

Monthly Performance Dashboard

September 2022

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 overlayed by claim population movement and a broad profile of our workforce, which is updated on a quarterly basis.

Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output One - Recovery after an event

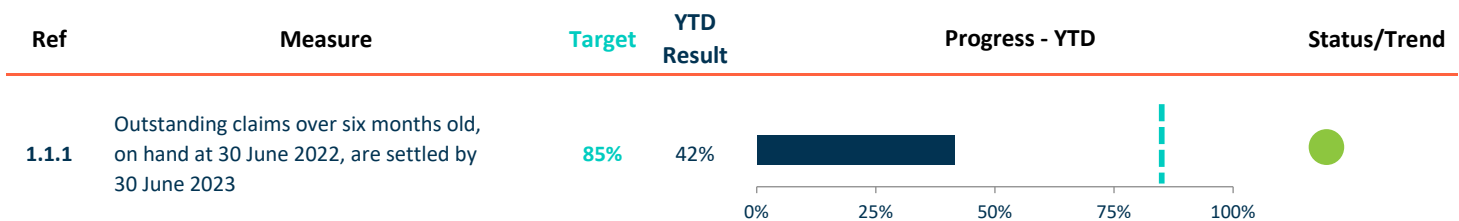
Output 1.1: Settlement of the 2010-11 Canterbury earthquake sequence remedial claims

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

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

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

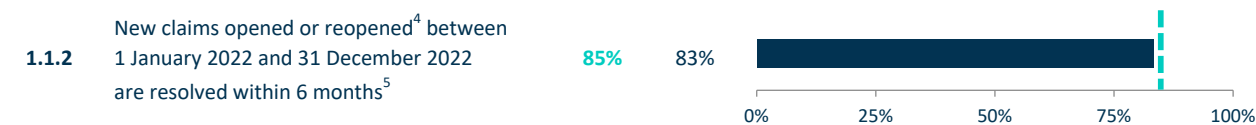
Performance measures | Timeliness



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 116 (42%) of the 279 claims that were outstanding (over 6 months old) as at 30 September 2022, lodged during the period January-March 2022.



Commentary

In the FYTD, performance against SOPE measure 1.1.2 is tracking in line with expected performance to meet target.

To date, 423 (83%) of the 508 in-scope claims that were reopened in January-March 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%

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

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

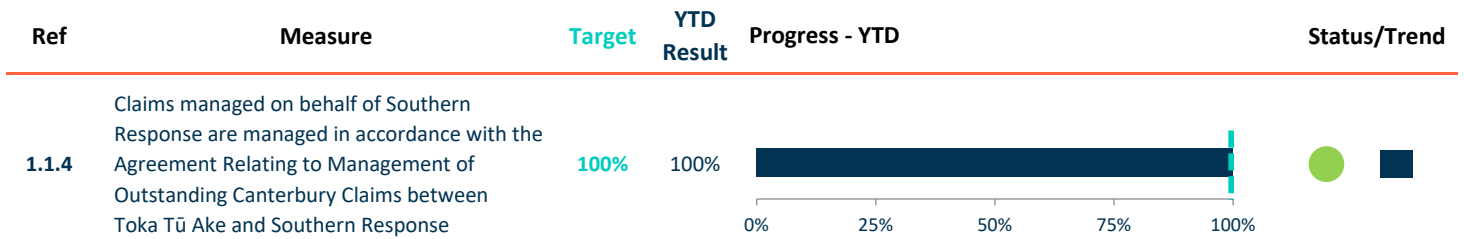
Key:

-  Result not available for the month
-  Potential risk of not achieving target
-  Performance trend increase
-  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.)

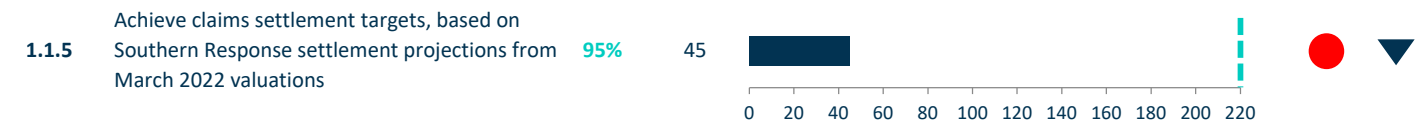
Output One - Recovery after an event (cont.)

