

## How to use this dashboard

This dashboard shows a monthly snapshot of EQC's progress across its operational spectrum as well as how we track in relation to the performance measures in our *Statement of Performance Expectations 2021-22*. 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 which reflect the year-to-date progress bar to reach the year-end target. The SoPE 2021-22 is one of our public accountability documents which can be found on our website:

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

### 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 are outstanding at the time of reporting (on hand). We also profile our remaining on hand claims by age, by complexity, by settlement pathway, and by reason for reopening the claim. 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 are on hand (outstanding). The data in this section is organised by the type of natural disaster damage for which a claim may be lodged (namely earthquake, landslide, flood or storm damage). In this section we also profile our remaining on hand claims by damage type and age. We also report on any new natural disaster events that have occurred during the reporting period that have had an impact on claim inflow.

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

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 EQC ('Insurer Managed'). However, EQC continues to directly manage historical claims ('EQC Managed') relating to damage pre 30 June.

### Section 4 - Resilience

This section monitors the progression of 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 EQC's investment in research (usefulness, usability 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 EQC. There are three key strands which align to the customer focus metrics in the SoPE 2020-21:

- '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'.

The data comes from the customer satisfaction survey that TNS Kantar undertakes on our behalf each month. This section also summarises the volume of customer contacts by phone, email and post.

**Note:** Due to timing of the survey, the customer satisfaction results are reported a month in arrears.

### Section 6 - Media

This section monitors the tone and impact of EQC's coverage in both traditional and social media. It keeps a year-to-date count of the number of media statements released by EQC, and also how many times EQC appeared in the media during the month (media articles). The section also provides a view on what's driving our media impact and the leading messages and themes shaped by these drivers in both media 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 EQC and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

### Section 8 - Privacy Breaches

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

### Section 9 - HR Operations

This section tracks 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 available to the public excludes a section on Kaikōura has been excluded as it includes private commercially sensitive insurer data.

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

### Output One - Recovery after an event

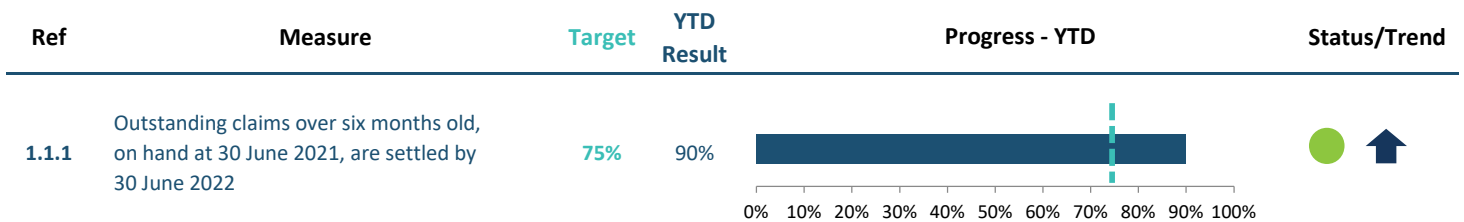
#### Output 1.1 - Settlement of the 2010-11 Canterbury earthquake sequence remedial claims

**Output 1.1** is specifically focussed on providing service to EQC's customers with claims from the 2010-2011 Canterbury earthquake sequence, including claims EQC is managing on behalf of Southern Response Earthquake Services Limited (Southern Response). The measures address both the timeliness and customer focus of EQC's claims resolution.

The measures in this output class are a continuation from the 2020-2021 financial year. From 2021-2022, measures are likely to be re-evaluated to reflect the smaller number of claims and the different treatments required for them.

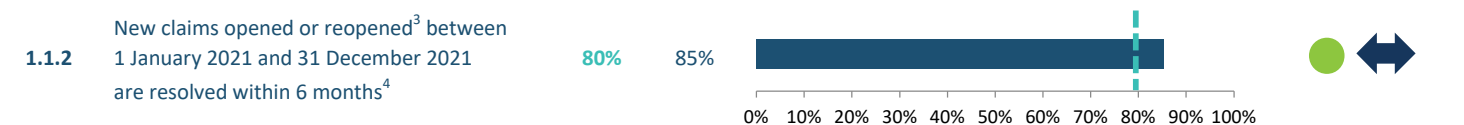
The threshold for customer satisfaction is lower for Canterbury claims than it is for other claims. This is because Canterbury claims often have long and complex histories, in part reflective of past processes that have now changed. Also, for this reason most of our customer focus measures look at a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

#### Performance measures | Timeliness



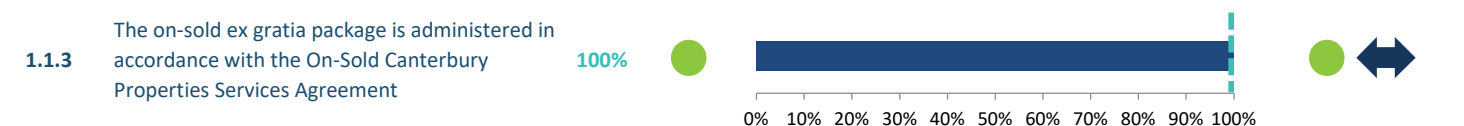
##### Commentary:

In the FYTD, performance against SOPE measure 1.1.1 is tracking ahead of expected performance to meet target. To date, we have closed 445 (90%) of the 495 claims that were outstanding (over 6 months old) at 30 June 2021.



##### Commentary:

In the FYTD, performance against SOPE measure 1.1.2 is tracking ahead of expected performance to meet target. To date, 2469 (85%) of the 2894 in-scope claims that were reopened in January-November 2021 have been settled within 6 months of their reopened date.



Key performance measures outlined in the On-Sold Canterbury Properties Services Agreement	Standard	Result
EQC will initiate direct contact with the Applicant within 10 Business days of receipt of the Application.	100%	100%
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>3</sup>The open claim has been resolved (closed) from the perspective of the business (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, EQC needs to have triaged the request and accepted the possibility of further activity being required.

<sup>4</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
- On track for delivery
- 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 One - Recovery after an event (cont.)

## Performance measures | Customer Focus

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 EQC and Southern Response	100%	100%		
<b>Commentary:</b> 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	More than 50% of surveyed customers are satisfied with their overall claims experience <sup>5</sup>	>50%	64%		
<b>Commentary:</b> In the FYTD, performance against SOPE measure 1.1.5 is tracking ahead of expected performance required to meet target.					
<b>Note:</b> Results are reported one month in arrears.					
<b>Reflecting on their most recent experience:</b>					
1.1.6	More than 70% of surveyed customers agree or agree strongly that EQC was transparent and fair in all interactions	>70%	78%		
<b>Commentary:</b> In the FYTD, performance against SOPE measure 1.1.6 is tracking ahead of expected performance required to meet target.					
<b>Note:</b> Results are reported one month in arrears.					
1.1.7	More than 70% of surveyed customers agree or agree strongly that EQC was responsive to their individual needs and situation during their recent claim experience	>70%	77%		
<b>Commentary:</b> In the FYTD, performance against SOPE measure 1.1.7 is tracking ahead of expected performance required to meet target.					
<b>Note:</b> Results are reported one month in arrears.					
1.1.8	More than 70% of surveyed customers indicate that all communications from EQC were clear and concise, and that they were clear on next steps for their claim	>70%	75%		
<b>Commentary:</b> In the FYTD, performance against SOPE measure 1.1.8 is tracking ahead of expected performance required to meet target.					
<b>Note:</b> Results are reported one month in arrears.					

<sup>5</sup>Continuation of measure 2.1.5 from FY2019-20

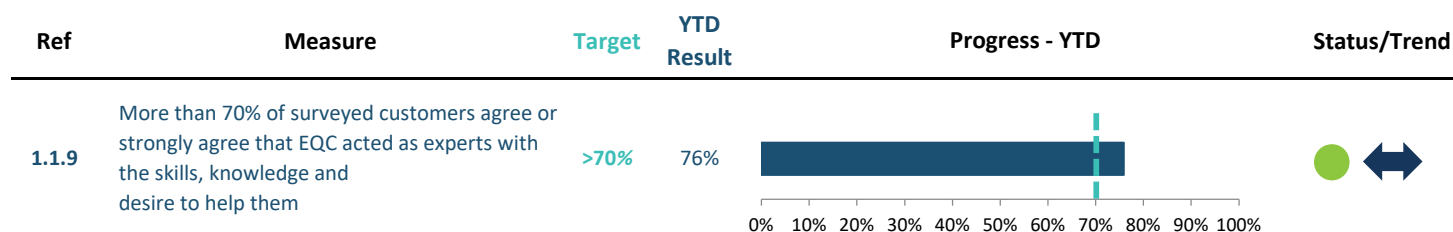
## Key:

	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.)

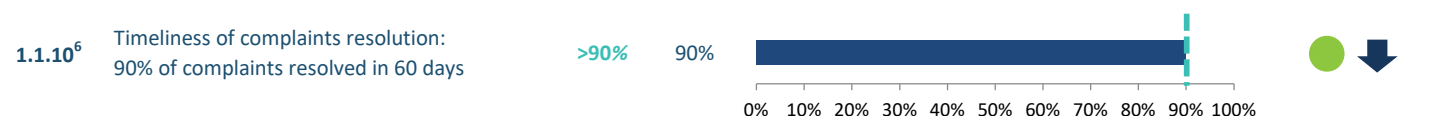
## Output One - Recovery after an event (cont.)

## Performance measures | Customer Focus | Reflecting on their most recent experience

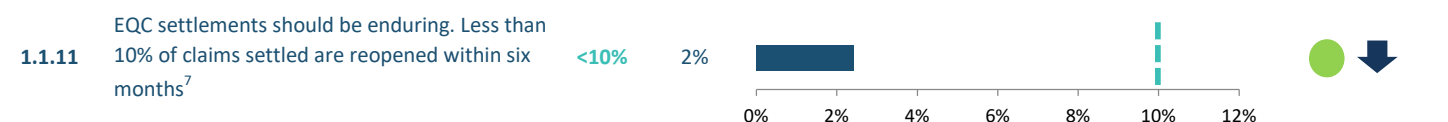
**Commentary:**

In the FYTD, performance against SOPE measure 1.1.9 is tracking ahead of expected performance required to meet target.

**Note:** Results are reported one month in arrears.

**Commentary:**

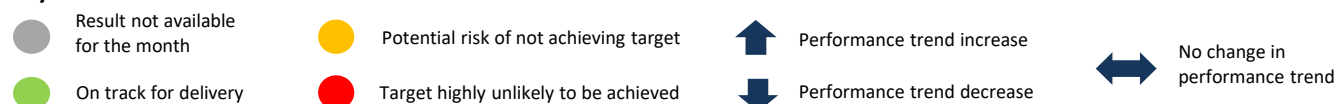
In the FYTD, performance against SOPE measure 1.1.10 is meeting expected performance required to meet target. Of all complaints received relating to Canterbury claims, 90% have been resolved within the target timeframe. Of the 5 complaints with the target close date of May 2022, 4 complaints were resolved within the target timeframe.

**Commentary:**

In the FYTD, performance against SOPE measure 1.1.11 is tracking ahead of expected performance to meet target. Of the 3571 in-scope claim closures between 01 January to 30 November 2021, 87 (2%) have since been reopened.

<sup>6</sup>Previously this measure was broken down into three categories depending on claim complexity.

<sup>7</sup>This will not include claims re-opened for purposes such as minor works or for making a payment or insurer facilitation).

