Total Toka Tū Ake EQC Insurer Managed

#### Commentary

In the FYTD, performance against SM 1.2.4:  
 Dimension - *transparent and fair interactions*  
 Dimension - *responsiveness*  
 Dimension - *clear and concise communications*  
 Dimension - *acted as experts with knowledge*

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%	71%		
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#### Commentary

In the FYTD, performance against SM 1.2.5 is behind expected performance to meet target, with a YTD result of 71%.  
 Of all in-scope claims for this measure:

- 50% of Toka Tū Ake EQC-managed claims have been resolved within 60 days (N=2); and
- 80% of Insurer managed claims have been resolved within 60 days (N=5).

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

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

#### 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	YTD Result	Progress - YTD	Status/Trend
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%	1.2%		

#### Commentary

In the FYTD, performance against SM 1.2.6 is in line with expected performance to meet target, with a YTD result of 1.2%. Of all claim closures during January 2022: 7.1% of Toka Tū Ake EQC-managed claims were reopened within 6 months of closure (N=28); and 0% of Insurer managed claims were reopened within 6 months of closure (N=144).

**Note:** This result is adjusted to remove the claims reopened for administrative purposes as advised by our insurer partners.

#### 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 approved ratio			
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**Commentary**

Result for July 2022 is unavailable at time of reporting. This result will be captured within our August 2022 reporting.

**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 to calculate this measure was approved by the Board on 12 May 2022.

<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:

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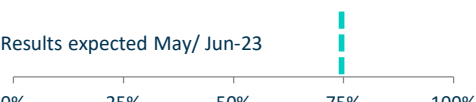

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

### Output Two - Resilience


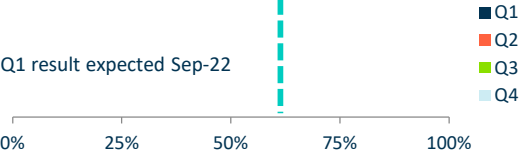
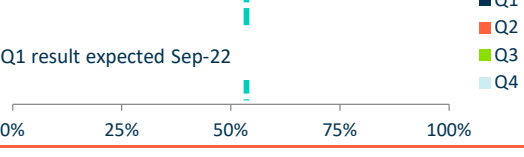




#### Output 2.1 - A resilience programme that facilitates improved analysis and public understanding of natural hazard risk

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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
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%		Results expected May/ Jun-23 	
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</li> <li>to natural hazards;</li> <li>is an engaged and supportive partner</li> </ul>	>75%		Results expected May/ Jun-23 	

#### Output 2.1 | Performance measures | Quantity

Percentage of the public surveyed <sup>13</sup> who say:					
2.1.3	<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%	0%	Q1 result expected Sep-22 	
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%	0%	Q1 result expected Sep-22 	
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%	0%	Q1 result expected Sep-22 	
2.1.4	Number of formal, evidence-based submissions made on relevant (natural hazard risk) policies, plans, or initiatives or local government statutory plans	5	0	Results expected May/ Jun-23 	
2.1.4	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>				

<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 Neilsen, 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

**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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	Deliver the following milestones for loss modelling:				
2.2.1	• Implement the new National Seismic Hazard Model in PRUE <sup>16</sup>	as per milestones		On track	
	• Implement new earthquake fragility models in PRUE			On track	
	• Agree a forward loss modelling strategy with GNS and NIWA			On track	
	Deliver the following milestones for the Risk and Resilience Portal:				
2.2.2	• Establish an online register that provides the public with information on Toka Tū Ake EQC claims for individual residential properties	as per milestones		Not yet reportable. Timing subject to a business case.	
	• Stage two of the Portal is costed and signed off by the Toka Tū EQC Ake Board			On track for submission of a Business Case for subsequent phases to the Toka Tū Ake EQC Board.	

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

##### 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 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	YTD Result	Progress - YTD	Status/Trend
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	●	Not yet reportable - annual measure	●
3.1.2	Annual consultation with the Crown on risk appetite occurs prior to purchasing reinsurance for 2023-2024	as per measure	●	Not yet reportable - annual measure	●
3.1.3	An annual review of the risk financing strategy is conducted	30 June 2023	●	Not yet reportable - annual measure	●

## Output 3.2 - Managing the NDF

3.2.1	The level of levies collected compared to annual financial budget	100%	●	<p>Budget YTD, 44.2</p> <p>44.2</p> <p>Premiums collected YTD (\$m)</p>	●
3.2.2	The NDF is managed in accordance with directions from the Minister	100%	●	Q1 progress checkpoint due Sep-22	●
3.2.3	The value of the NDF is rebuilt (assumes fewer than 4,500 new claims in addition to Canterbury reopens)	>\$185m	●	<p>As at 31 July 2022, we are on track to achieve this measure</p> <p>185</p>	●

## 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, and planning for business continuity.

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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
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	
<b>Target:</b> Independent evaluation reviewing our exercises to ensure they are fit for purpose by 30 June 2023.					
<b>Comment</b> 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. s9(2)(b)(ii)					
4.2	To support co-ordinated insurance response and recovery activities, by 30 June 2023 Toka Tū Ake (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	
<b>Target:</b> Two event response strategies developed by 30 June 2023.					
<b>Comment</b> The next event response strategy will be for a significant volcanic eruption. Planning work is underway to establish a working group, across Toka Tū Ake and Insurers, to further develop the required response capability for a volcanic eruption. The working group is due to commence work activities mid-August, and this will include starting to draft an event response strategy for a volcanic eruption. Submission of the strategy to NDRM governance is expected in early 2023.					
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.			On track	
<b>Target:</b> Two event response strategies developed by 30 June 2023.					
<b>Comment</b> Analysis has been completed, with work on process and data exchange enhancements underway.					
<b>NDRM assurance quality</b>					
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%		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.	
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%		<b>Recommendation 5.1.3</b> ON TRACK for implementation by 24 December 2022 <b>Recommendation 6.1.3</b> AT RISK timing subject to business case	
4.6	New Zealanders have increasing trust and confidence in Toka Tū Ake EQC			Not yet reportable - annual measure Result expected in May/ Jun-23	

<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.

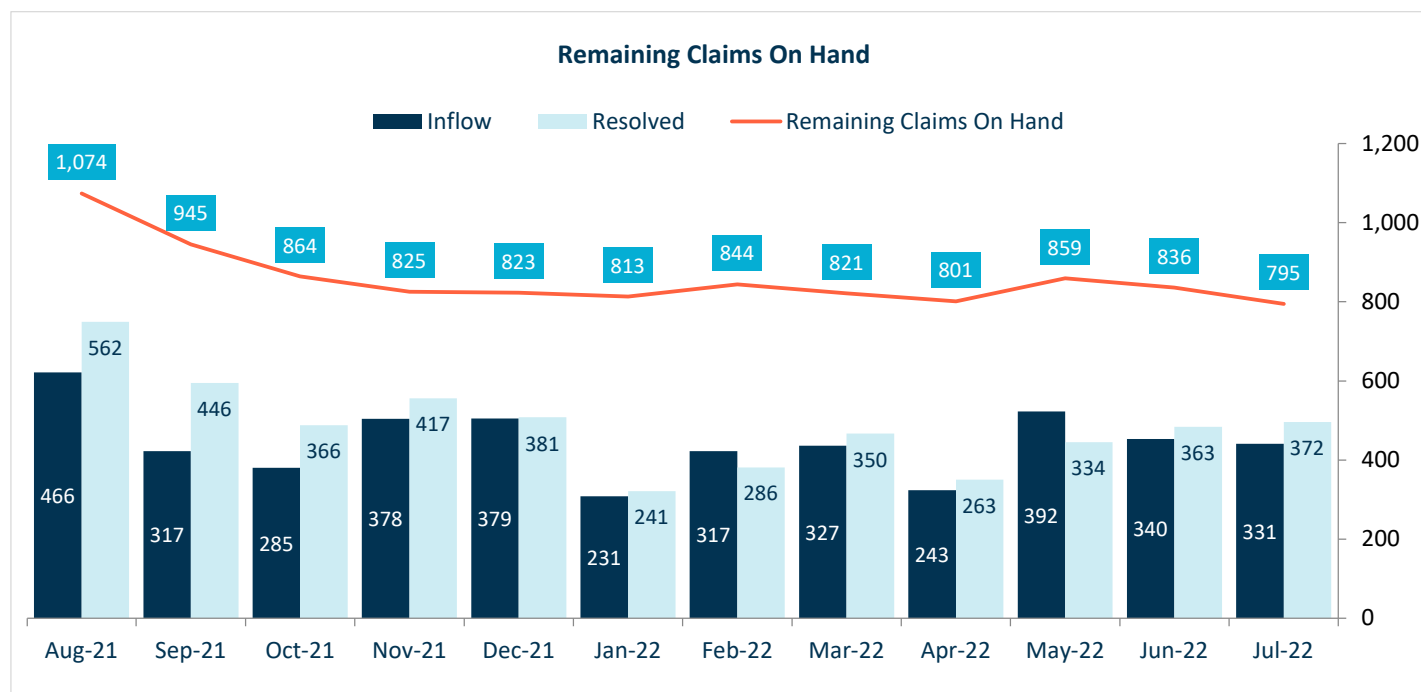
<sup>18</sup>Public Inquiry recommendation to establish an online register that provides EQC information on claims for individual residential properties that are free and simple to use for prospective home buyers. See also measure 2.2.2.