Performance measures | Timeliness



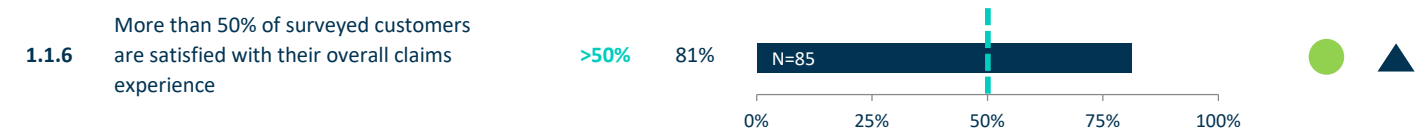
Commentary

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.



Commentary

In the FYTD, performance against SOPE measure 1.1.5 is tracking behind expected performance to meet target. To date, 45 (20.5%) 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.

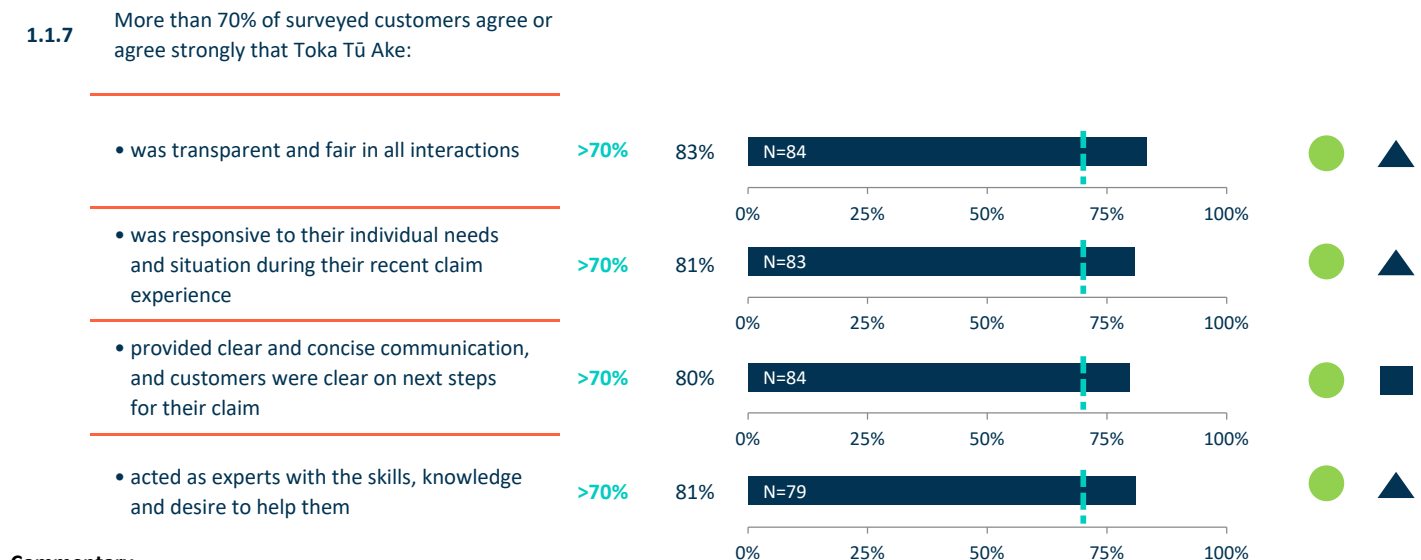


Commentary

In the FYTD, performance against SOPE measure 1.1.6 is tracking ahead of expected performance to meet target.

Note: Results are reported one month in arrears.

Reflecting on their most recent experience:

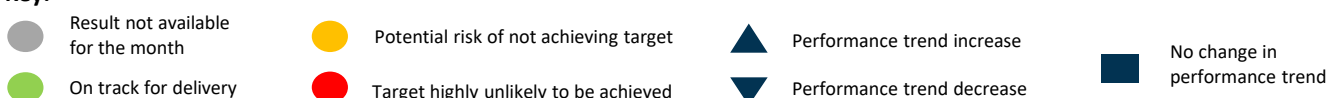


Commentary

In the FYTD, performance against SOPE measure 1.1.7 is tracking ahead of expected performance to meet target, with all four dimensions of the measure tracking ahead of expected performance.

Note: Results are reported one month in arrears.