**Key:**

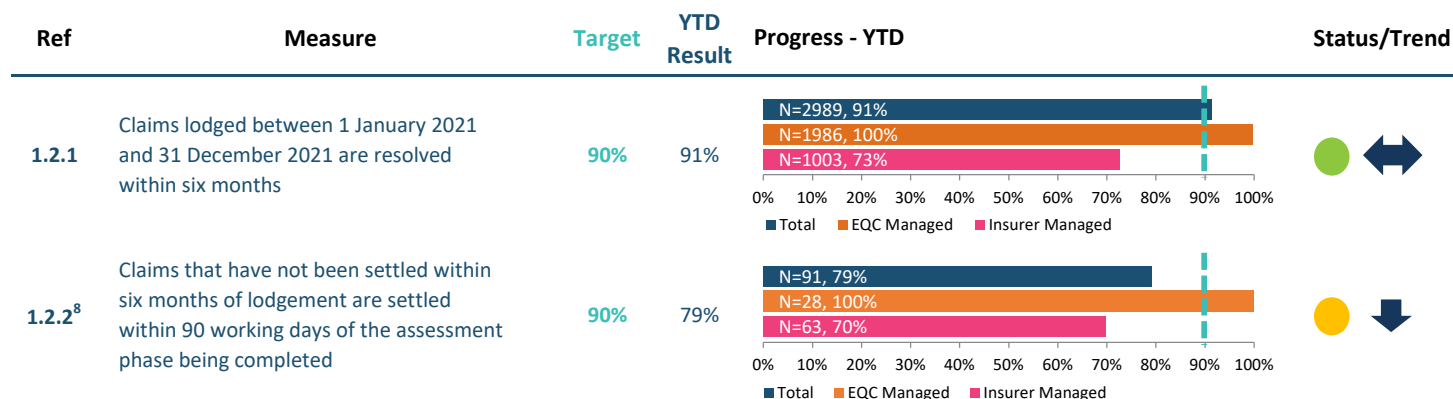
## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

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

#### Output 1.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

**Output 1.2** is focussed on claims unrelated to the 2010-2011 Canterbury earthquake sequence. These measures address the speed, quality and cost of EQC's claims resolution. From mid-2021, these measures will relate to the services provided by private insurers on EQC's behalf.

#### Output 1.2 | Performance measures | Timeliness



#### Commentary:

In the FYTD, performance against SM 1.2.1 is on track to meet target. To date, 2710 claims of the 2989 in-scope claims lodged between January-November 2021 were resolved within 6 months. Progress on insurer-managed claims for this measure are being monitored and discussions ongoing. Guidance continues to be provided on the requirement for insurers to forward plan their site services to meet expected timeliness standards for claim progress.

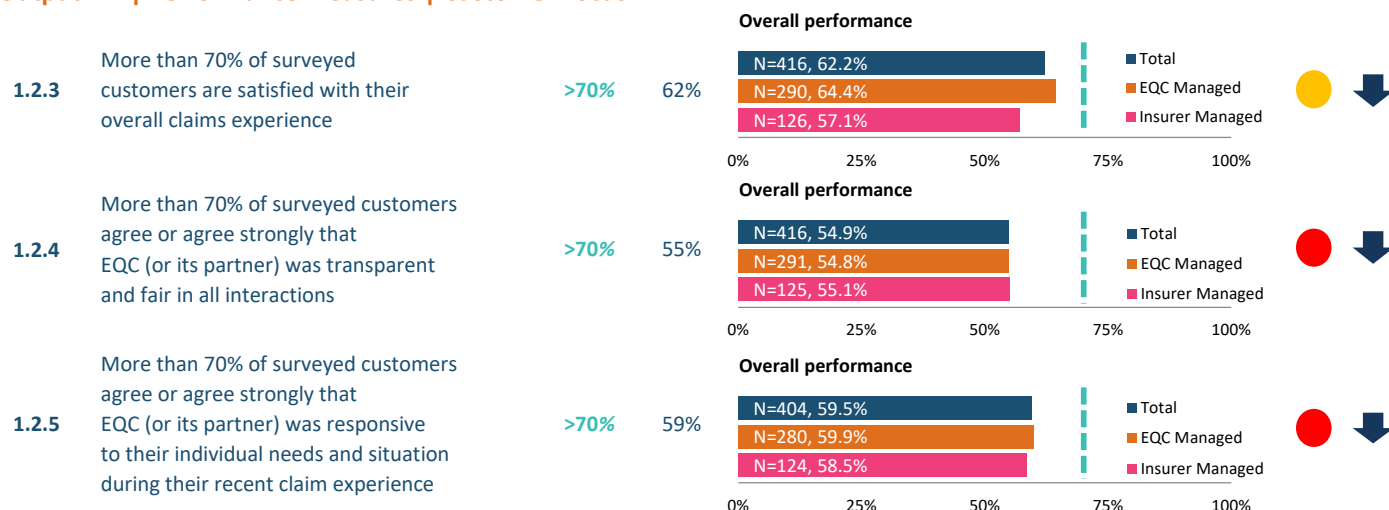
In the FYTD, performance against SM 1.2.2 is below expected performance required to meet target. For EQC managed claims, all 28 in-scope claims not settled within six months of lodgement, have subsequently been settled within 90 working days of the assessment process being completed. There were 63 insurer managed claims within scope this month, with 44 claims passing this measure and 19 did not pass, as the claim remained open or closed more than 90 days after the assessment phase.

Insurer Managed claims will affect performance of 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 '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 EQC ('Insurer Managed'). EQC continues to directly manage historical claims ('EQC Managed') relating to damage pre 30 June.

#### Output 1.2 | Performance measures | Customer Focus



#### Commentary:

In the FYTD, performance against SOPE measures (SM) 1.2.3-5 continue to track behind expected performance required to meet target, with both SM 1.2.4 and 1.2.5 now rated as 'highly unlikely to be achieved'.

#### Notes:

- Results are reported one month in arrears.
- Insurer managed performance began contributing to results for SMs 1.2.3-5 from October 2021.

<sup>8</sup>The measure has been adjusted to reflect the small number of claims that now fall within this category.

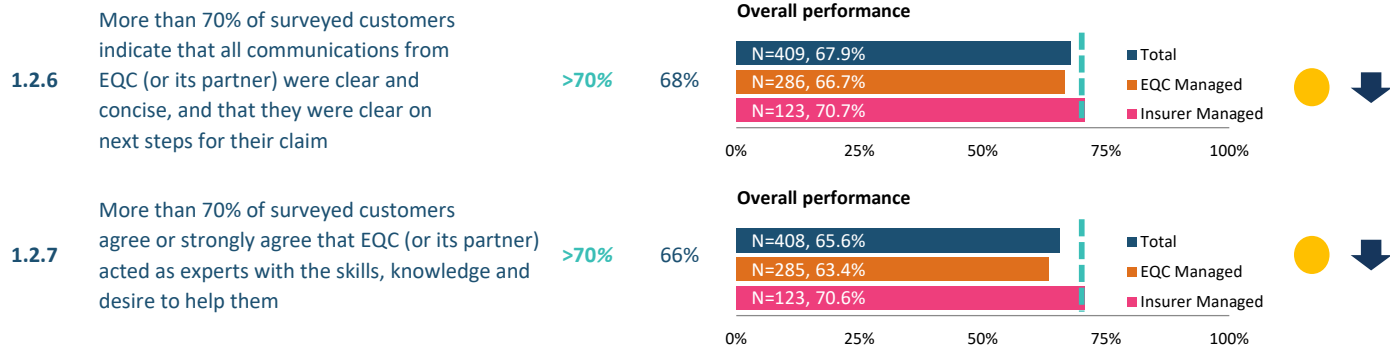
#### Key:

- |                                    |  |                            |                                |
|------------------------------------|--|----------------------------|--------------------------------|
| 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.)

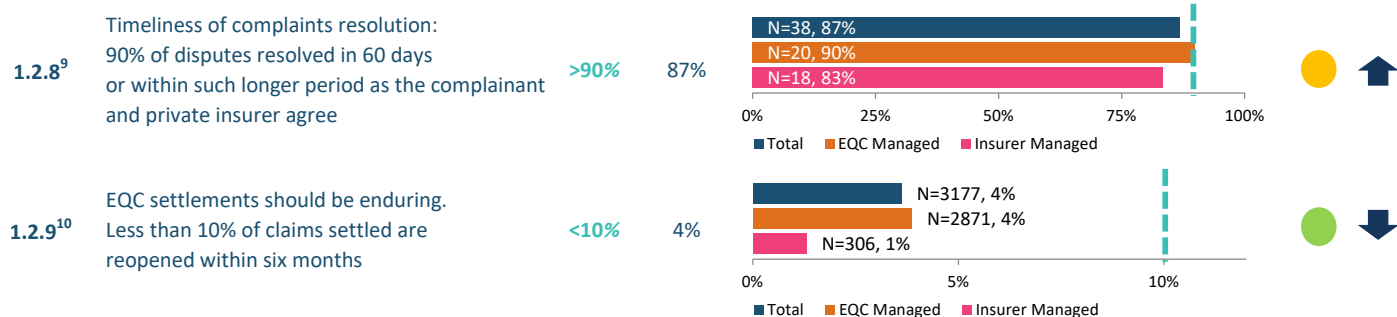
## Output 1.2 | Performance measures | Customer Focus

**Commentary:**

In the FYTD, performance against SOPE measures 1.2.6-7 continues to track behind expected performance required to meet target, however the YTD results for both measures still remain within proximity to their respective target.

**Notes:**

- Results are reported one month in arrears.
- Insurer managed performance began contributing to results for SMs 1.2.6-7 from October 2021.

**Commentary:**

In the FYTD, performance against SM 1.2.8 is now tracking behind expected performance required to meet target. Of all in-scope claims for this measure, 90% of EQC-managed claims have been resolved within 60 days, based on 20 complaints. Only a small volume of complaints have been received to date relating to Insurer managed claims, with 83% meeting the 60 day timeframe for resolution.

**Note:** Volatility of results for this measure due to low volumes of complaints.

In the FYTD, performance against SM 1.2.9 is on track to meet target. For this measure, 111 of the 2871 in-scope EQC managed claim closures between 01 January 2021 to 30 November 2021 were reopened within 6 months of closure (4%). For in-scope insurer managed claims, 4 of the 306 claims for the relevant period were reopened within 6 months of closure (1%). This result is adjusted to remove the claims reopened for administrative purposes as advised by our insurer partners. Discussions and analysis continue between EQC and our insurer partners regarding data constraints and reporting on this measure.

**Explained: 'Insurer Managed' and '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 EQC ('Insurer Managed'). EQC continues to directly manage historical claims ('EQC Managed') relating to damage pre 30 June.

## Performance measures | Quantity

**Commentary:**








We are now able to report on progress against SM 1.2.10.

This follows the Board's approval, on 12 May 2022, that the threshold for the claims handling expense ratio be set at 53%.

<sup>9</sup>Excludes complaints that fall into the external dispute resolution process to align with Fair Insurance Code terminology.

<sup>10</sup>Measure excludes administrative reopens.

**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 2.1 - 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>12</sup> surveyed <sup>13</sup> agree or strongly agree that the outputs of EQC's investment in research are: • of good or excellent quality <sup>14</sup> • relevant and focussed on the outcomes of the Resilience Strategy	75%		Measured on an annual basis 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	
2.1.2	Percentage of stakeholders surveyed agree or strongly agree that EQC: • is contributing to driving progress in resilience to natural hazards; • is an engaged and supportive partner	75%		Measured on an annual basis 0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%	

## Output 2.1 | Performance measures | Quantity

Percentage of the public surveyed <sup>15</sup> :					
2.1.3*	• who say that they thought about potential risks of natural hazards when buying or looking to buy a property	75%	84%		
2.1.3*	• as homeowners, are aware that they can take action to make their homes safer and stronger for disaster events	60%	69%		
2.1.3*	• on the standard key preparedness actions promoted by EQC <sup>16</sup> who say they have taken one of those steps to prepare their homes	55%	83%		
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: • of good quality • on matters relevant to natural hazard risk reduction	5		Progress to be advised 0 1 2 3 4 5	

<sup>12</sup>Stakeholders include local government and design, planning, and construction professionals.

<sup>13</sup>Quantitative surveys are undertaken by A C Neilsen, an independent organisation—annual measure so 2019-2020 forecast unknown

<sup>14</sup>Research excellence is a standardised framework for assessing the quality of research.

<sup>15</sup>By A C Neilsen via a quantitative survey.

<sup>16</sup>The current 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.

## 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
2.2.1	Deliver the following milestones for introducing PRUE loss modelling <sup>17</sup> :	as per measure			
	• a communications strategy for introducing partners to PRUE loss modelling			Communications strategy completed.	
	• completion of the transition of the new system by 30 November 2021			Transition of new system complete. Progress as planned to deploy into Production to allow access to Partners.	
	• an agreed RiskScape and loss modelling multi-year roadmap with GNS and NIWA by the end of the financial year			An agreed RiskScape and loss modelling multi-year roadmap with GNS and NIWA has been completed	
2.2.2	As part of EQC's website redevelopment project, an online tool will be developed by 30 June 2022 to inform New Zealanders about:	as per measure		Development of on-line tool remains on track for completion, which in turn supports the delivery of recommendation 6.1.3 from the 2020 Public Inquiry.	
	• hazard risk information • priority preparedness actions they can take to reduce the impact of disaster			<b>Note:</b> Recommendation 6.1.3 is one of two recommendations noted under SoPE measure 4.6.	