## Section 2 - Canterbury

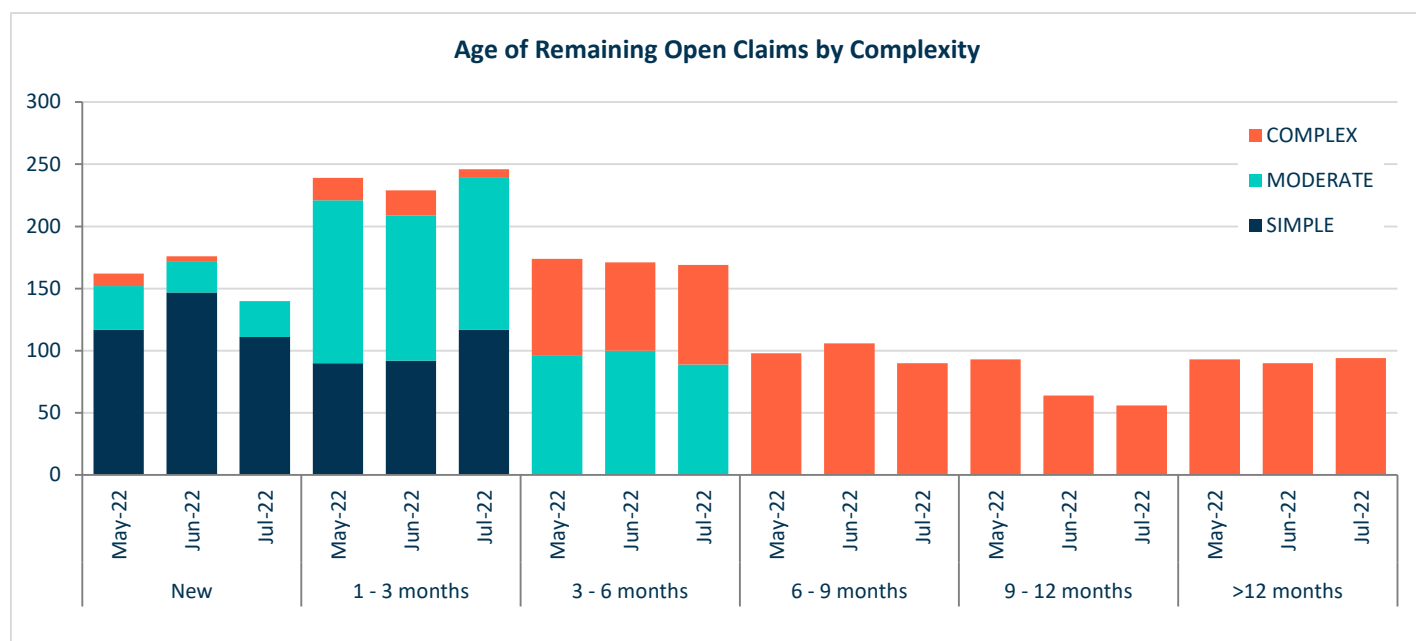
During July, 372 claims were resolved, offset by inflow of 331 claims. At month end we have 795 open Canterbury claims on hand, a reduction of 41 since the end of June.

Across July, our population of open Canterbury Event Sequence claims decreased to 795 (cf. 836 at EOM Jun-22). From a complexity viewpoint, the inflow profile remains largely unchanged, with 84% of this month's inflow categorised as 'simple' claims i.e. all information is at hand to settle the claim. Of our remaining claims on hand, half are <3 months old. Missed damage continues to be the main driver of inflow at 61% (no change from Jun-22), with drainage/ plumbing damage accounting for 39% of inflow this month (cf. 34% for Jun-22).

In line with our **Aged Claims Strategy**, the focus, since July 2021, remains the continued reduction of both our 'aged claims' population (claims older than 12 months) and its proportional representation within the overall population of open Canterbury claims. This month our aged claims population dropped to 94 (cf. 90 at EOM Jun-22), representing 12% of all open Canterbury claims. While the challenge to keep this population under 100 continues to increase, all efforts continue to be made to on workable aged claims within this population to progress their settlement.



The 372 claims resolved this month includes 4 claims open at 1 July, that are now subject to an application for Government support for repair of on-sold over cap properties ('on-sold claims', an open total 1,369 of which are excluded). A further 8 SRES MOU claims were settled.



Resolution of aged claims continues to be a key priority for our settlement teams. During July, claims aged > 12 months increased by 4% (90 up to 94). However, reductions were seen across all other claim ages. Most significantly, claims aged 6 - 12 months reduced collectively by 14% (170 down to 146). Claims aged < 3 months reduced by 5% (405 down to 386).

## Section 2 - Canterbury (cont.)

### Open Canterbury Claims by Reopen Reason

**Missed Damage, 76.1%**

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, 1.6%**

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

**Additional Payment, 2.1%**

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, 1.3%**

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



**Repair Methodology, 4.4%**

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.

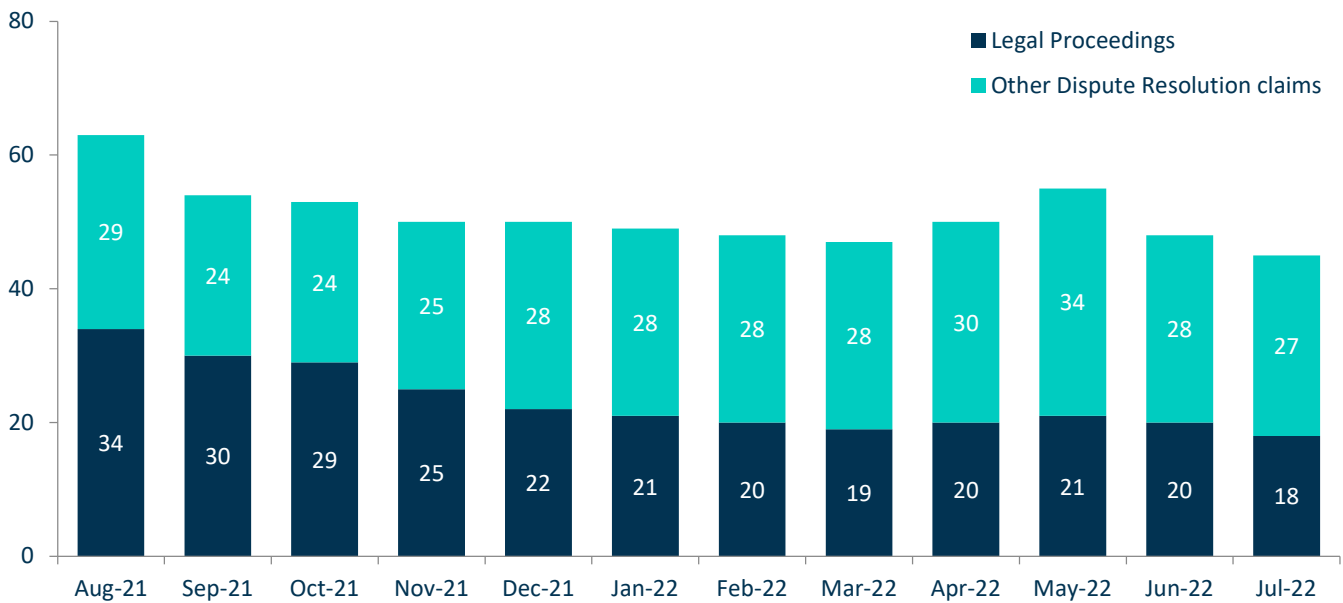
\* Methodology: determining a repair strategy for damage relating to Natural Disaster using appropriate qualified specialist assessments.

**Repair Quality, 14.3%**

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.

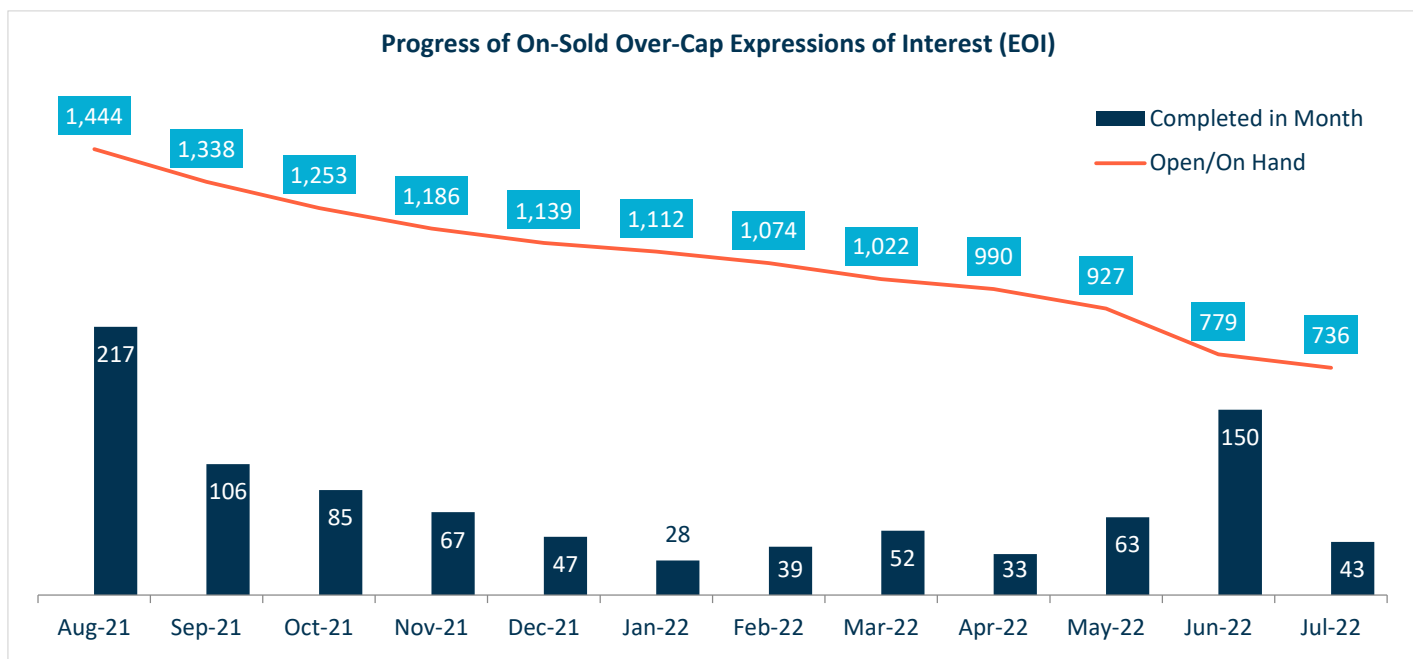
\*Note: Issues with repairs managed by the customer following cash settlement need to be resolved directly with the contractor by the customer.

### Claims in Dispute



As at 31 July, 18 Canterbury claims remained subject to legal proceedings, down from 20 at the end of June. Other claims with the Dispute Resolution team reduced to 27, down from 28 last month.