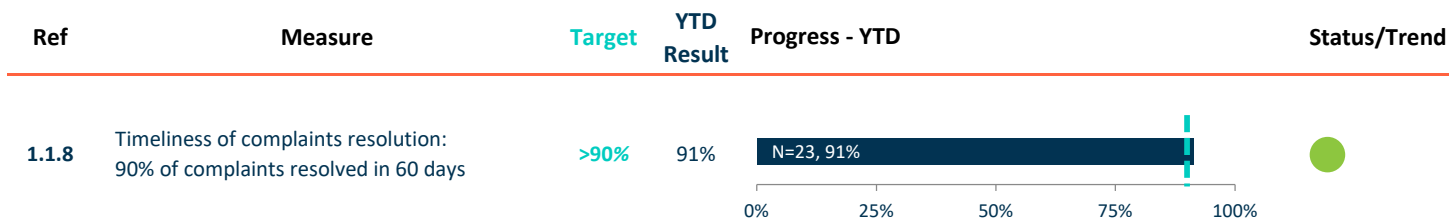
Key:



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

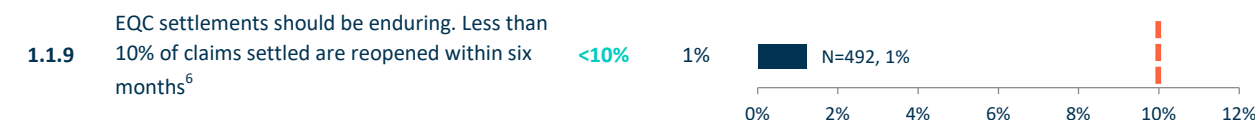
Output One - Recovery after an event (cont.)

Performance measures | Timeliness (cont.)



Commentary

In the FYTD, performance against SOPE measure 1.1.8 is tracking ahead of expected performance to meet target. Of 23 complaints relating to Canterbury claims received to date, 21 (91%) have been resolved within the target timeframe. Of the 6 complaints with a target closure date within the month of September 2022, all complaints were resolved and met the target timeframe.



Commentary

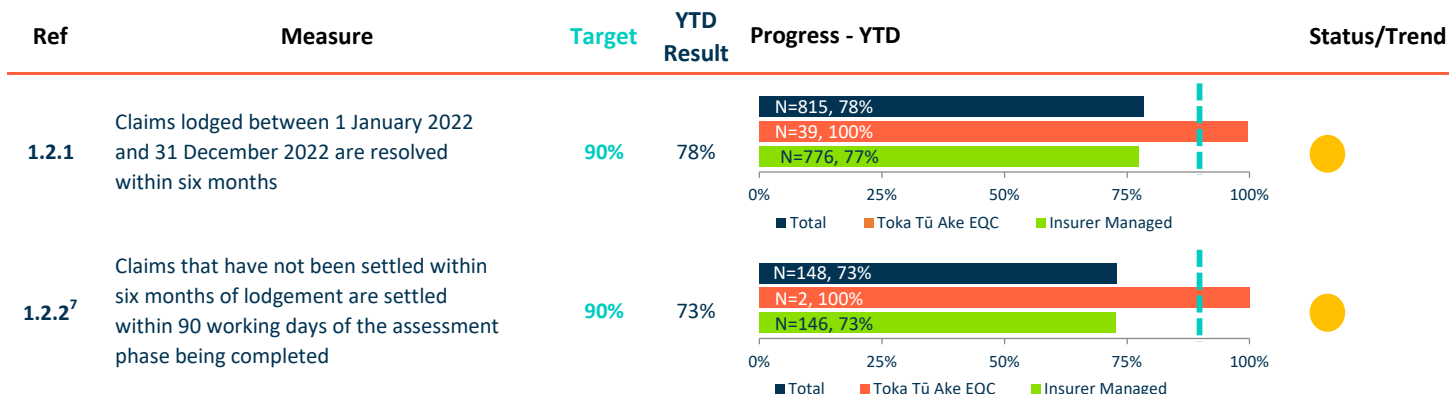
In the FYTD, performance against SOPE measure 1.1.9 is tracking ahead of expected performance to meet target. Of the 492 in-scope claim closures during January-March 2022, 6 claims (1%) have since been reopened.