<sup>17</sup>PRUE is based on the RiskScape platform that is being developed by GNS and NIWA.

## Key:



Result not available for the month



Potential risk of not achieving target



Performance trend increase



On track for delivery



Target highly unlikely to be achieved



Performance trend decrease



No change in performance trend



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

## Output Three - Risk Financing

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

## Performance measures

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
3.1.1	Reinsurance protection is obtained on terms that assure continuity of coverage for all perils, at rates that are lower than the Crown's cost of capital	as per measure		EQC successfully concluded the placement of its 2022/23 reinsurance programme, increasing the level of cover to \$7.2 billion. The programme provides coverage for all perils covered by the EQC Act and takes into account the increase in the EQC cap from 1 October 2022.	
3.1.2	Annual consultation with the Crown on risk appetite occurs prior to purchasing reinsurance for 2021-2022	as per measure		Crown consultation was completed prior to the Board meeting in February 2022. Since then we have kept Treasury and the Minister updated on the key developments in the reinsurance renewal process.	
3.1.3	An annual review of EQC's Risk financing strategy is conducted	as per measure		The Board completed its annual review of EQC's risk financing strategy at its June meeting. The Board approved the strategy and will review it again in 2022/23. We continue to work with Treasury on the possible extension of EQC's investment mandate.	

## Output 3.2 - Managing the NDF

3.2.1	The level of premiums collected compared to annual financial budget	100%		<p>Budget YTD, 482.8</p> <p>Premiums collected YTD (\$m)</p>	
3.2.2	The NDF is managed in accordance with directions from the Minister	100%		The management of the NDF remains compliant with Ministerial Direction as at the end of Q3 FY21-22.	
3.2.3	The value of the NDF is rebuilt (assumes fewer than 4,500 new claims in addition to Canterbury reopens)	>\$250m		<p>As at 31 May 2022, we remain on track to achieve this measure</p>	

<sup>18</sup>This result was due to the number of dwellings in New Zealand increasing by more than the budgeted growth number.

## 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

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

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
4.1	EQC is able to demonstrate, through contingency planning and scenario testing, that its event response model has capacity to manage 100,000 claims per year by 30 June 2022	as per measure		EQC has contingent capacity to scale to 100,000 claims per year through the Natural Disaster Response Model utilising Insurers and their contracting arrangements with Third Party Administrators (TPAs).	

## Comment

To validate this scalability, EQC reviewed Insurer event response and surge plans which outline how Insurers will scale to achieve capacity beyond what was achieved in Kaikōura. EQC is confident that there is contingent capacity to scale to 100,000 claims per year based on Insurers planned approach to surge. This is based primarily on the Insurers and TPA's to leverage significant national and international resources before needing to recruit. Being able to surge to appropriate staff levels to manage customer claims is the main driver to achieving this measure. s9(2)(b)(ii)

4.2	To support co-ordinated insurance response and recovery activities. By 30 June 2022 EQC (with its partners) has developed two event response strategies that cater to a range of natural disaster perils that EQC covers	as per measure		Scenarios proposed for this measure, include a Hawkes Bay earthquake and Alpine Fault earthquake. Work to develop the strategy for the Hawkes Bay EQ scenario concluded in November 2021. Planning for the Alpine Fault EQ scenario commenced in late January 2021.	
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## Comment

Joint workshops between EQC, ICNZ, and Insurers to develop a Hawke's Bay earthquake event response strategy concluded in November 2021. This was socialised with Natural Disaster Response Model governance groups and was noted to the EQC Board in the April 2022 EQC Board meeting. EQC is planning for socialisation of this event response strategy with wider stakeholders, including the Minister and Local MPs, from around May 2022.

Planning for the next event response strategy, an Alpine Fault M8.1 earthquake, commenced in late January 2022 with joint workshops through February - April 2022. A draft Event Response Strategy has been completed and is put to the Natural Disaster Response Model Executive Steering Committee in June for approval. EQC Board noting is expected shortly after.

4.3	Systems are established and available to receive agreed data from private insurer partners under the insurer response model agreement	as per measure		The Data Hub and Exchange are functional and working as expected. EQC continues to work with insurers to improve data quality and mature and automate processes.	
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Performance measures<sup>19</sup> | Quality

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%		Progress against this measure remains in line with expected performance required to meet target with the majority of insurers standing at 100% compliance for both the month of April and Year to Date.	
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4.5	By 30 June 2022, EQC implements the 39 recommendations from the 2020 Public Inquiry <sup>20</sup> that are fully within its control	100%	92%		
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4.6	EQC implements recommendations 5.1.3 and 6.1.3 from the 2020 Public Inquiry by 24 December 2022	100%		The two recommendations referenced remain on track for delivery by the due date	
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## Comment

Progress against SOPE measures (SMs) 4.5-6 shows that EQC has implemented or substantively implemented 36 of the 41 recommendations. Of the three remaining recommendations expected to be implemented by June 2022, one is on track and the remaining two have dependencies as follows; one recommendation cannot be implemented until the Natural Hazards Insurance Bill is passed, which is expected to be later this year; and one is dependent on government decisions on another recommendation. Two further recommendations (SM 4.6) are on track for completion by December 2022.

4.7	New Zealanders have increasing trust and confidence in EQC	>90%			
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## Comment

EQC has attained its highest ever score in the 2022 Public Sector Reputation Index, achieving a reputation score of 92 and a commendation as the most improved agency of the 58 agencies surveyed. The 2022 score of 92 means we have achieved the Statement of Performance Expectations 2021-2022 target of a score of >90.

<sup>19</sup>In the previous SoPE these measures were in the form of key activity measures.

<sup>20</sup>EQC has a total of 41 recommendations to implement.

## Key:

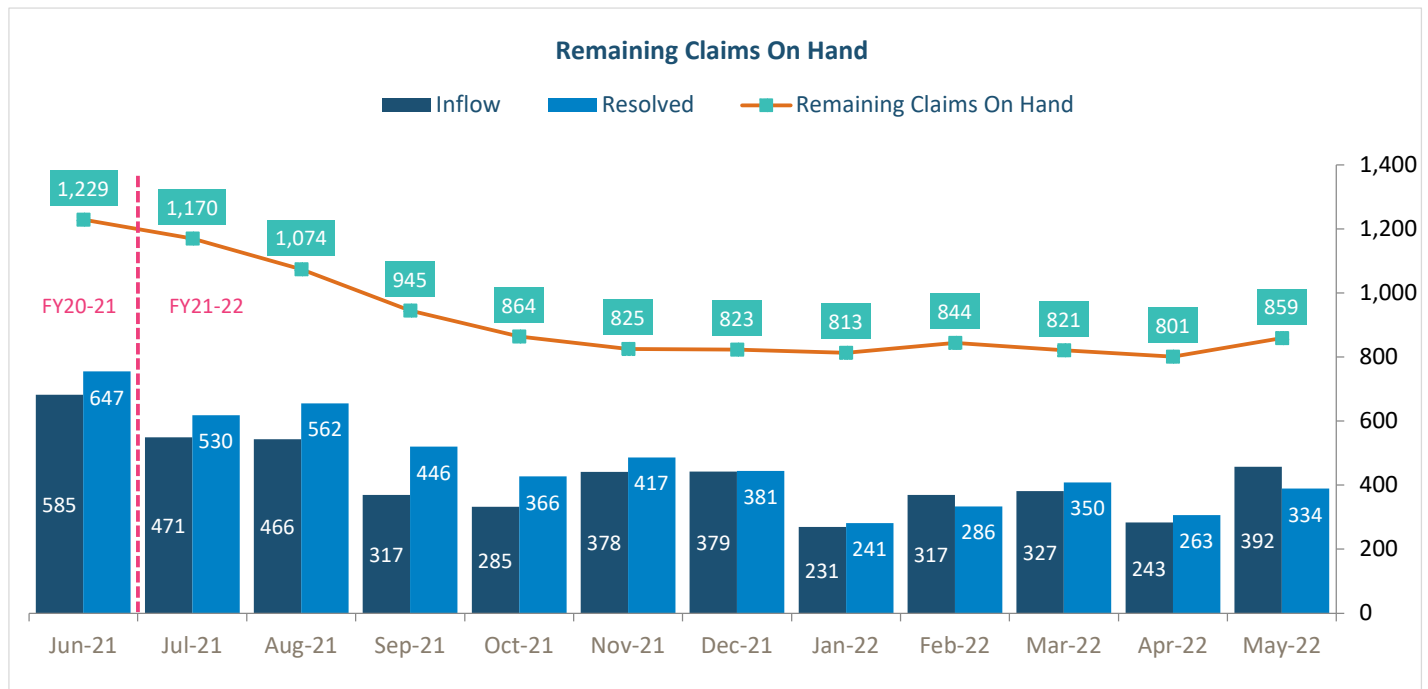
	Result not available for the month		Potential risk of not achieving target		Performance trend increase		No change in performance trend
	On track for delivery		Target highly unlikely to be achieved		Performance trend decrease		

## Section 2 - Canterbury

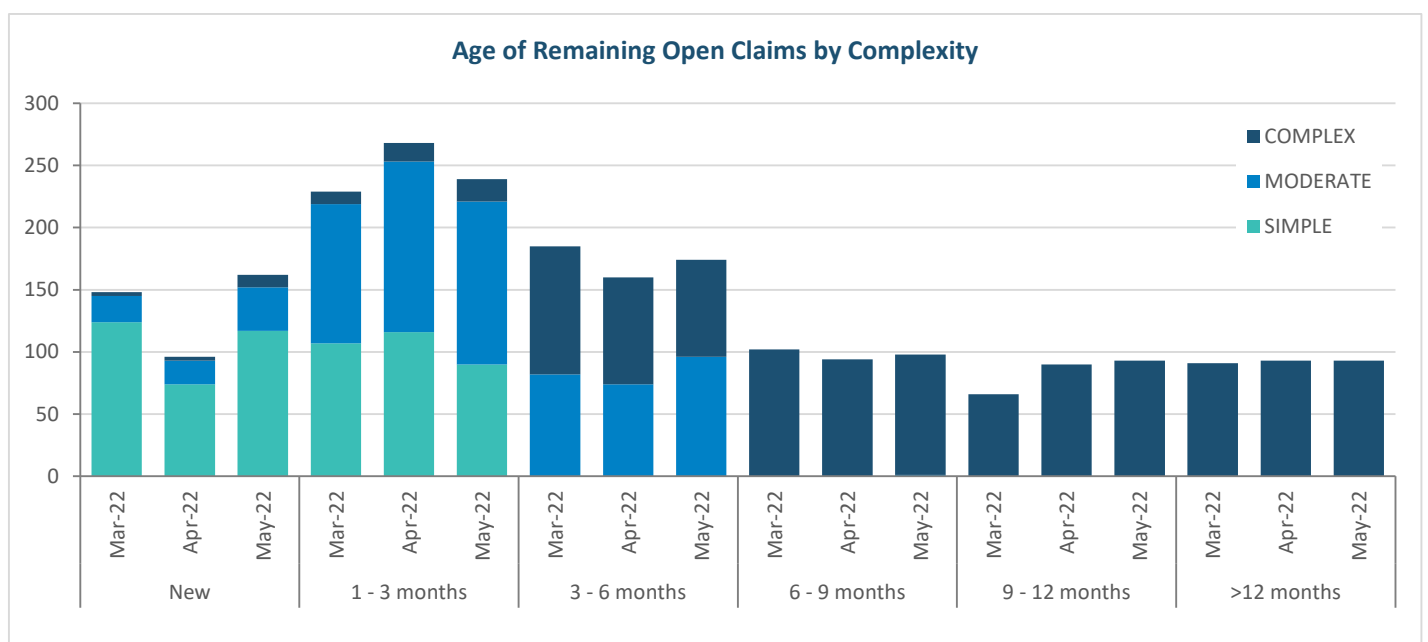
During May, 334 claims were resolved, offset by inflow of 392 claims. At month end we have 859 open Canterbury claims on hand, an increase of 58 since the end of April.