## Section 2 - Canterbury (cont.)



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 following chart plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 5,239\* applications of which:

- 1,312 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Agree & execute settlement agreement' (548) + 'Monitor and Report' (764));
- 777 have been transferred to 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
- 1,042 have been closed due to insufficient information following a campaign to contact homeowners requesting additional information customer to assess their eligibility and demonstrate they have additional damage.

We currently have 736 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process ('Work in Progress'), including 103 Awaiting Agreements with Customers.

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

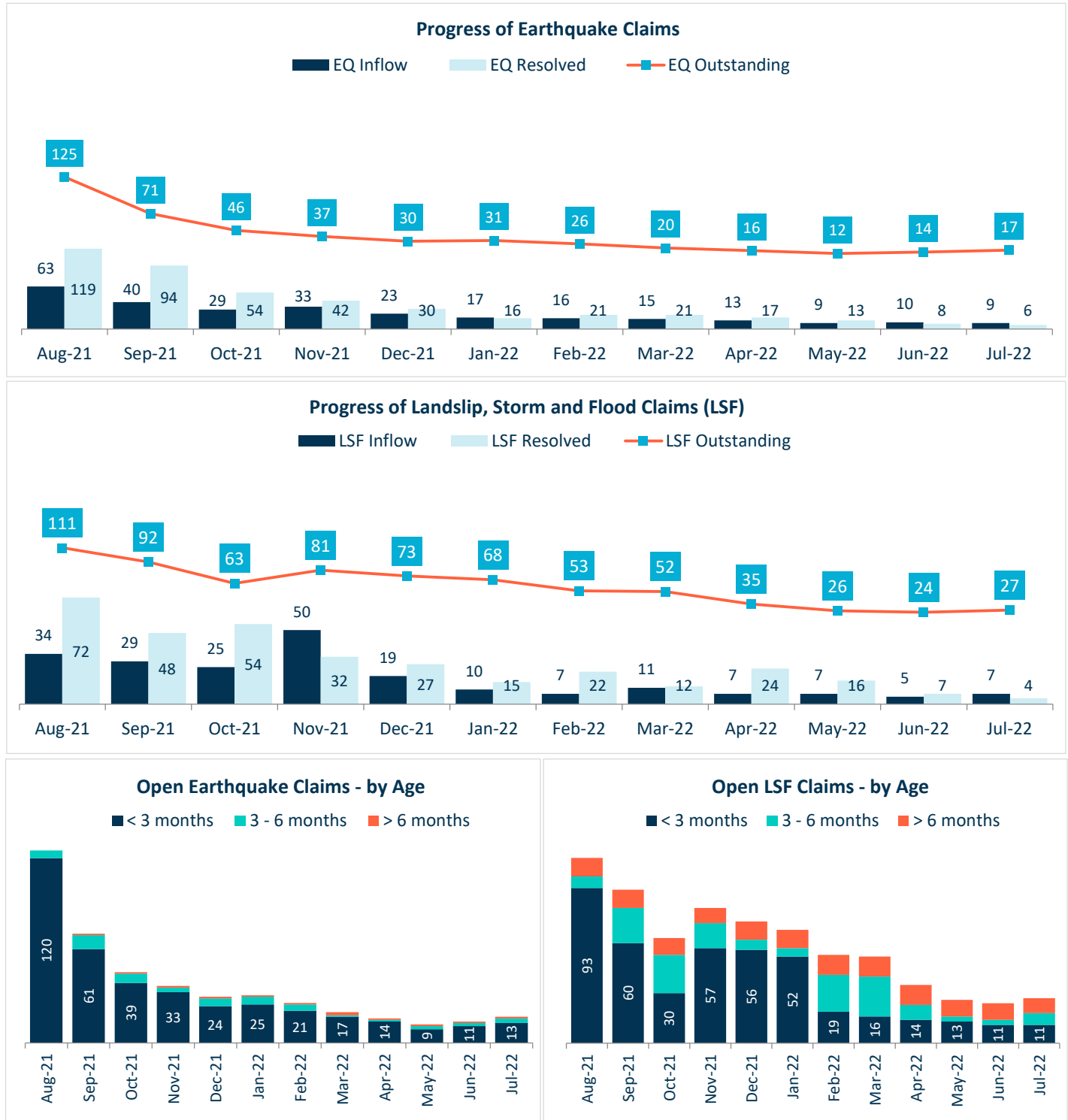


SOW - Scope of Works

## 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.

We recorded inflow of 16 new and reopened claims in July (cf. 15 for Jun-22). Of this, 56% were Earthquake (EQ) related and 44% to Landslip, Storms and Flood (LSF) related claims.



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

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

As at 31 July 2022, we have received 2,644 Insurer managed claims (cf. 2291 at EOM Jun-22). Overall, 77% of these claims are Landslip, Storm and Flood damage claims (LSF).

**Post report note:** We expect to report on significant claim volumes next month, following the weather events in Nelson and Wellington during August 2022.

Across July, 246 claims were reported (cf. 119 for Jun-22), comprised of 20 EQ and 226 LSF related claims (cf. 30 EQ and 88 LSF for Jun-22). NIWA reported July 2022 was the wettest July on record in NZ which is reflected in the volume of LSF claims received during the period. Five separate weather events occurred, from July 11 to July 31, causing flooding around the country, with many regions impacted. Christchurch was one of 20 locations to experience their wettest July on record, with a further 25 locations experiencing near-record wet months.

## Section 4 - Resilience

### Progress summary

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

Reporting on the progression of our Resilience Three Year Priorities is provided on a quarterly basis

The quarterly frequency of our progress reporting takes into account that the nature of the work undertaken to progress our *Resilience Three Year Priorities* is more suited to quarterly progress reporting. Our next quarterly update will be provided in the Toka Tū Ake EQC Performance Dashboard - September 2022.

The following priorities are what we'll be reporting progress on each quarter.



**Coordinated & targeted**  
**Research investment**

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

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**Public Education**  
**measures to raise public awareness**

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**Accelerating the synthesis &**  
**Translation of research outputs**

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**Developing reciprocal**  
**Partnerships**

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**Perceptions of Toka Tū Ake EQC**

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## 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.

Given this is the first month of FY22-23, no YTD results are available for our customer experience related measures as we report these one month in arrears.

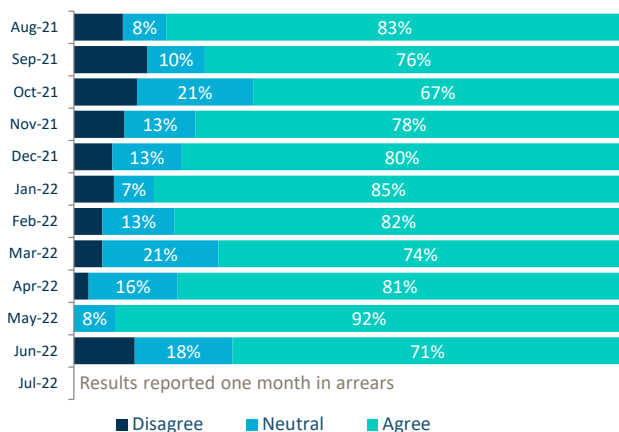
### Are there any significant changes to our FY22-23 customer experience SOPE measures from the previous year?

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.

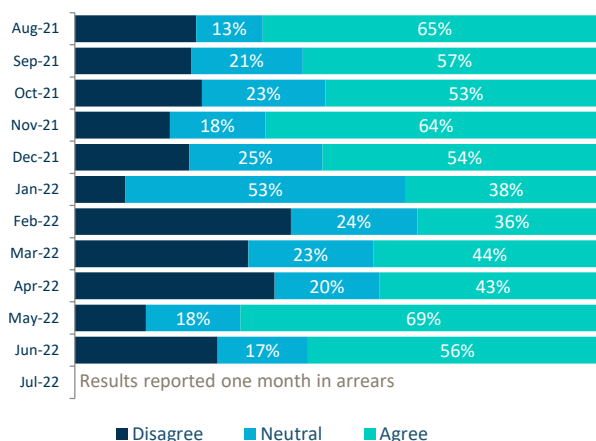
Chart titles have been amended to reflect the changes in SOPE reference numbers from FY21-22 to FY22-23. These amended titles will remain in place for the first two months of reporting in FY22-23 and then revert back to just showing the current SOPE reference number.