Output One - Recovery after an event

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

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

Performance measures | Timeliness



Commentary

In the FYTD, performance against SM 1.2.1 is tracking behind expected performance required to meet target. To date, 639 (78%) claims of the 815 in-scope claims lodged during January-March 2022 were resolved within 6 months.

Explanatory note: Performance for this measure is based on the final result as at 30 June 2023. Monthly results provide an indication of whether or not Toka Tū Ake EQC and our insurer partners are tracking in line with the expected trajectory to achieve the target for this measure by 30 June 2023.

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 2 (100%) in-scope claims not settled within six months of lodgement were settled within 90 working days of the assessment phase completion. For Insurer managed claims, there are 146 claims within scope this month. Of these, 106 (73%) have met the measure with 40 failing the measure, as the claim remained open or closed more than 90 days after the assessment phase.

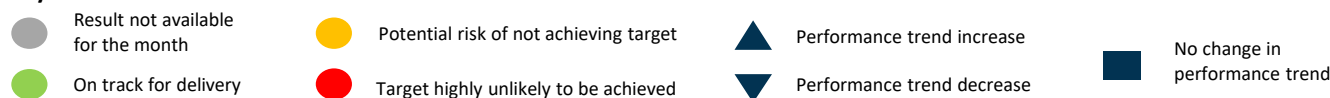
Explained: 'Insurer Managed' and 'Toka Tū Ake EQC Managed' claims

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.

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

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

Key:



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
1.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	68%		
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%	72%		
	• was responsive to their individual needs and situation during their recent claim experience	>70%	72%		
	• provided clear and concise communication, and customers were clear on next steps for their claim	>70%	70%		
	• acted as experts with the skills, knowledge and desire to help them	>70%	71%		

Commentary

In the FYTD, performance against SM 1.2.3 is tracking close to expected performance required to meet target with a YTD result of 68%.

SM 1.2.4a - *transparent and fair interactions* is now tracking ahead of expected performance required to meet target with a YTD result of 72%.

SM 1.2.4b - *responsiveness* is now tracking ahead of expected performance required to meet target with a YTD result of 72%.

SM 1.2.4c - *clear and concise communications* is now tracking ahead of expected performance required to meet target with a YTD result of 70%.

SM 1.2.4d - *acted as experts with knowledge* is now tracking ahead of expected performance required to meet target with a YTD result of 71%.

1.2.5 ⁸	Timeliness of complaints resolution: 90% of disputes resolved in 60 days or within such longer period as the complainant and private insurer agree	>90%	92%		
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Commentary

In the FYTD, performance against SM 1.2.5 is ahead of expected performance to meet target, with an overall YTD result of 92%.

Of all in-scope claims for this measure:

- 80% of Toka Tū Ake EQC-managed claims have been resolved within 60 days (N=5); and
- 95% of Insurer managed claims have been resolved within 60 days (N=19).

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

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

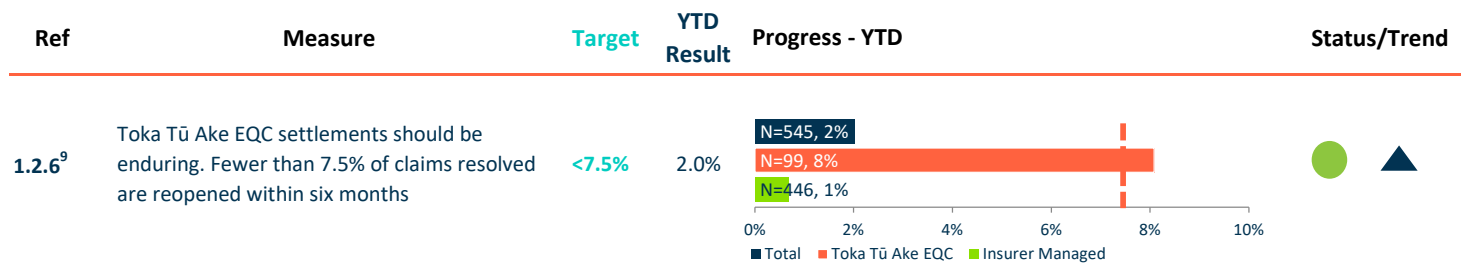
Key:

	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.)