May saw an increase in open Canterbury Event Sequence claims to 859 (vs. 801 at April end). From a complexity viewpoint, the inflow profile remains largely unchanged, with 82% of this month's inflow categorised as 'simple' claims ie. all information is at hand to settle the claim. Of our remaining claims on hand, almost 47% are <3 months old. From a claim resolution perspective, just over 8 out of every 10 resolutions were claims that were <3 months old.

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 remains unchanged at 93. All efforts continue to be made to ensure that there are no delays, that are within the control of EQC, in the progression of these claims.



The 334 claims resolved this month includes 4 claims open at 1 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 1,547 of which are excluded). A further 6 SRES MOU claims were settled, and 2 open claims reassigned to Claims Assurance.



Resolution of aged claims continues to be a key priority for our settlement teams. During May, claims aged > 12 months were unchanged (remained 93). Claims aged 9 - 12 months increased by 3% (90 up to 93), claims aged 3 - 9 months increased by 13% (254 up to 272). Claims aged < 3 months also increased, by 10% (364 up to 401).

## Section 2 - Canterbury (cont.)

## Open Canterbury Claims by Reopen Reason

**Missed Damage, 76.8%**

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%**

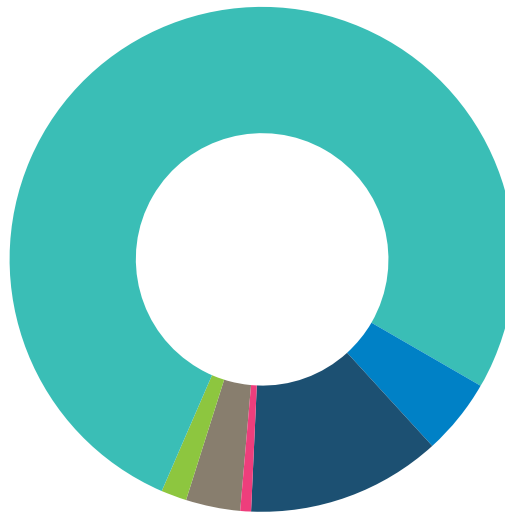
Claim is reopened due to formal expression by the Customer of dissatisfaction with the management of the claim.

**Additional Payment, 3.5%**

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, 0.7%**

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

**Repair Methodology, 4.9%**

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.

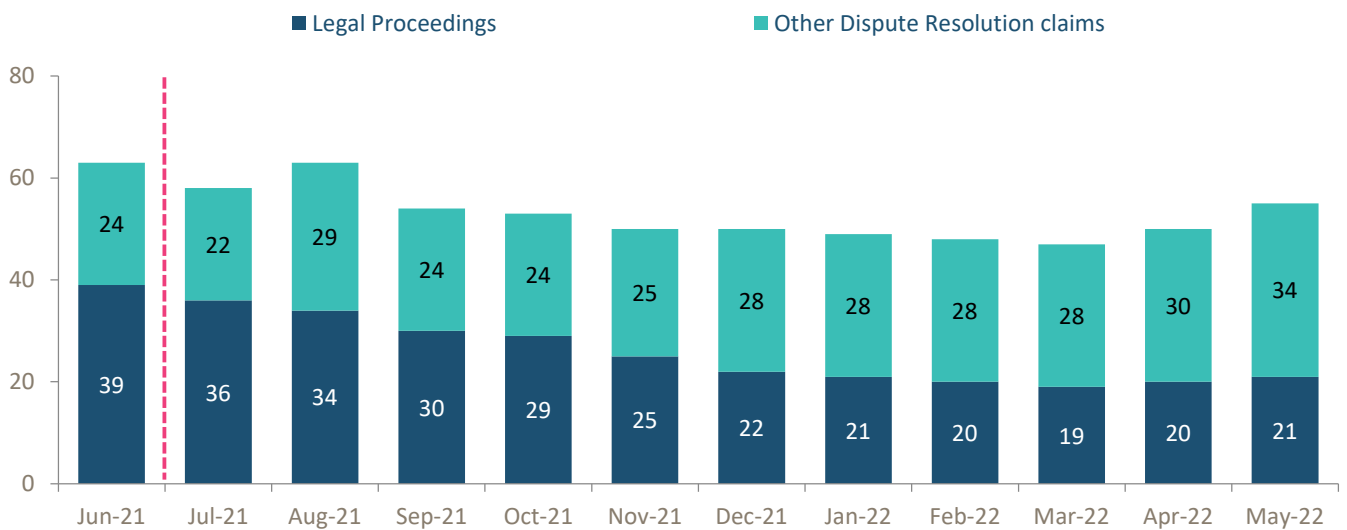
\* Methodology: determining a repair strategy for damage relating to Natural Disaster using appropriate qualified specialist assessments.

**Repair Quality, 12.5%**

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.

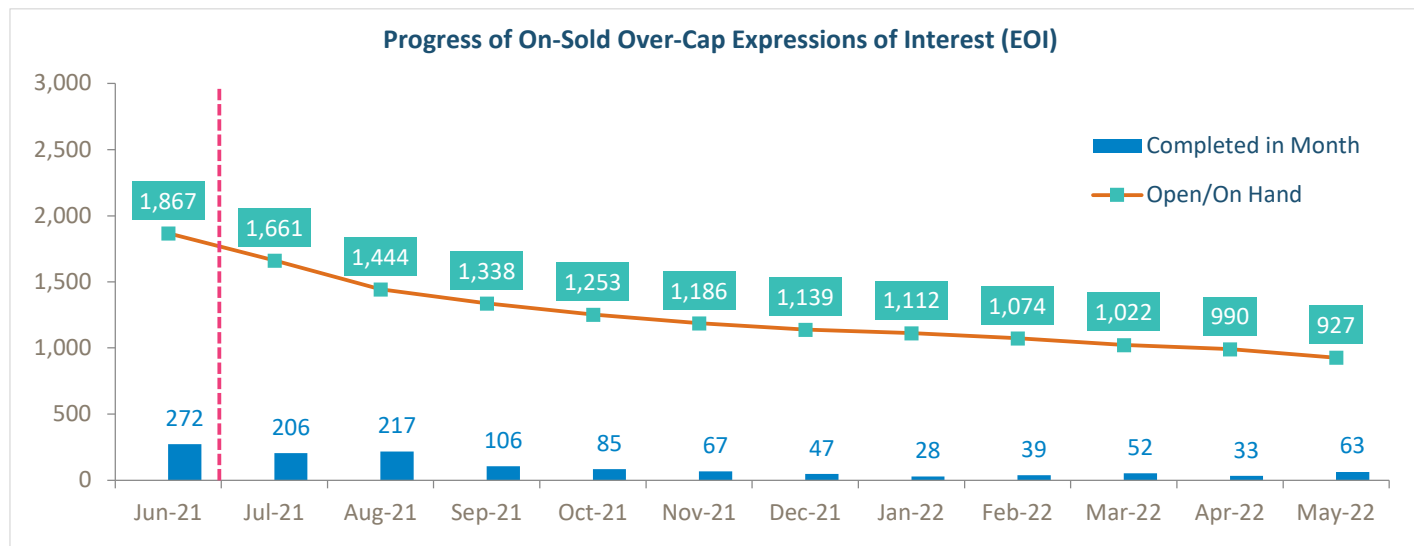
\*Note: Issues with repairs managed by the customer following cash settlement need to be resolved directly with the contractor by the customer.

## Claims in Dispute



As at 31 May, 21 Canterbury claims remained subject to legal proceedings, up from 20 at the end of April. Other claims with the Dispute Resolution team increased to 34, up from 30 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 5,046\* applications of which:

- 1,235 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Agree & execute settlement agreement' (535) + 'Monitor and Report' (700);
- 698 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
- 1,303 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 927 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process ('Work in Progress'), including 108 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)

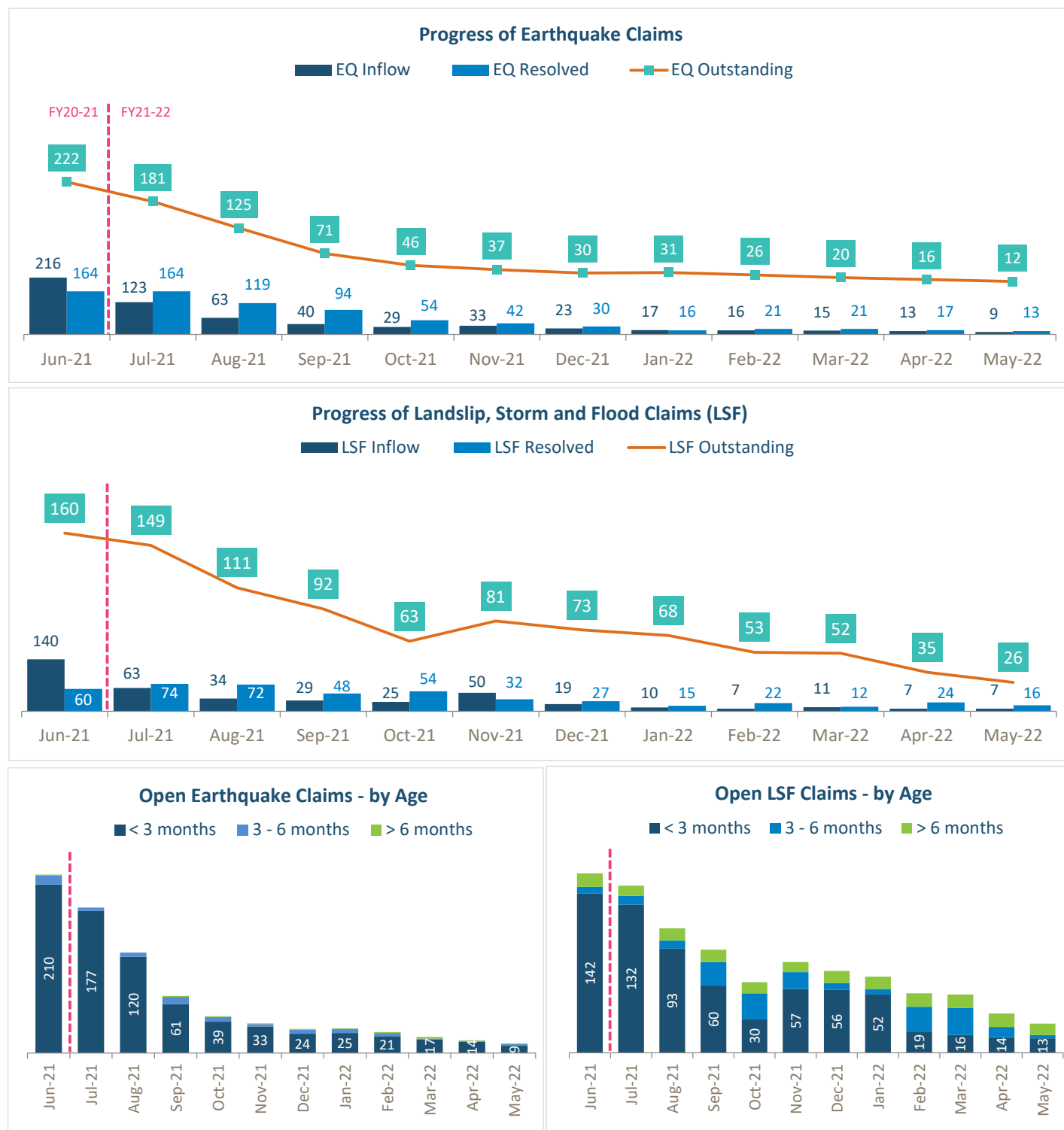


SOW - Scope of Works

## 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 May, down from 20 in April. Of this, 56% was attributable to earthquake (EQ) and 44% to Landslip, Storms and Flood claims (LSF).



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

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

As at 31 May 2022, we have received 2,089 Insurer managed claims. Overall, 76% of these claims are Landslip, Storm and Flood damage claims (LSF) including over 300 LSF related claims occurring on 16-18 July centred in the Wellington and Tasman areas.

During the month of May, a total of 32 claims were reported comprised of 19 EQ and 13 LSF related claims. From a claim generation perspective, the EQ claims were triggered by a light M3.0 EQ, at a depth of 5km, felt in Christchurch on 9 May, and a moderate M4.7 earthquake felt on 15 May in the Wellington region. The effects of a winter blast were felt across NZ in mid May, with heavy rain and gales, including a mini tornado whipped up by a thunderstorm experienced in Levin on 20 May.