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

**Canterbury**  
SoPE 1.1.7a (previously 1.1.6 in FY21-22)



**Natural Disaster Events (excl. Canterbury)**  
SoPE 1.2.4a (previously 1.2.4 in FY21-22)



YTD result

Target: > 70%

Trend

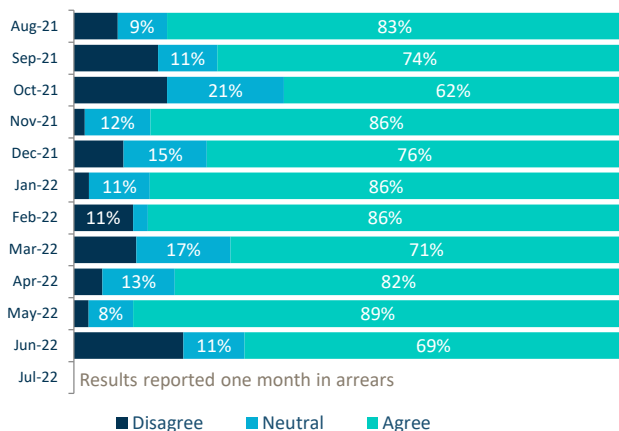
YTD result

Target: > 70%

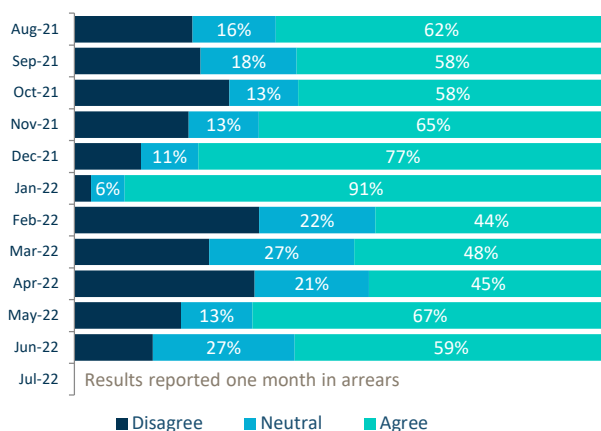
Trend

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

**Canterbury**  
SoPE 1.1.7b (previously 1.1.7 in FY21-22)



**Natural Disaster Events (excl. Canterbury)**  
SoPE 1.2.4b (previously 1.2.5 in FY21-22)



YTD result

Target: > 70%

Trend

YTD result

Target: > 70%

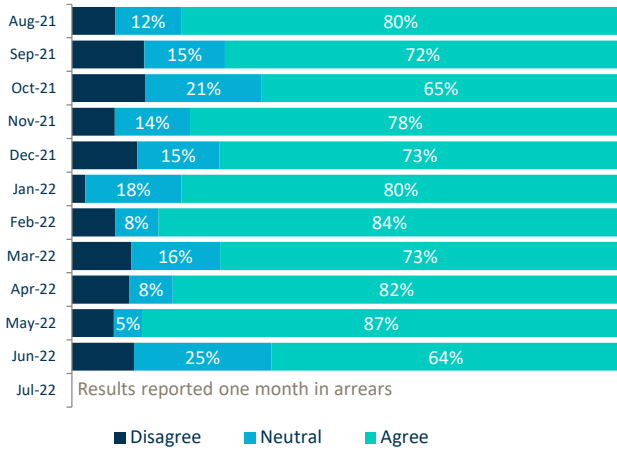
Trend

## Section 5 - Customer Focus (cont.)

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

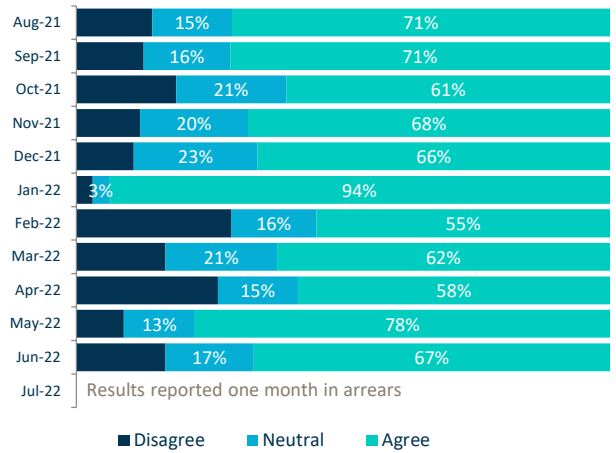
#### Canterbury

SoPE 1.1.7c (previously 1.1.8 in FY21-22)



#### Natural Disaster Events (excl. Canterbury)

SoPE 1.2.4c (previously 1.2.6 in FY21-22)



YTD result

Target: > 70%

Trend



YTD result

Target: > 70%

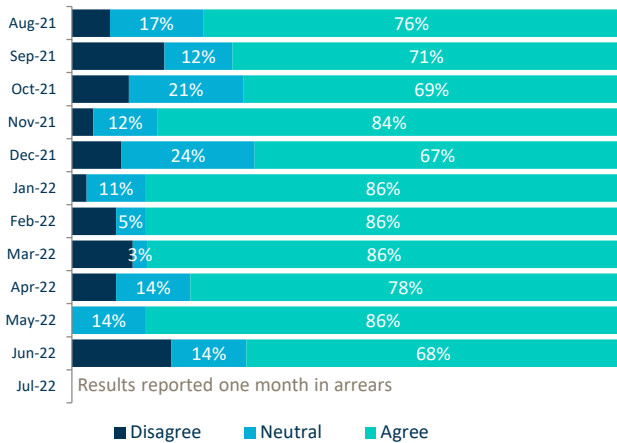
Trend



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

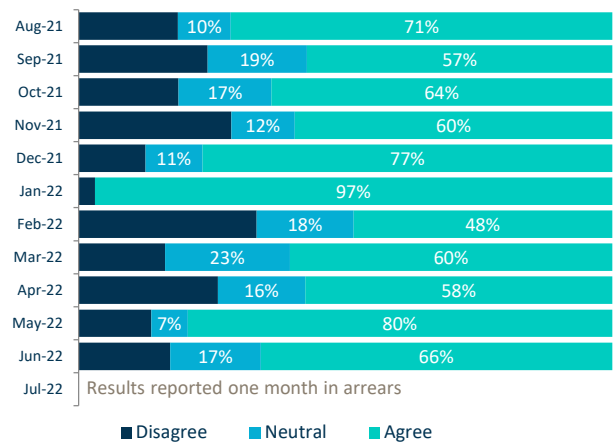
#### Canterbury

SoPE 1.1.7d (previously 1.1.9 in FY21-22)



#### Natural Disaster Events (excl. Canterbury)

SoPE 1.2.4d (previously 1.2.7 in FY21-22)



YTD result

Target: > 70%

Trend



YTD result

Target: > 70%

Trend

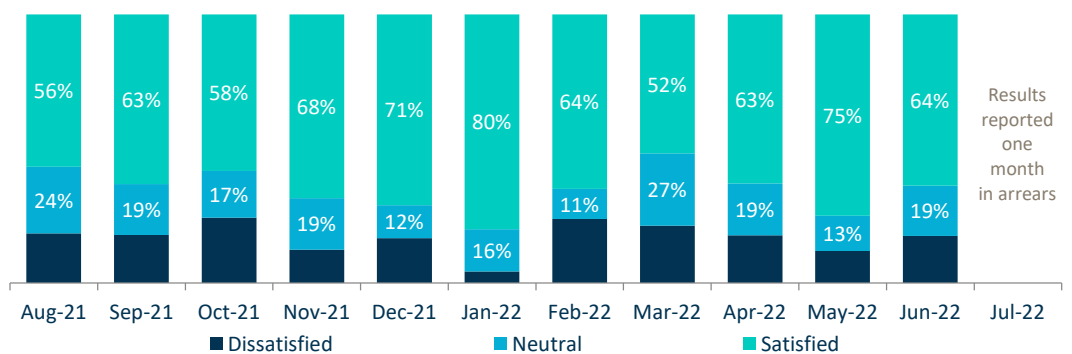


### Overall claim experience

#### Survey question

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

#### Overall claim experience - All



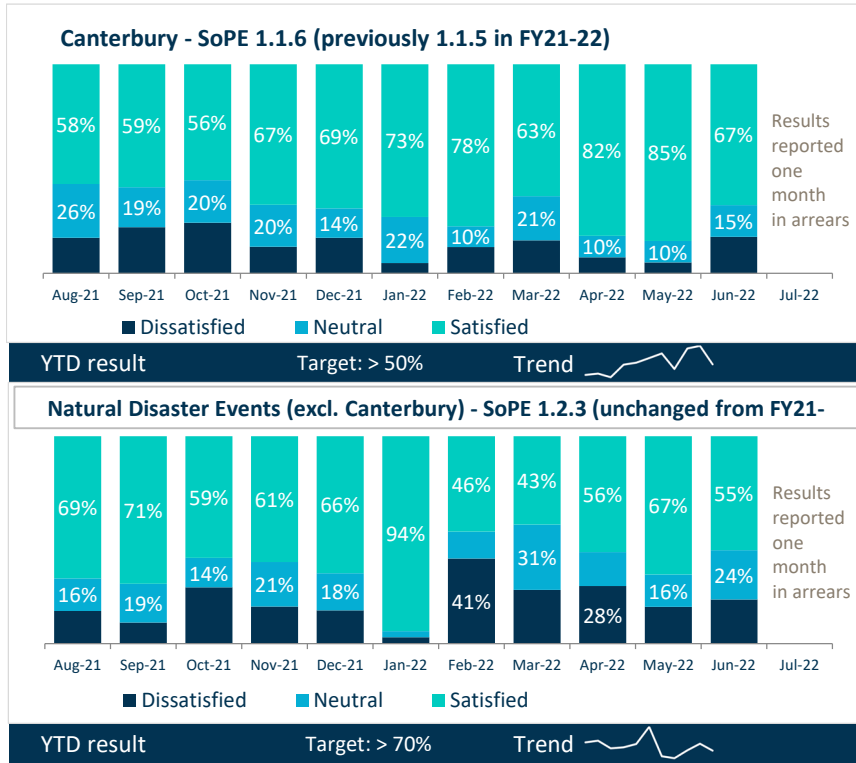
YTD result

Trend



## Section 5 - Customer Focus (cont.)

### Overall claim experience by event response



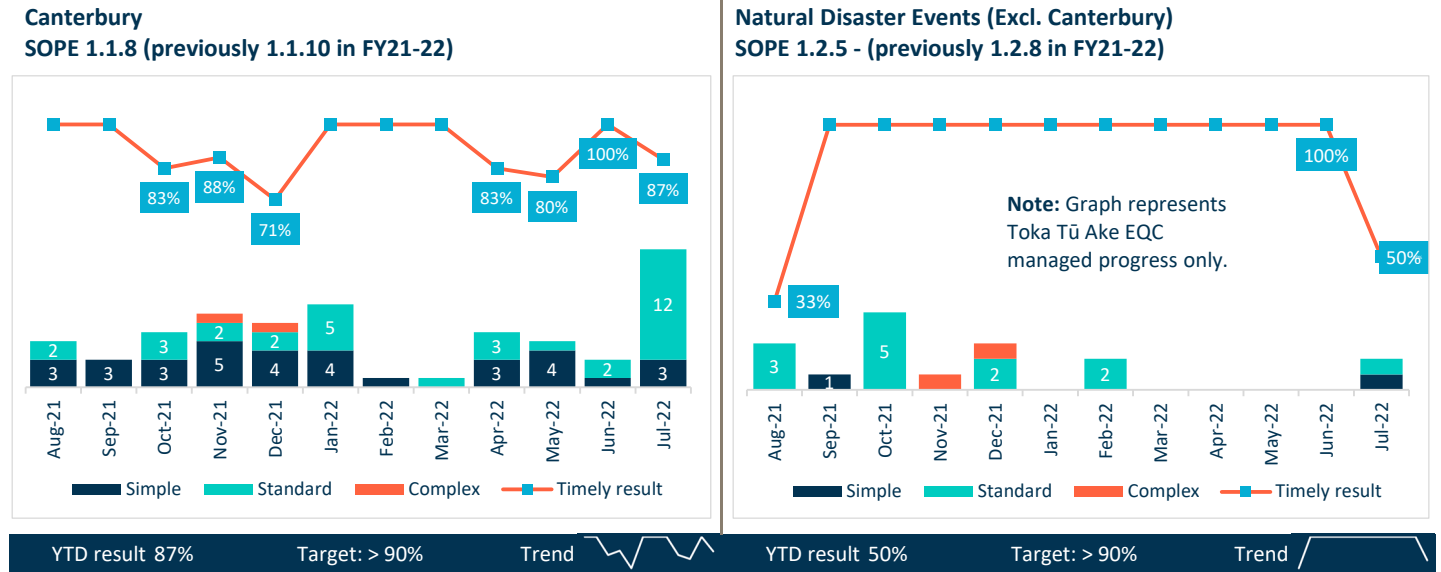
#### Our Canterbury customers

Given this is the first month of FY22-23, no YTD results are available for our customer experience related measures as we report these one month in arrears.

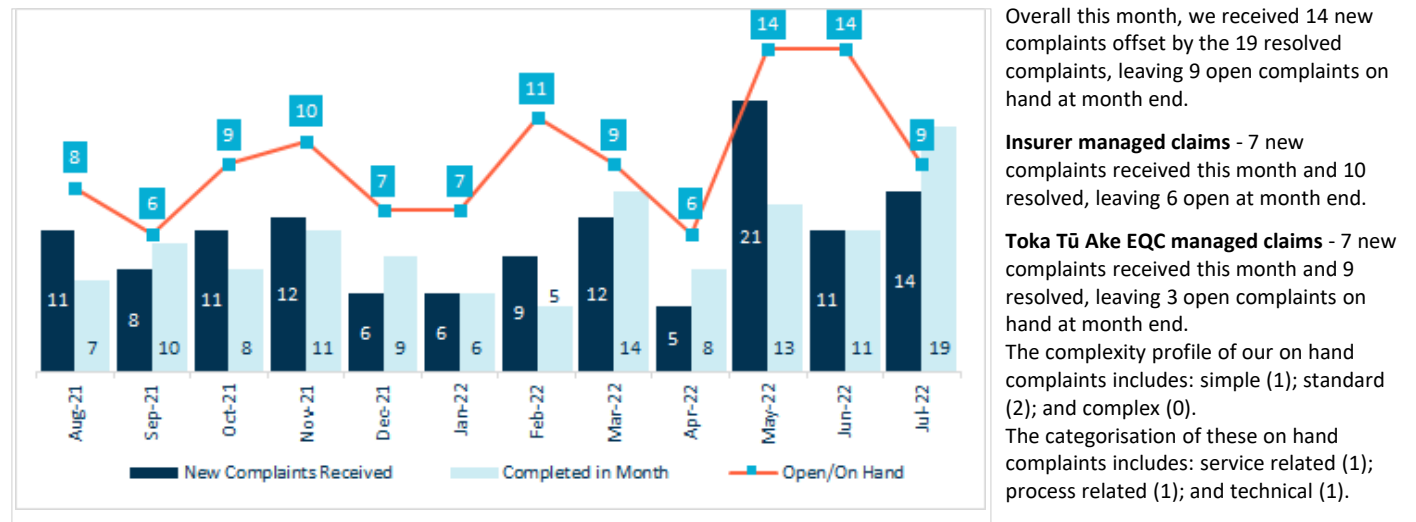
#### Our Natural Disaster Events (NDE) customers

Given this is the first month of FY22-23, no YTD results are available for our customer experience related measures as we report these one month in arrears.

### Timeliness of complaint resolution



### Progression of customer complaints



## Section 5 - Customer Focus (cont.)

## Total call, email and post volume

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Outbound - Inbound Ratio	19:81	10:90	9:91	9:91	9:91	8:92
Grade of Service	98%	99%	98%	99%	99%	95%
Abandonment Rate	2%	1%	2%	1%	1%	2%
Roll Over No Answer	30	28	26	25	11	49
<b>Total Calls</b>	<b>2,479</b>	<b>2,527</b>	<b>1,827</b>	<b>1,977</b>	<b>1,820</b>	<b>2,009</b>
Total Email and Post	2,266	2,518	2,773	3,326	2,168	2,383

## Section 6 - Media (traditional)

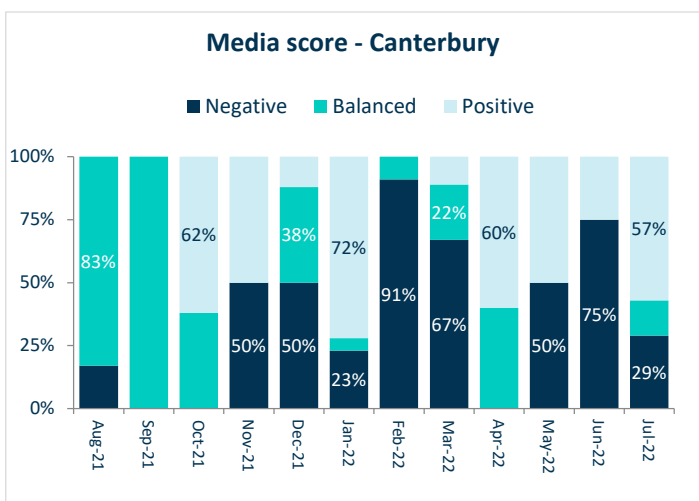
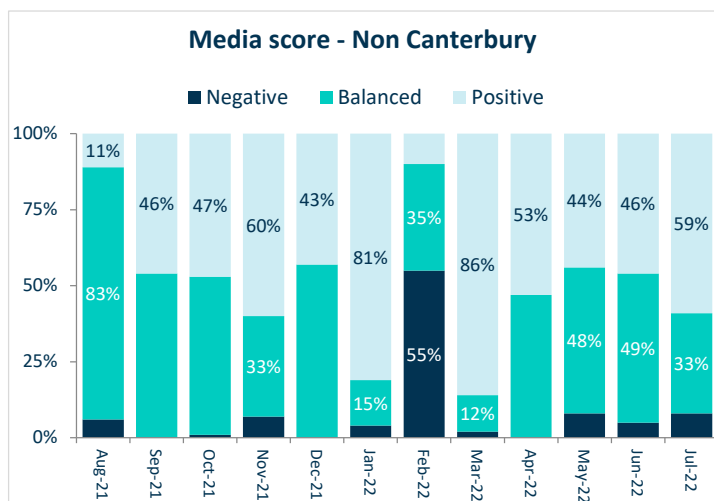
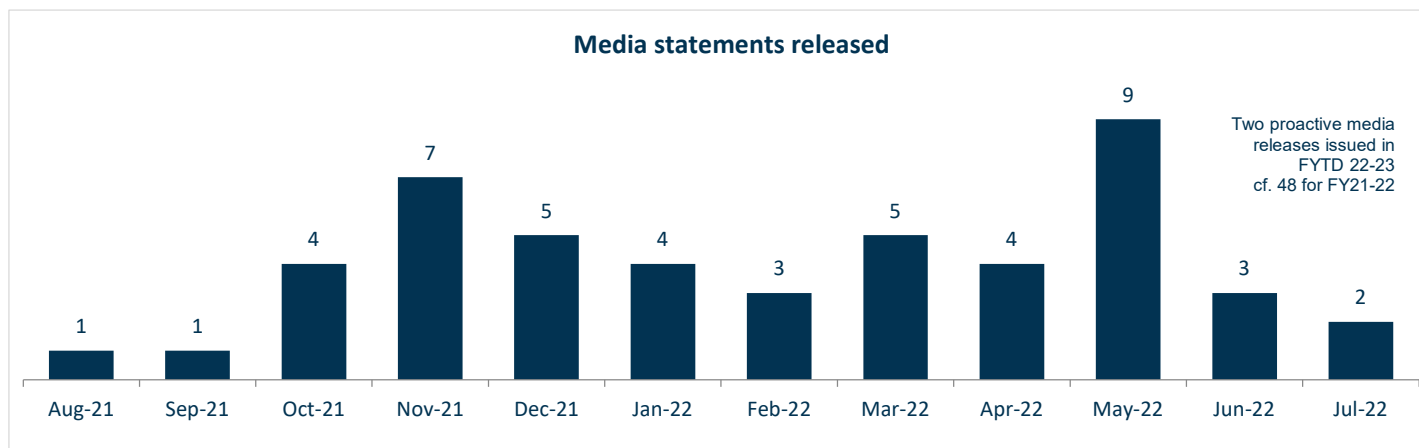
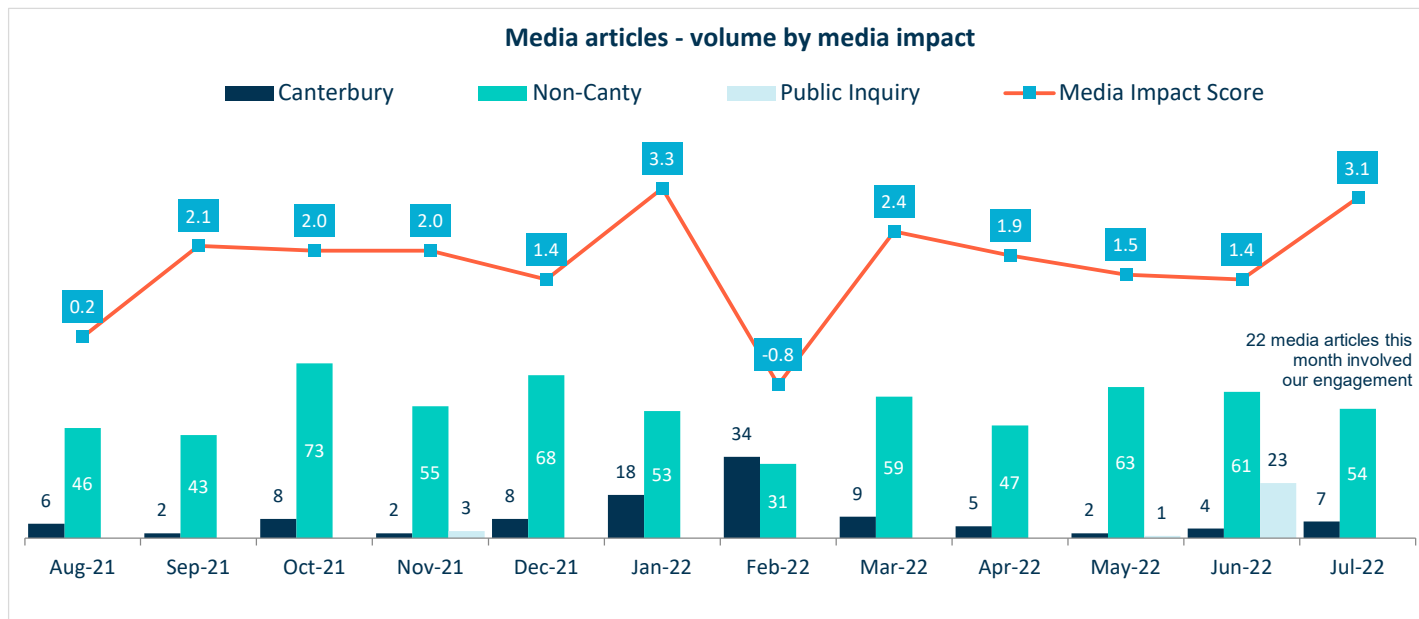
Toka Tū Ake EQC media coverage in July was overwhelmingly positive with the Media Impact Score (MIS) increasing from 1.4 to 3.1, which is the second highest score since we introduced reporting on media coverage.