## Section 4 - Resilience

### Progress summary

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

**Change: Reporting on the progression of our Resilience Three Year Priorities has shifted to a quarterly update:**

We've adjusted the frequency of our progress reporting from monthly to quarterly. This shift is to take 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 EQC Performance Dashboard - June 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 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 EQC ('Insurer Managed' claims). EQC continues to directly manage historical claims ('EQC Managed' claims) relating to damage prior to 30 June 2021.

### 'EQC Managed' claims

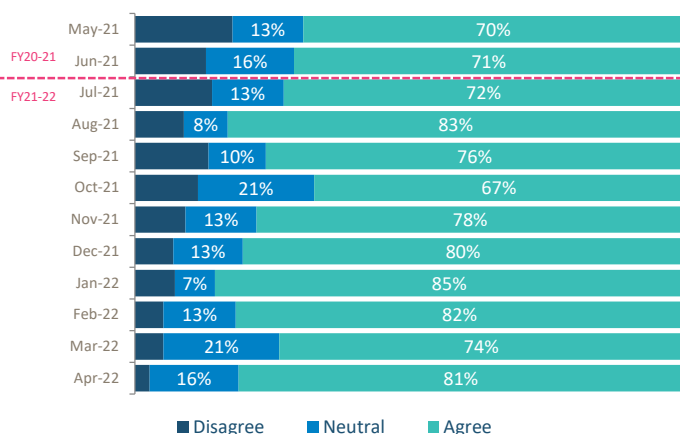
Overall, customer satisfaction with EQC's service amongst our Canterbury customers continues to trend upwards. Satisfaction amongst our customers impacted by Other Natural Disaster Events has declined in comparison to the previous quarter, and this is significant at the 95% confidence level.

### 'Insurer Managed' claims

We are now seven months into surveying customers insured under the insurer managed claims model, however sample sizes still remain low. We expect the volumes to increase significantly in the coming months.

## Transparent, fair and reasonable interactions

Canterbury - Recent Experiences  
(SoPE 1.1.6)

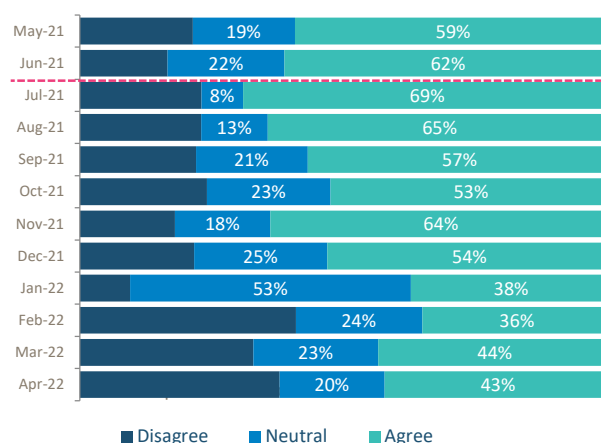


YTD AVG = 78%

Target: &gt; 70%

Trend

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



Disagree

Neutral

Agree

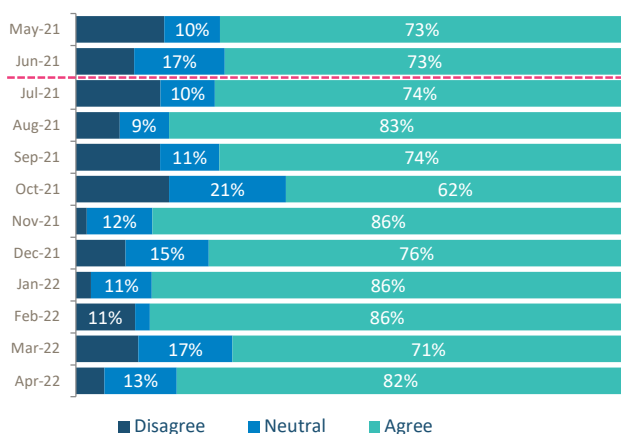
YTD AVG = 55%

Target: &gt; 70%

Trend

## Responsive to individual needs and situation

Canterbury - Recent Experiences  
(SoPE 1.1.7)



Disagree

Neutral

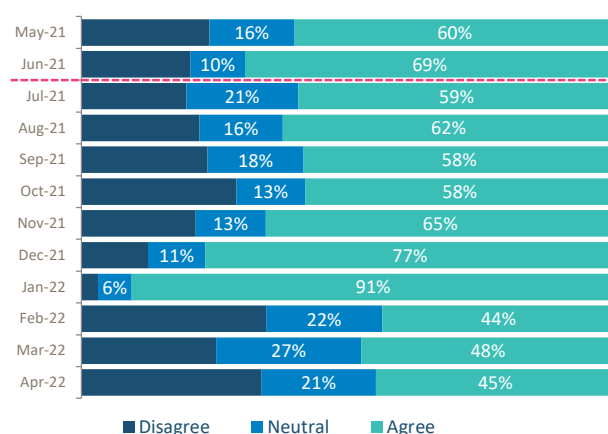
Agree

YTD AVG = 77%

Target: &gt; 70%

Trend

Natural Disaster Events (excl. Canterbury)  
(SoPE 1.2.5)



Disagree

Neutral

Agree

YTD AVG = 59%

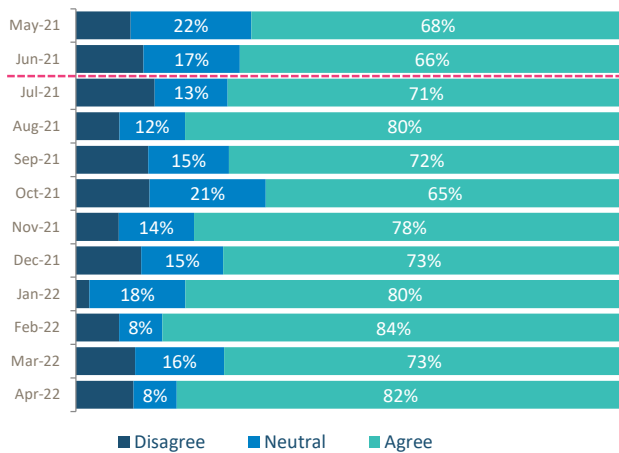
Target: &gt; 70%

Trend



## Section 5 - Customer Focus (cont.)

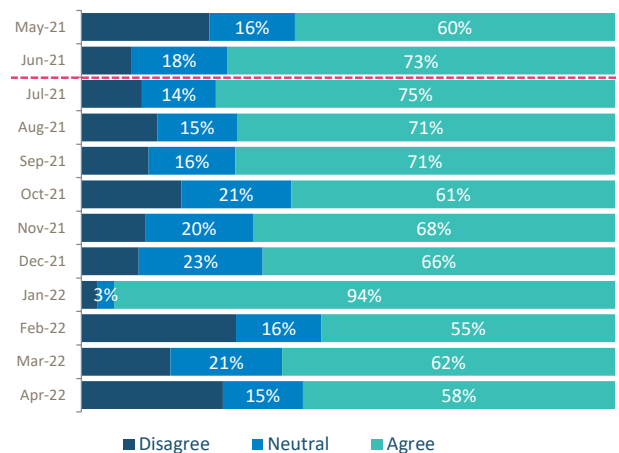
## Quality of communication and customer clarity on next steps

Canterbury - Recent Experiences  
(SoPE 1.1.8)

YTD AVG = 75%

Target: &gt; 70%

Trend

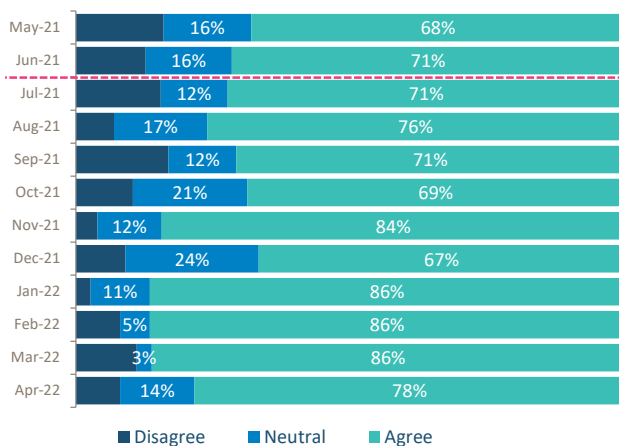
Natural Disaster Events (excl. Canterbury)  
(SoPE 1.2.6)

YTD AVG = 68%

Target: &gt; 70%

Trend

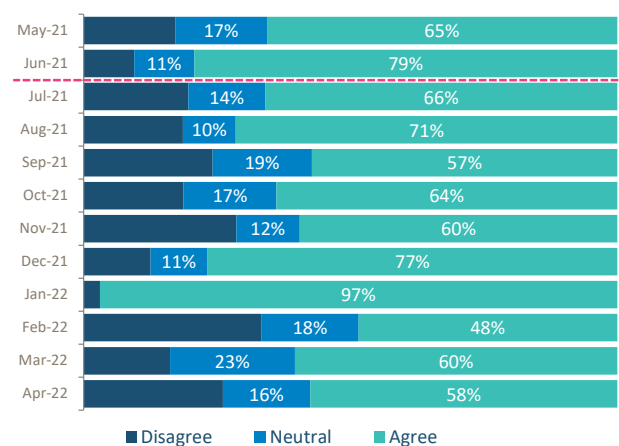
## Demonstrating expertise and a desire to help

Canterbury - Recent Experiences  
(SoPE 1.1.9)

YTD AVG = 76%

Target: &gt; 70%

Trend

Natural Disaster Events (excl. Canterbury)  
(SoPE 1.2.7)

YTD AVG = 66%

Target: &gt; 70%

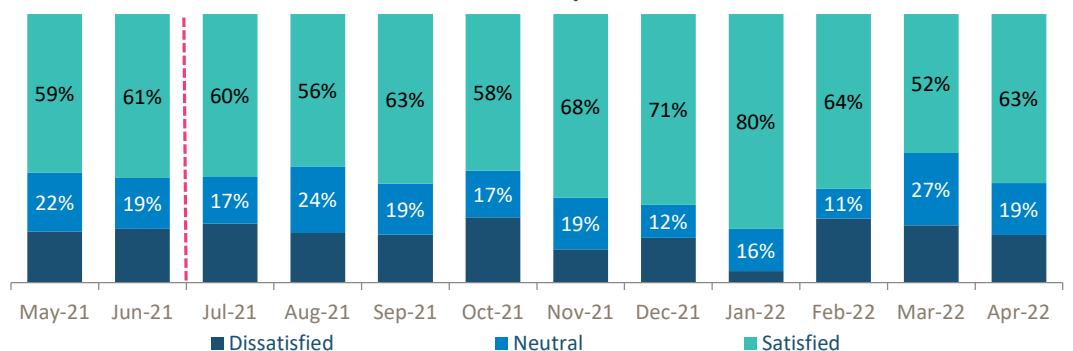
Trend

## 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

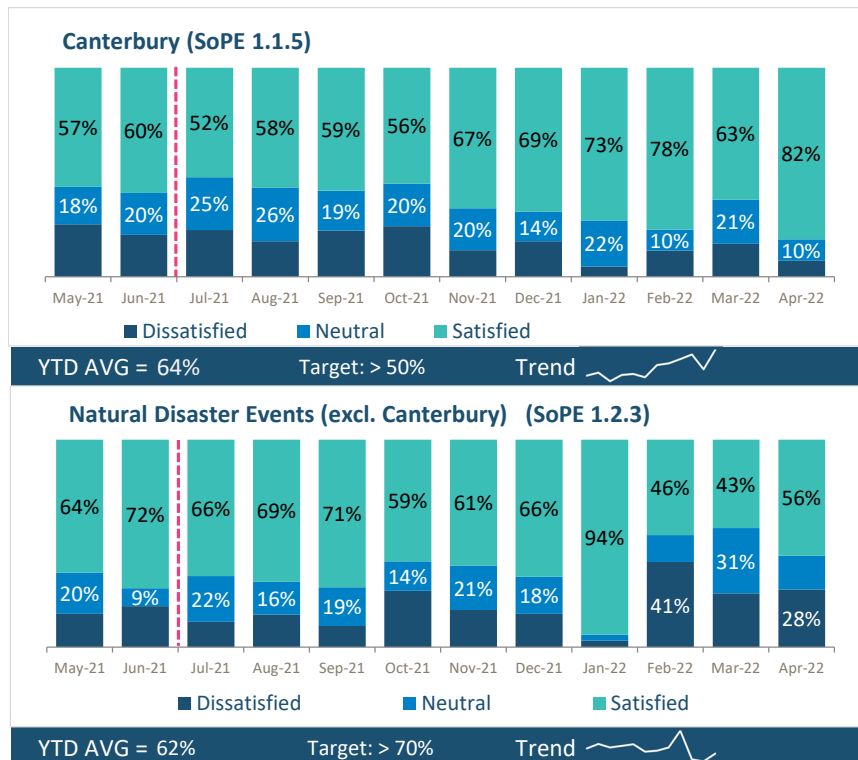


YTD AVG = 63%

Trend

## Section 5 - Customer Focus (cont.)

## Overall claim experience by event response



## Our Canterbury customers

Customer satisfaction with their overall experience (SM 1.1.5) continues to increase, while satisfaction with recent\* experiences (SMs 1.1.6-9) remains solid.

As a result, YTD performance for all Canterbury related customer focus measures continues to track ahead of expected performance required to meet their respective targets.

\*Recent experience relates to the last six months.

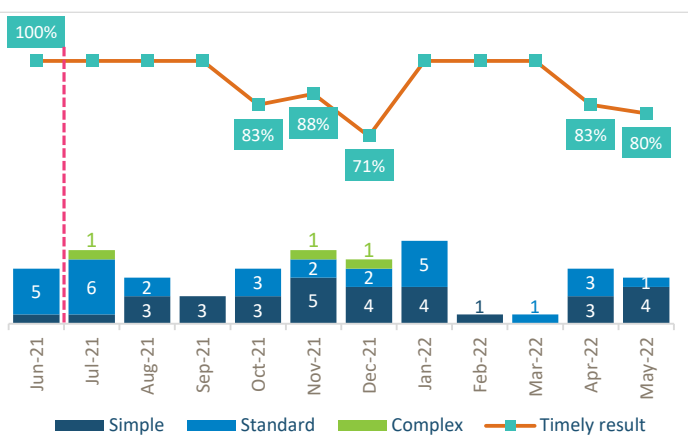
## Our Natural Disaster Events (NDE) customers

Customer satisfaction with their overall experience (SM 1.2.3) continues to fall, similarly satisfaction with recent experiences (SMs 1.2.5-7) has also dipped.

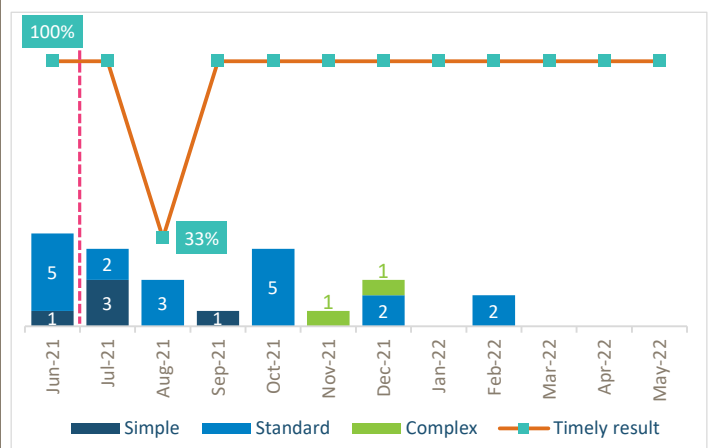
Perceptions of responsiveness and expertise have both declined, and this is significant at the 95% confidence level.

## Timeliness of complaint resolution

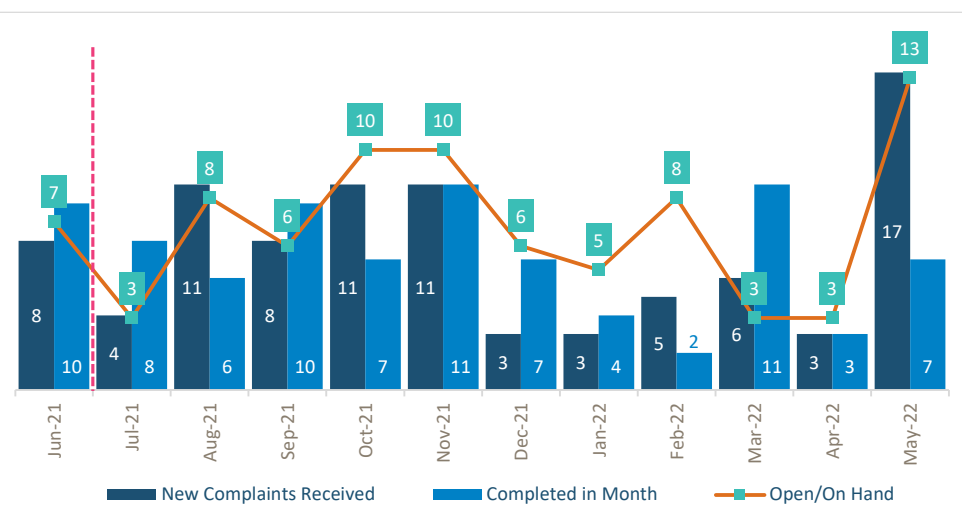
## Canterbury (SOPE 1.1.10)



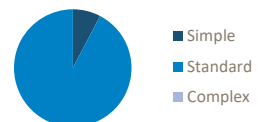
## Natural Disaster Events (Excl. Canterbury) (SOPE 1.2.8)



## Progression of EQC-managed customer complaints



## Complexity of open complaints



We received inflow of 17 new complaints in May offset by the resolution of 7 complaints. This left 13 open complaints on hand at month end, an increase of 10 claims from the previous month.

One of the complaints open at month end was simple complexity, 12 were standard, and there were no complex complaints.

Of the open complaints, 7 were service related, 4 were process related, and 2 were technical in nature.

## Section 5 - Customer Focus (cont.)

## Total call, email and post volume

	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22
Outbound - Inbound Ratio	12:88	10:90	19:81	10:90	9:91	9:91
Grade of Service	99%	99%	98%	99%	98%	99%
Abandonment Rate	1%	1%	2%	1%	2%	1%
Roll Over No Answer	25	19	30	28	26	25
Total Calls	2,003	1,832	2,479	2,527	1,827	1,977
Total Email and Post	3,260	3,137	2,266	2,518	2,773	3,326

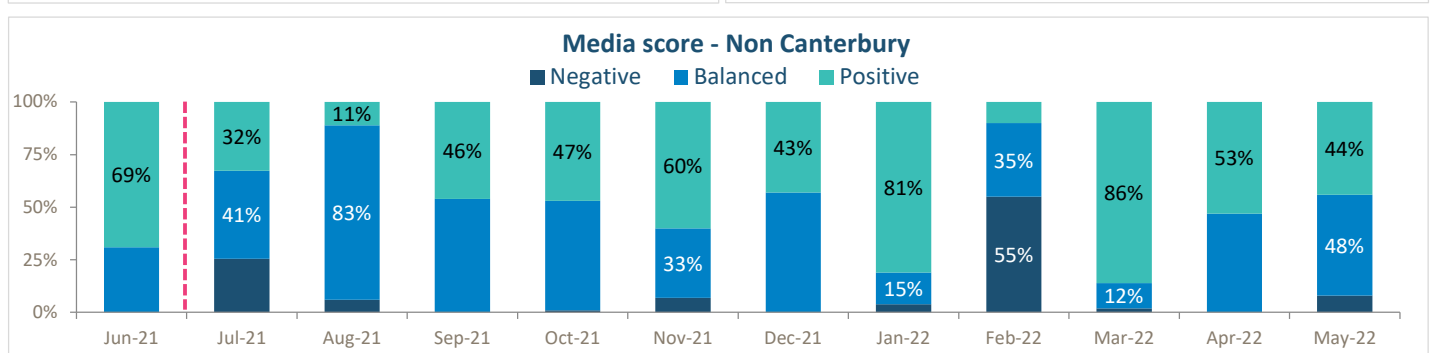
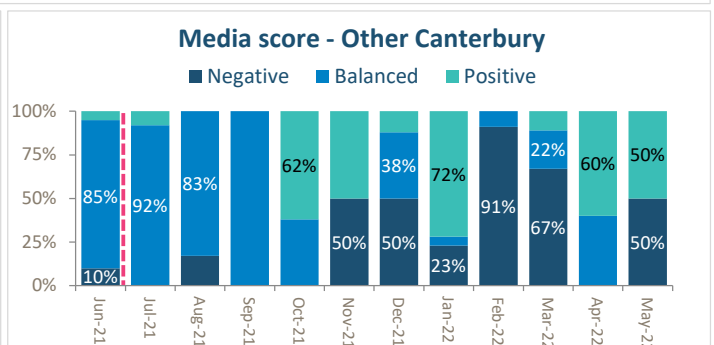
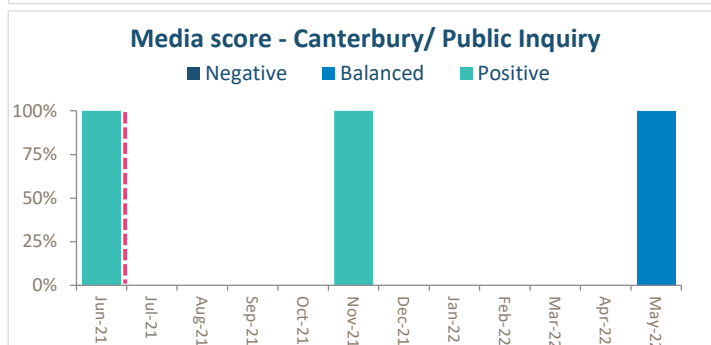
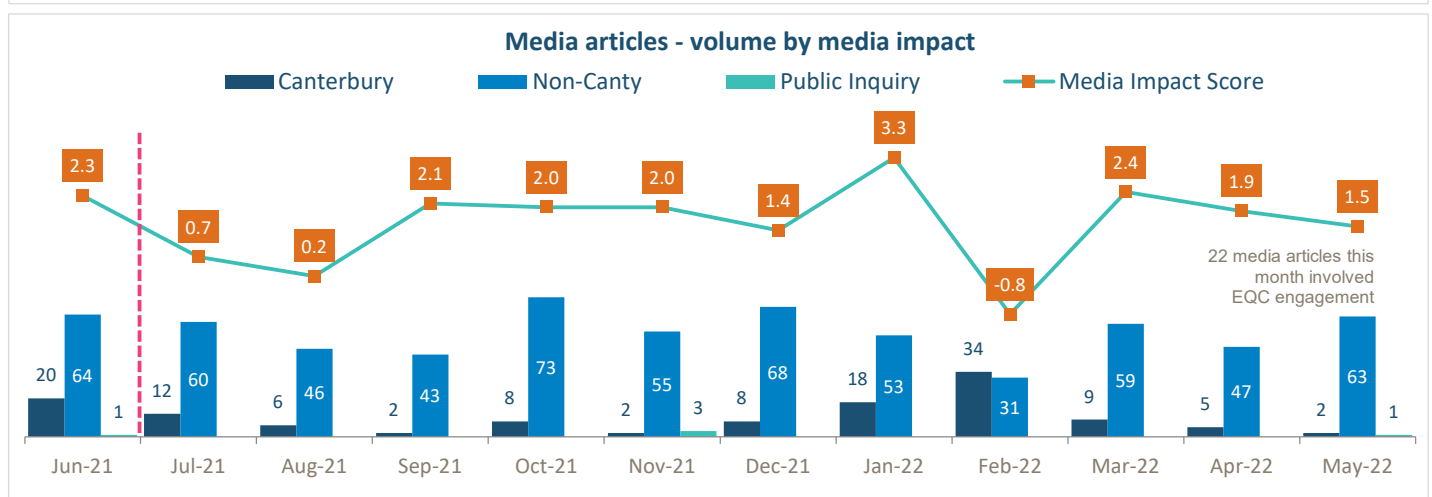
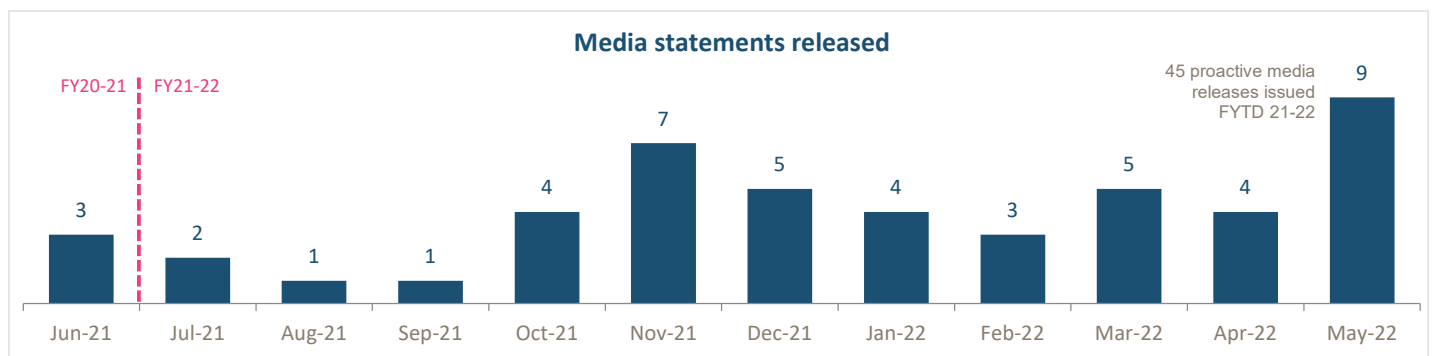
## Section 6 - Media (traditional)