From the 61 traditional media reports this month, 59% of reports were either very positive (38%) or positive (21%), which is a shift from last month where the majority of reports were neutral (60%).

The leading positive story, syndicated across national and regional outlets, was the creation of a historical tsunami database, which was covered by Newshub, the NZME media and Stuff. This relatively minor research story received strong cut-through by our media team localising the database figures for several regional media and connecting them to historical tsunami in some regions.

The other main Toka Tū Ake EQC-driven project that received widespread coverage was our support of research into Indigenous Māori construction methods and its seismic capabilities, which was covered on all radio stations and will receive more coverage on TVNZ and NZME in the coming weeks and months.

However, negative coverage also increased slightly, up four percentage points to 10%, mainly driven by the coverage of the Stokes Valley landslide and the reference to Toka Tū Ake EQC taking three months to do a report on the slip. This impacted on the reputational MIS of 1.1 being considerably lower than the overall score.

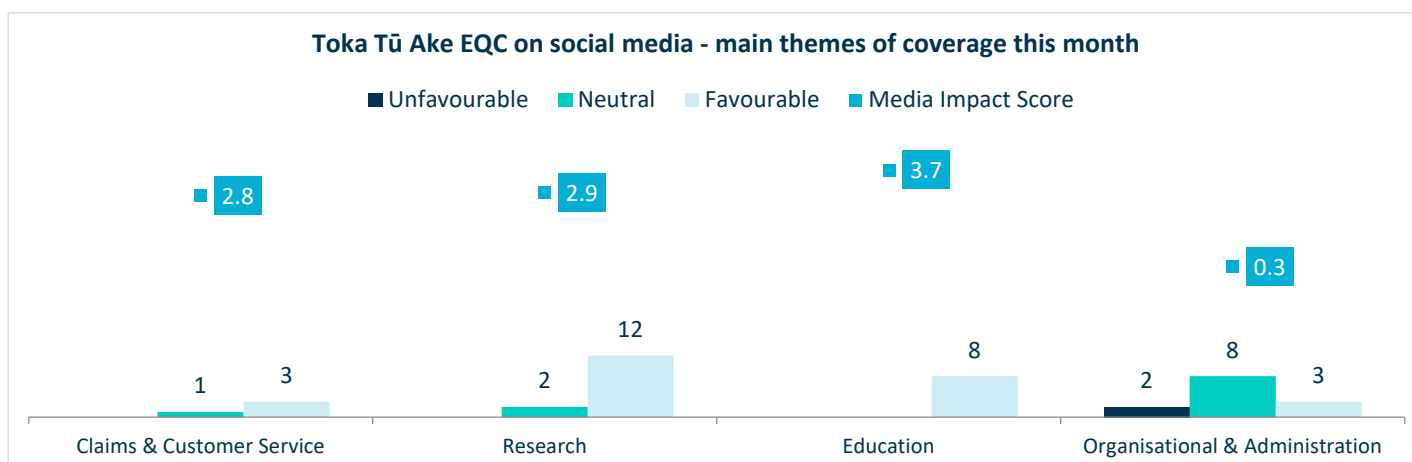
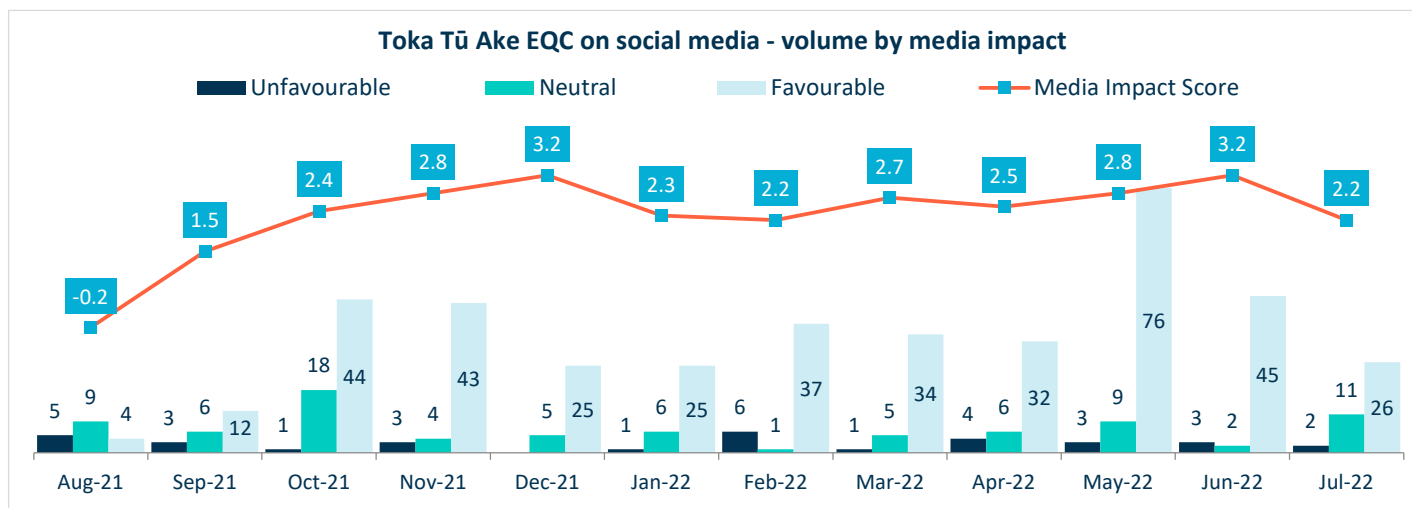


## Section 6 - Media (social)

Social media mentions of Toka Tū Ake EQC dropped by 22% from last month to 39 (cf. 50 for Jun-22). The proportion of positive coverage also dipped this month to 67% (cf. 80% for Jun-22), and is reflected in the 1.0 dip from last month in our social media coverage MIS to 2.2.

Similar to traditional media coverage, coverage this month highlighted the use of RiskScape software to improve modelling of natural hazards, the release of the historical tsunami database, and activities for children during the school holidays. Coverage also included advice to contact private insurers to begin the insurance process given the inclement weather experienced across the country. This activity is reflected in volumes for Research, Education and Claims and Customer Service themes for July.

Conversely, some the coverage on discussion around earthquake insurance cross-subsidisation was negative in tone.



Toka Tū Ake EQC coverage this month, as noted above, is reflected in volumes for Research, Education and Claims & Customer Service themes for July. The volume and tone of coverage for Research and Education have driven this month's leading messages of *Engages in high quality research programmes* and *Helps communities to better understand the risk of natural disasters*.

### Understanding the Media Impact Score

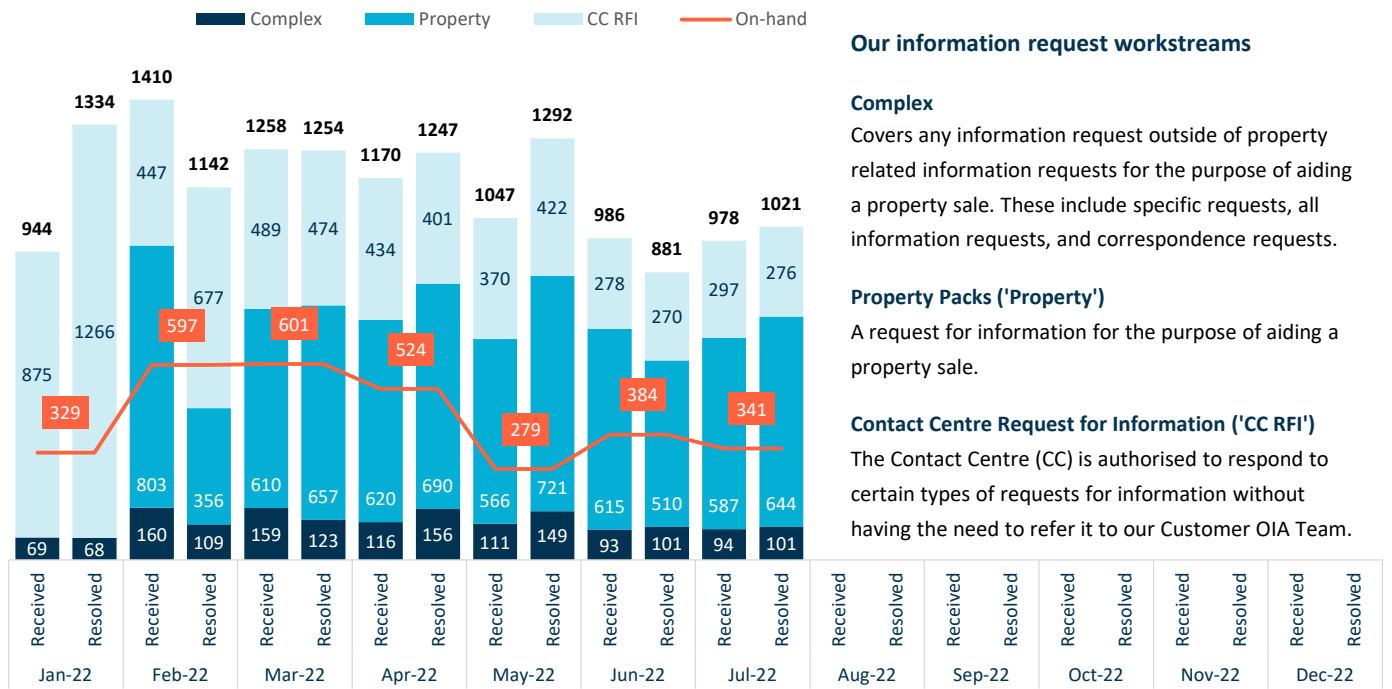
The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the level of engagement for social media) to assess **impact**.

Our score sits on a **scale of -10 to 10**, with 0 being the neutral or balanced point.

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

Customer OIA Requests



### Our information request workstreams

#### Complex

Covers any information request outside of property related information requests for the purpose of aiding a property sale. These include specific requests, all information requests, and correspondence requests.

#### Property Packs ('Property')

A request for information for the purpose of aiding a property sale.

#### Contact Centre Request for Information ('CC RFI')

The Contact Centre (CC) is authorised to respond to certain types of requests for information without having the need to refer it to our Customer OIA Team.

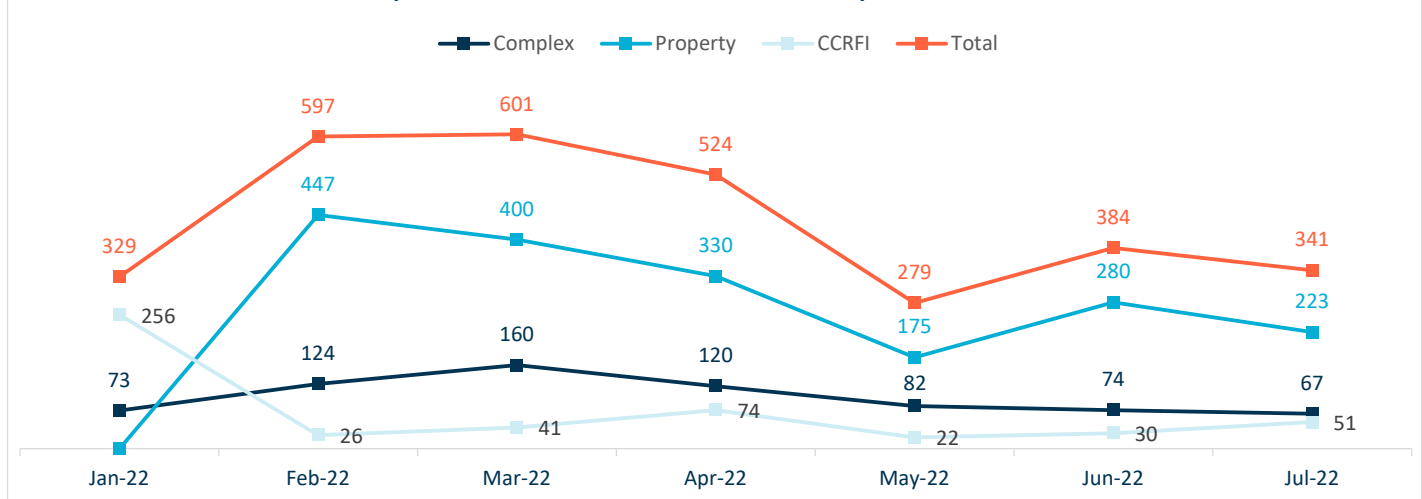
Reporting has now been widened to include all information requests we receive from customers. Our widened reporting now encompasses two other information request workstreams. One of these workstreams is for information requests for property related files, which is processed under either section 31A of 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 reporting above this workstream is referred to as Contact Centre RFIs.

The widening of our Customer OIA reporting also now aligns with our six monthly reporting to the State Services Commission.

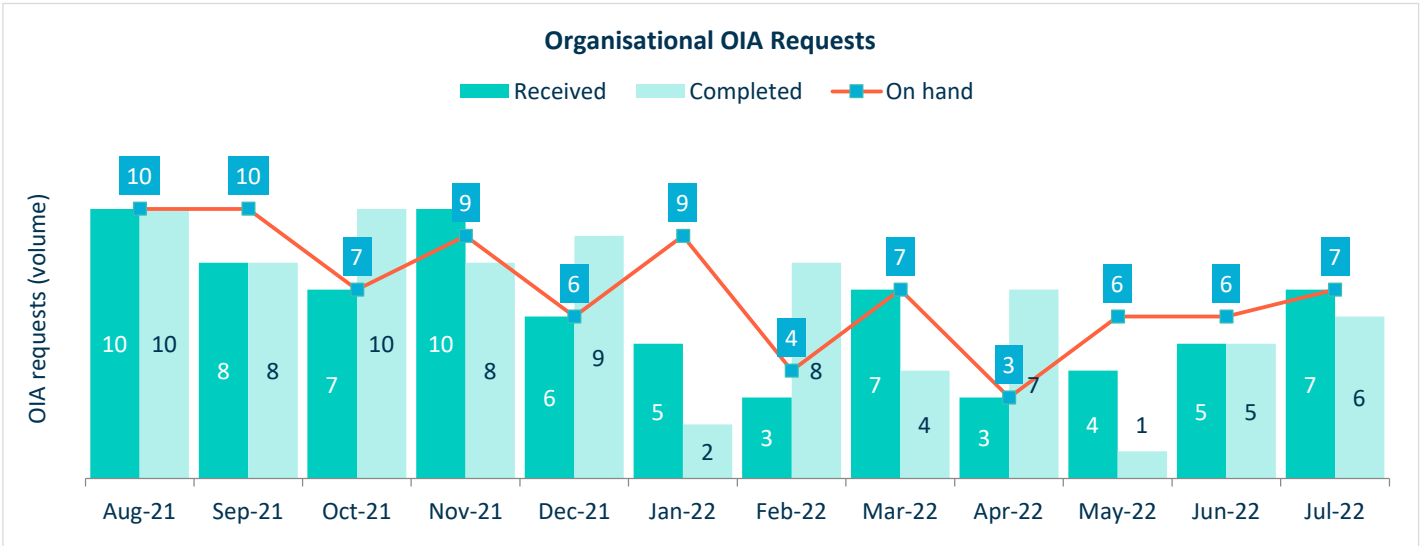
This month, taking into account our widened reporting, our Customer OIA Team received 978 new OIA requests, comprised of 94 complex, 587 property, 297 CC RFI information requests (cf. 986, 93 complex, 615 property, 278 CC RFI). Coupled with the 384 requests on hand from last month and resolution of 1,021 requests this month (101 complex, 644 property, and 276 CC RFIs), the team have 341 requests on hand at month end.

The following chart shows the month on month population movement of the three information request workstreams.

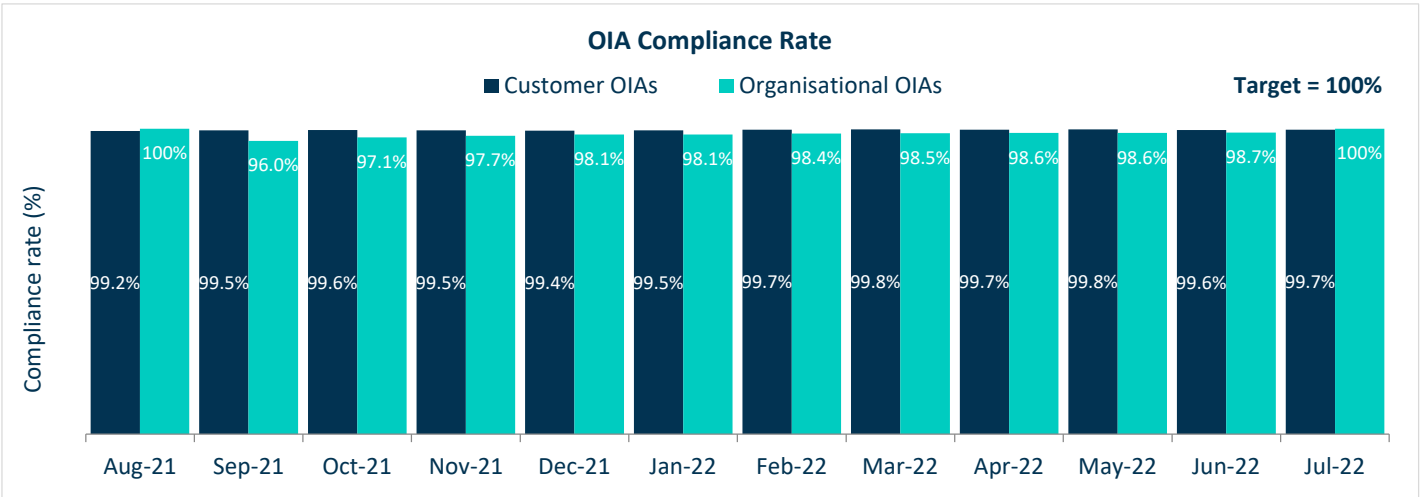
Population movement of the information request workstreams



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



This month, our Government Relations Team received 7 new high level OIA requests (cf. 5 in Jun-22). Coupled with the 6 requests on hand from last month and 6 completed requests this month, the team have 7 requests on hand at month end.