EQC had another strong month in its media coverage with a 27% increase compared to May, from 52 to 66 articles in traditional media compared to the previous month, the result of intensive proactive media engagement and storytelling. Just under half of EQC coverage was positive in tone (44%), including 3% conveying very positive tone. This was down from 54% of coverage being either positive or very positive in the previous period.

Positive coverage included Professor Ken Elwood being appointed to the new role of Chief Engineer for the EQC and MBIE, the Natural Hazards Insurance Bill, the EQC education roadshow, and a feature on Fulbright-EQC scholarship recipient Jesse Kearse.

EQC also received positive coverage from our release about the ReCast research into precast concrete floors, which was widely covered by TVNZ, Newshub and Stuff, as well as EQC's Ivan Skinner award winner and his research into sliding hinge technology and the CrisisLab roadshow in the Wellington area.

After no negative items in April, the Media Impact score came down slightly after a couple of stories on a homeowner forced to abandon their house due to a slip on a neighbouring property, and reports on the likelihood of withdrawal of insurance for properties at increased risk of rising seas.

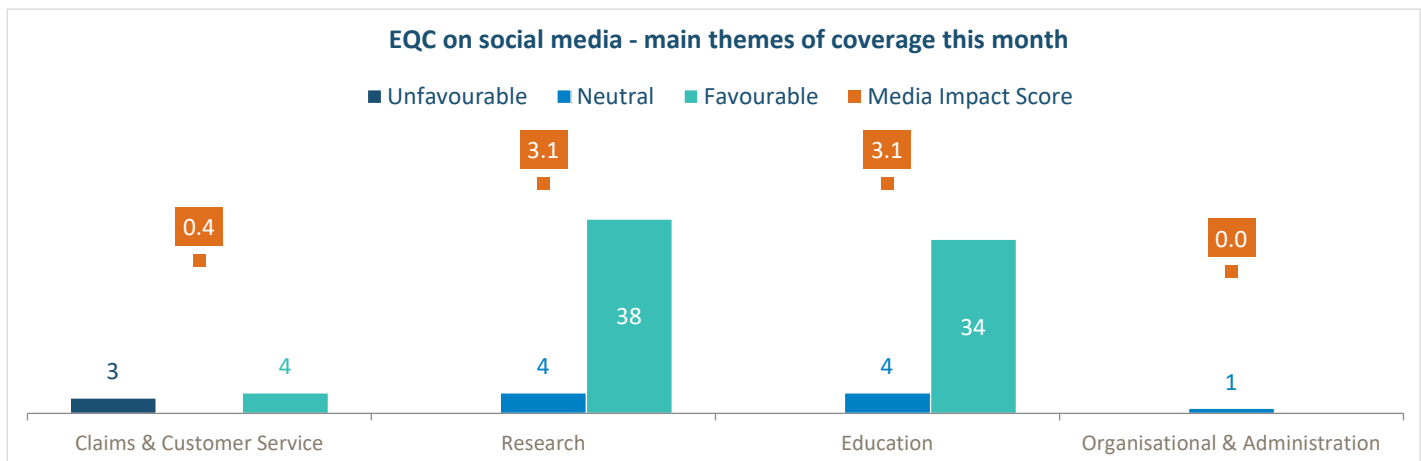
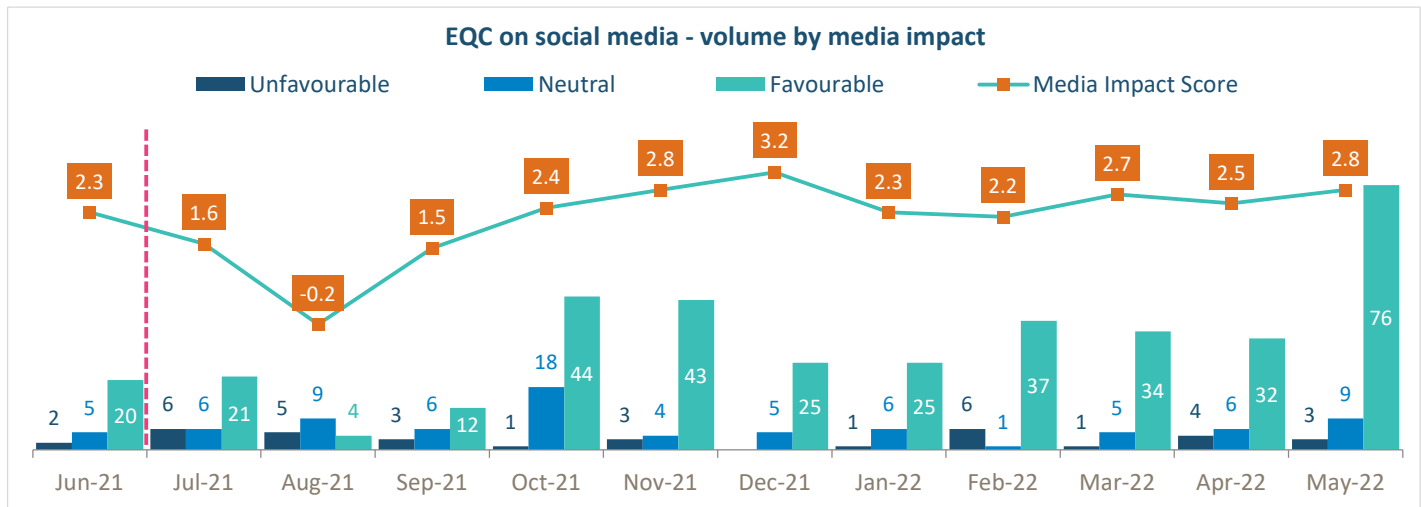


## Section 6 - Media (social)

Our social media impact score continues to be very positive, increasing by 0.3 points to 2.8 this month.

Our increased story telling through mainstream media triggered a 110% increase in social media activity, which was 86% positive.

Research and education stories, which were the leading coverage themes this month, were shared widely on social media. Conversely, the only negative posts were linked to Ali Jones's critical posts about the EQC reference group.



Research was the leading theme of social media coverage - discussed in 48% of coverage. This included a post by EQC on Fulbright-EQC scholarship recipient Jesse Kearse.

### Understanding the Media Impact Score

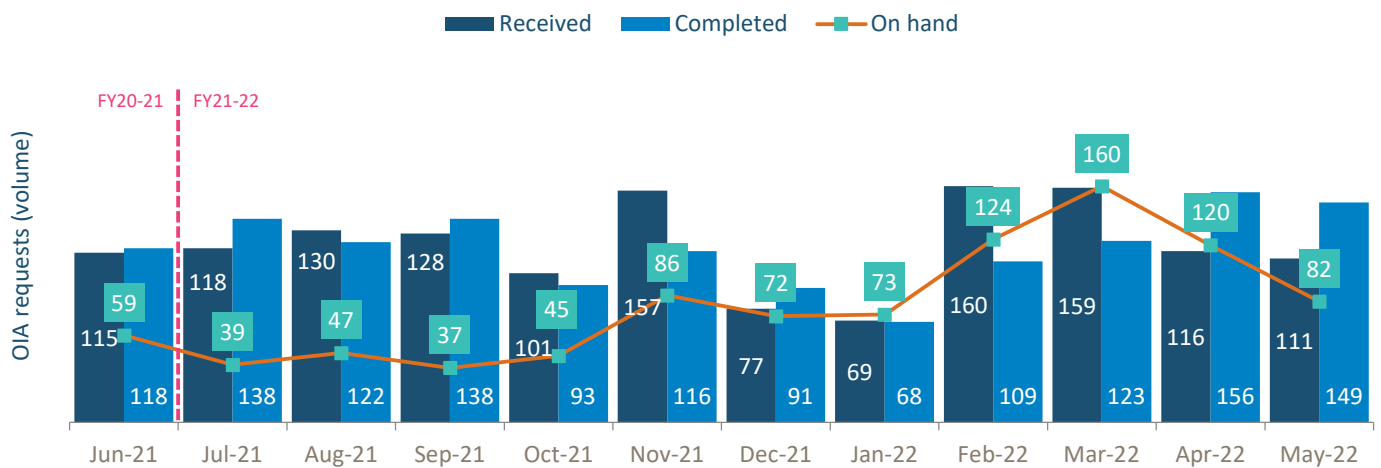
The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

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.

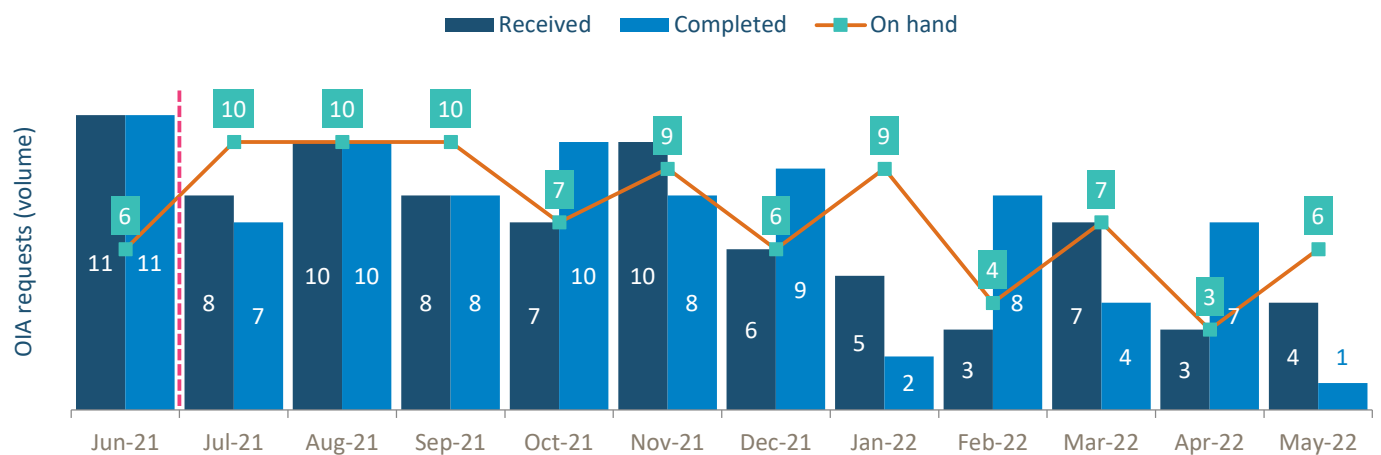
## Section 7 - Official Information Act (OIA) Requests

Customer OIA Requests



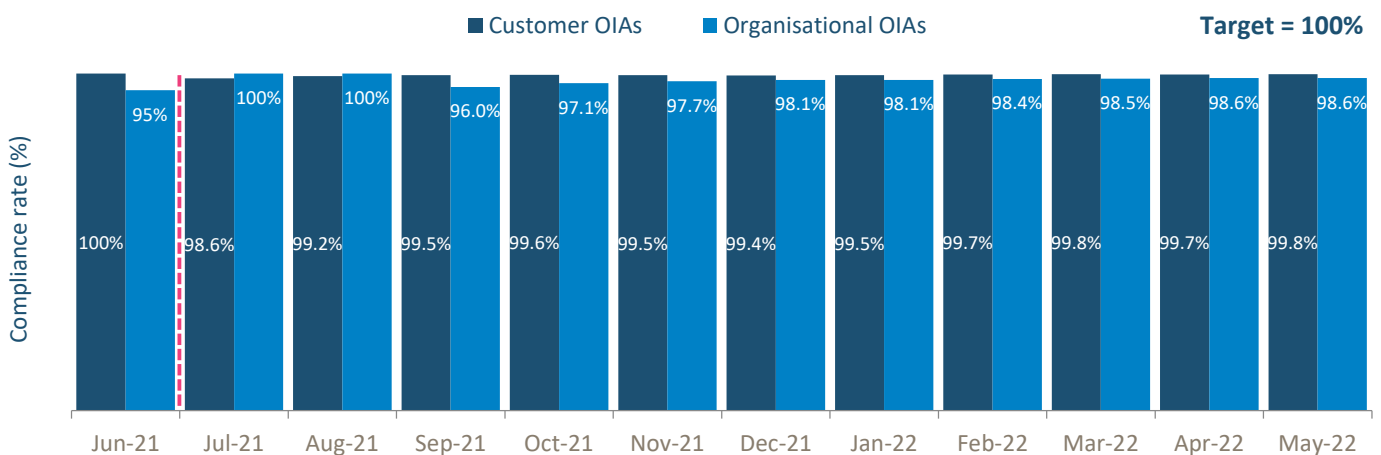
This month, our Customer OIA Team received 111 new OIA requests (vs. 116 in Apr-22). Coupled with the 120 requests on hand from last month and resolution of 149 requests this month, the team have 82 requests on hand at month end.

Organisational OIA Requests



This month, our Government Relations Team received 4 new high level OIA requests (vs. 3 in Apr-22). Coupled with the 3 requests on hand from last month and 1 completed request this month, the team have 6 requests on hand at month end.

OIA Compliance Rate

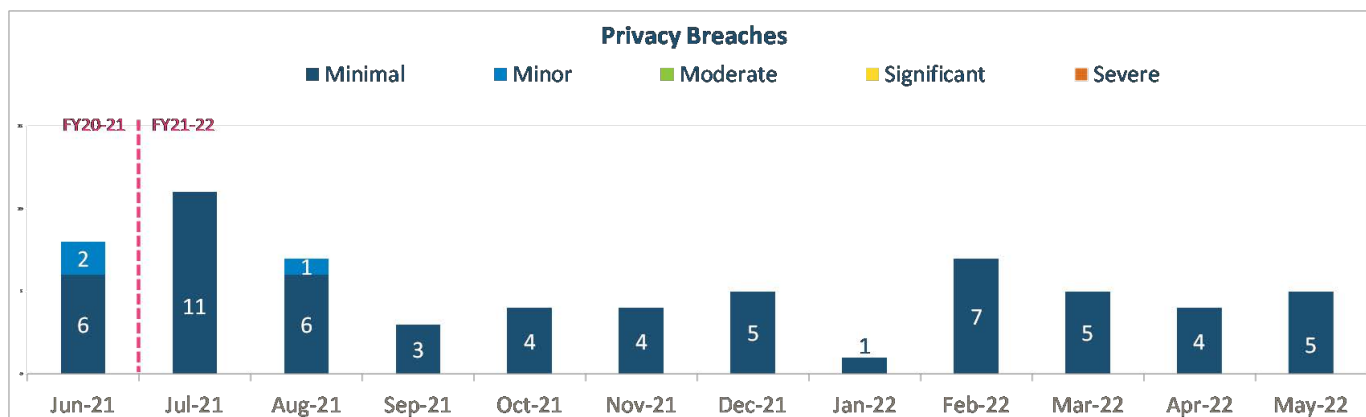


This month our Customer OIA Team achieved a 100% compliance rate, resulting in a slight rise in the YTD compliance result to 99.8%.

During the same period, the YTD compliance rate of our Government Relations Team held steady at 98.6% for organisational/ high level OIA requests following a month of 100% compliance.

## Section 8 - Privacy Breaches

Five privacy breaches (vs. 4 in Apr-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. In the FYTD 21-22, the cumulative count of privacy breaches is 16% down on FY20-21.



### Privacy breaches

Breaches reported this month relate to: 'Incorrect email address used' (2); and 'Incorrect document content' (3). 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'.

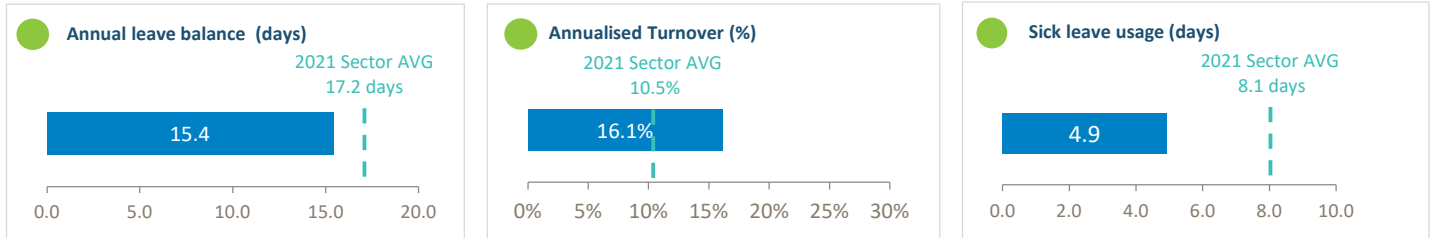
Below is an explanation of each rating:

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.

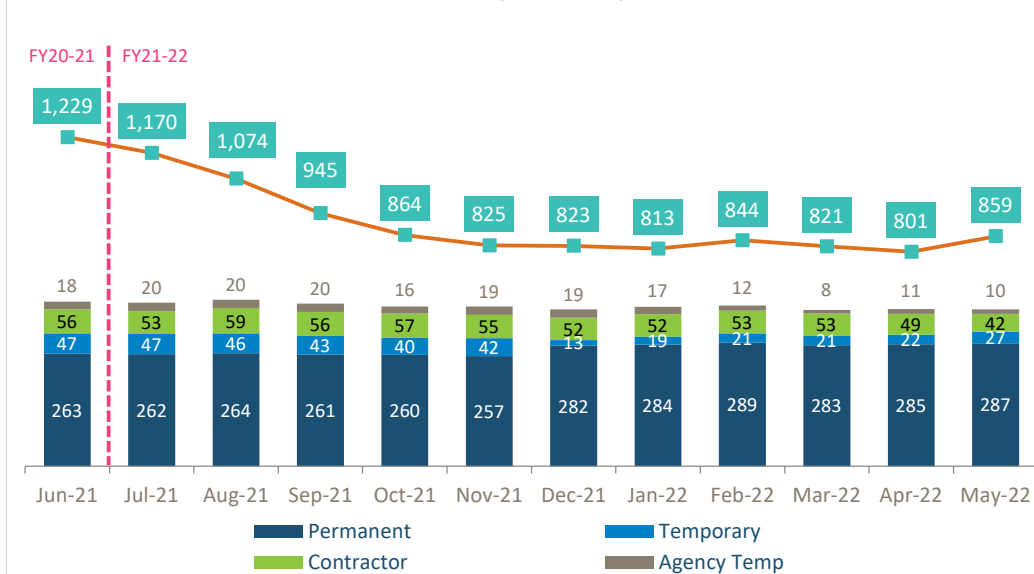
## Section 9 - HR Operations

Across May, our permanent workforce headcount increased by 2, while our temporary headcount rose by 5. During this period, our average annual leave balance rose to 15.4 days (vs. 12.7 in Apr-22), remaining below the 2021 Public Sector ('sector') average of 17.2 days. Average sick leave usage dipped slightly from last month by 0.2 days to 4.9 and also remains below the sector average of 8.1. Meanwhile, annualised turnover ('voluntary turnover') increased to 16.1% (vs. 14.8% in Apr-22), remaining above the sector average of 10.5%.

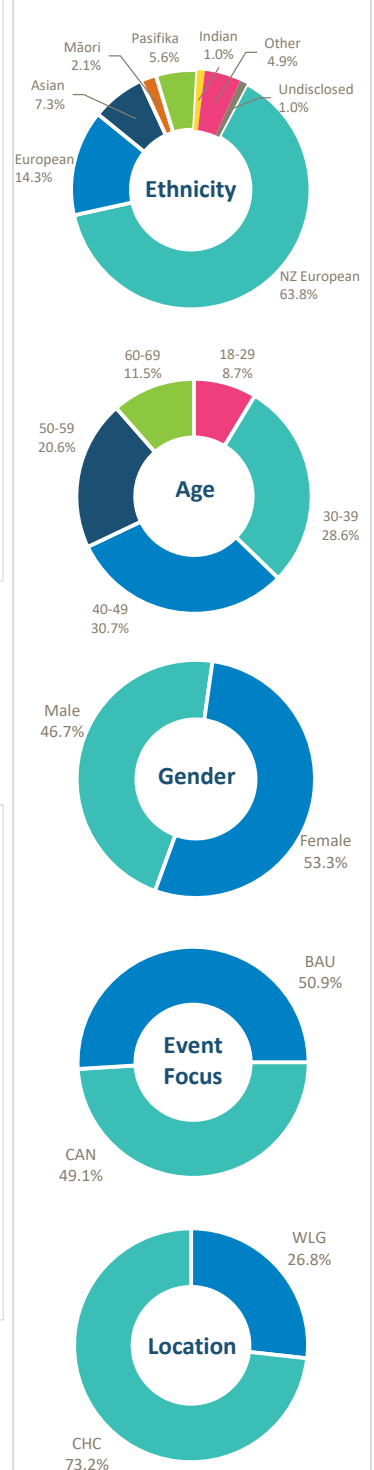
### HR Ops at a glance - EQC's performance against Public Service Sector Averages



### Headcount & Canterbury Claim Population Movement



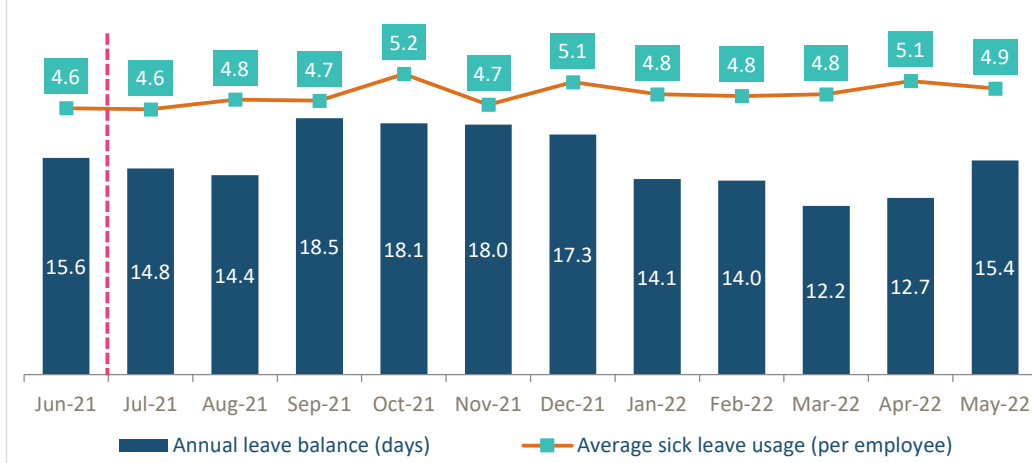
### Our Workforce Profile



Over the month, our permanent employee population has increased by 2 while our temporary employee population also increased by 5.

We continue to see many opportunities in the employment market which remains competitive in which employees are starting to move into other organisations in search of a different challenge.

### Annual and Sick Leave



As reported above, our average annual leave balance rose to 15.4 days (vs. 12.7 in Apr-22), which remains below the 2021 public sector average of 17.2 days.

In the same period, average sick leave also decreased slightly from last month by 0.2 to 4.9 days against a 2021 public sector average of 8.1 days.