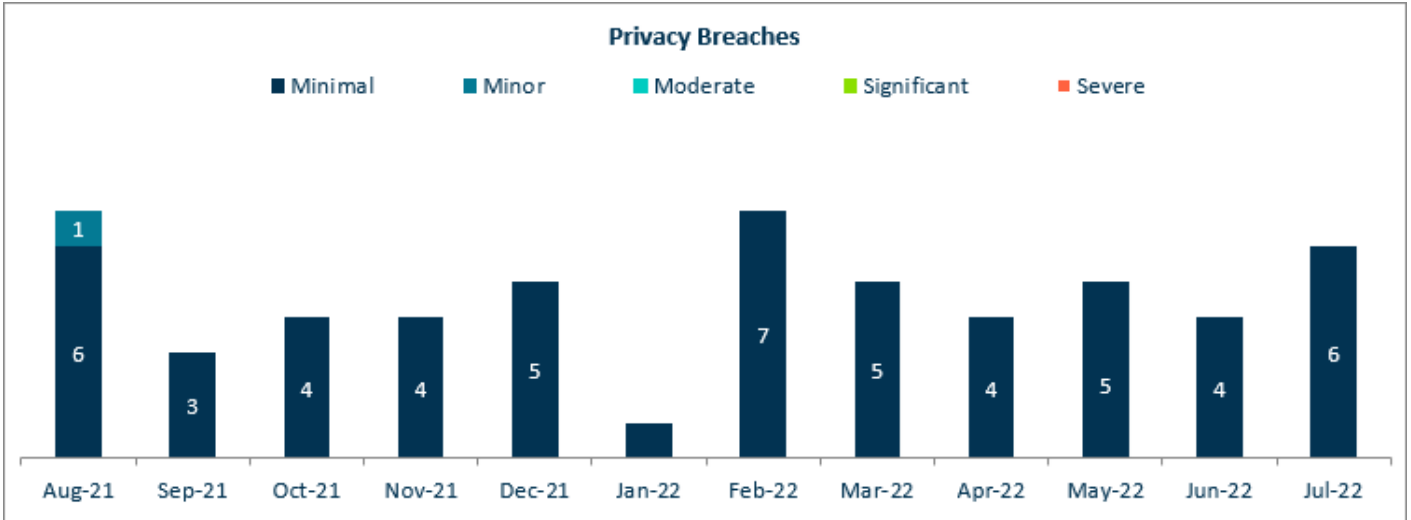


This month our Customer OIA Team achieved a 99.7% compliance rate, with YTD compliance for the team at 99.7%. During the same period, our Government Relations Team achieved a 100% compliance rate, with YTD compliance for the team at 100%.



## Section 8 - Data Protection

Six privacy breaches (vs. 4 in Jun-22), all rated as being of minimal severity, were recorded by the Risk and Compliance Team this month. The reported breaches were assessed against the Government Chief Privacy Officer (GCPO) categorisation system and no serious harm appears to have arisen as they are all considered contained.



### Privacy breaches

Breaches reported this month relate to: 'Incorrect email address used' (1); 'Incorrect document content' (1); 'Wrong document sent' (4); and 'Incorrect data transferred' (1). All breaches are considered contained and no harm is believed to have arisen.

### Breach severity categories

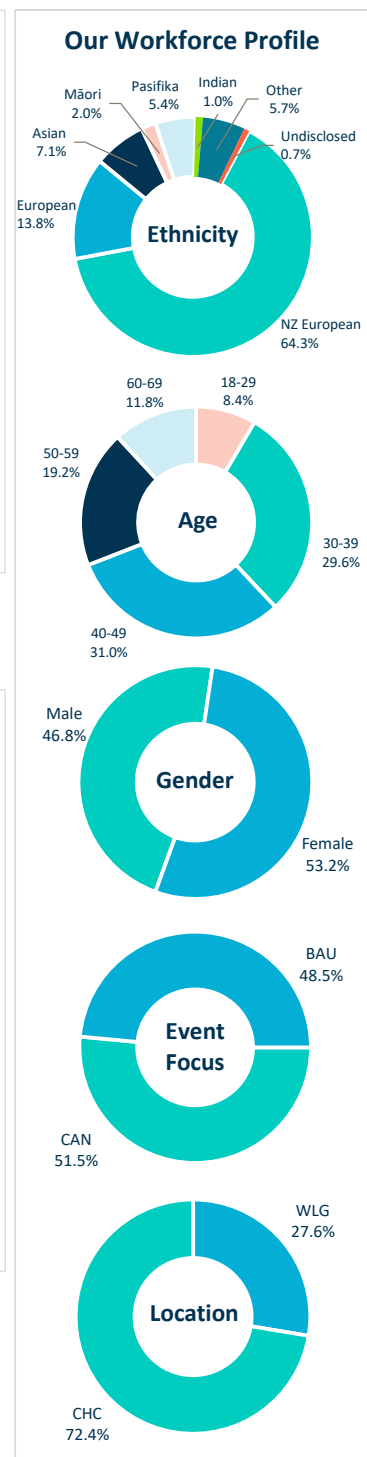
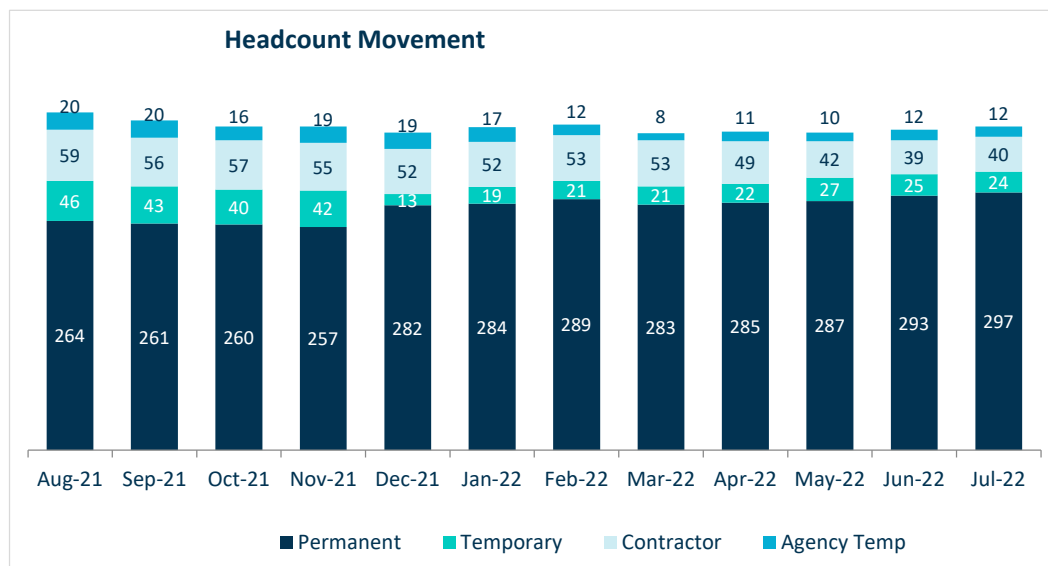
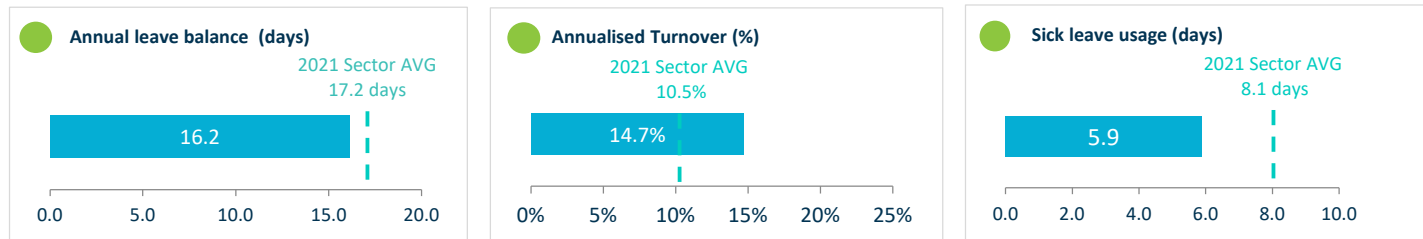
Following the new Privacy Act 2020, which came in to effect on 1 December 2020, all breaches are now assessed against the Government Chief Privacy Officer Tool (GCPO). The GCPO categorisation system allows for transparent internal and external reporting on privacy incidents, and allows for benchmarking 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.

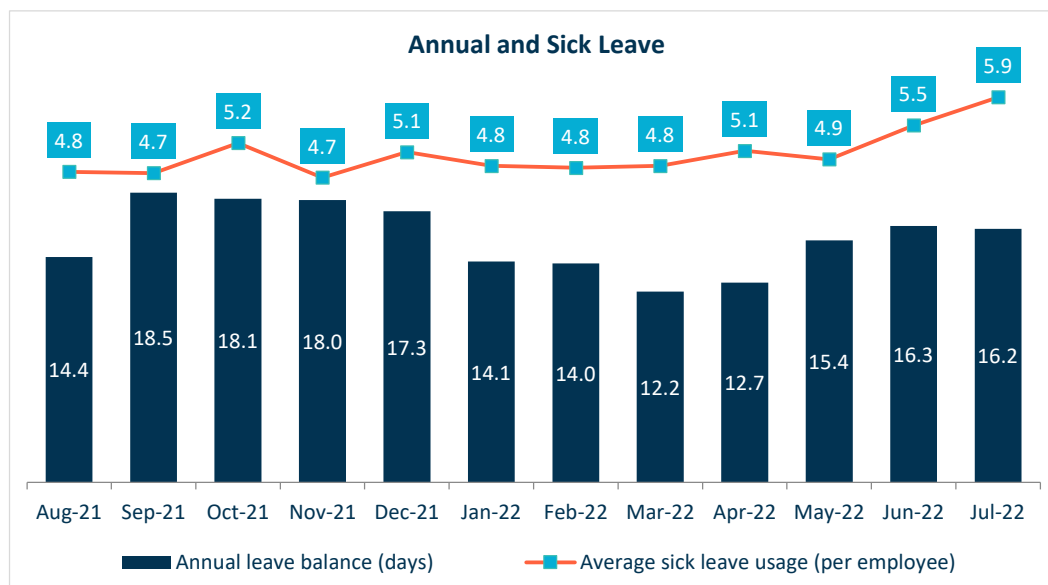
## Section 9 - Our People

Across July, our permanent workforce headcount increased by 4, while our temporary headcount reduced by 1. During this period, our average annual leave balance dipped slightly to 16.2 days (cf. 16.3 in Jun-22), remaining below the 2021 Public Sector average ('sector average') of 17.2 days. Average sick leave usage rose slightly from last month by 0.4 days to 5.9 and also remains below the sector average of 8.1. Meanwhile, annualised turnover ('voluntary turnover') dropped to 14.7% (cf. 15.6% in Jun-22) and remains above the sector average of 10.5%.

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



Over the month, our permanent employee population has increased by 4 while our temporary employee population decreased by 1.



As reported above, our average annual leave balance dipped slightly to 16.2 days (cf. 16.3 in Jun-22), which remains below the sector average of 17.2 days.

In the same period, average sick leave increased from last month by 0.4 to 5.9 days against a sector average of 8.1 days.