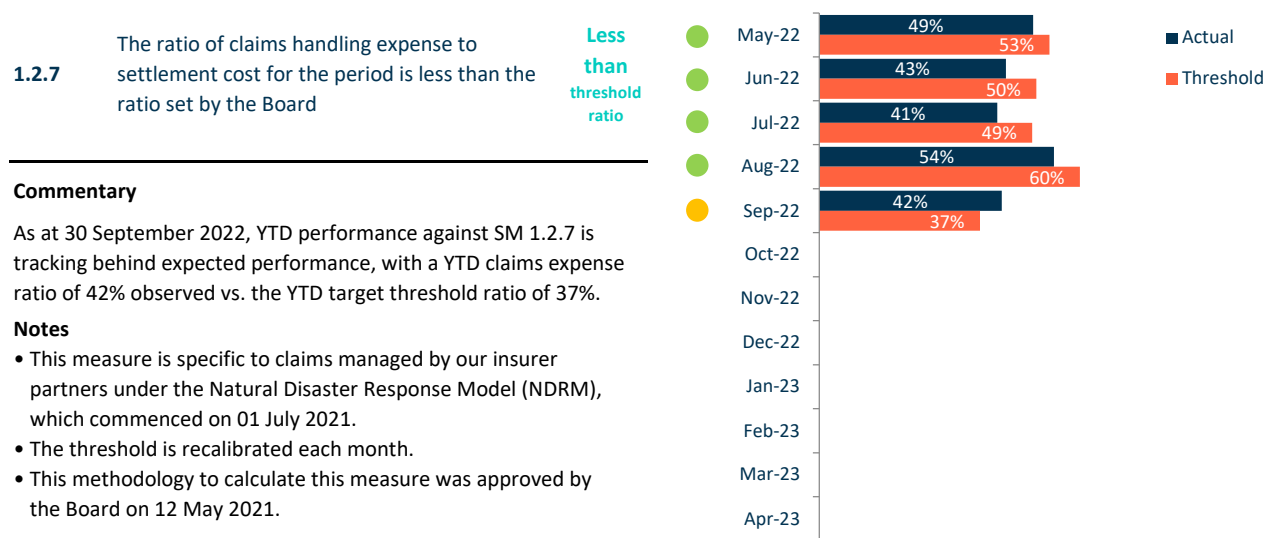
Commentary

In the FYTD, performance against SM 1.2.6 is in line with expected performance to meet target, with a YTD result of 2%.
Of all claim closures during January-March 2022:

8% of Toka Tū Ake EQC-managed claims were reopened within 6 months of closure (N=99); and
1% of Insurer managed claims were reopened within 6 months of closure (N=446).

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



Commentary

As at 30 September 2022, YTD performance against SM 1.2.7 is tracking behind expected performance, with a YTD claims expense ratio of 42% observed vs. the YTD target threshold ratio of 37%.

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.
- This methodology to calculate this measure was approved by the Board on 12 May 2021.

⁹Measure excludes administrative reopens.

¹⁰https://www.eqc.govt.nz/sites/public_files/documents/grants/EQC%20Resilience%20Strategy%202019.pdf

Key:

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

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 ¹¹ surveyed ¹² agree or strongly agree that the outputs of the investment by Toka Tū Ake EQC in research are: • of good or excellent quality • relevant and focussed on the outcomes of the Resilience Strategy	>75%		Results expected May/ Jun-23 0% 25% 50% 75% 100%	
2.1.2	Percentage of stakeholders surveyed agree or strongly agree that Toka Tū Ake EQC: • is contributing to driving progress in resilience to natural hazards; • is an engaged and supportive partner	>75%		Results expected May/ Jun-23 0% 25% 50% 75% 100%	

Output 2.1 | Performance measures | Quantity

	Percentage of the public surveyed ¹³ who say:				
	• they thought about potential risks of natural hazards when buying or looking to buy a property	>75%	88%		
2.1.3	• they are aware they can take action to make their homes safer and stronger for disaster events	>60%	67%		
	• where possible, they have taken action as home owners on any of the six key preparedness actions ¹⁴ promoted by Toka Tū Ake EQC ¹⁵	>55%	57%		
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	0	Results expected May/ Jun-23 0 2 4 6 8 10	

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

¹²Quantitative surveys are undertaken by Research First Ltd, an independent organisation.

¹³Quantitative surveys are undertaken by A C Neilsen, an independent organisation.

¹⁴The 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.

¹⁵This 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 ¹⁶	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		s9(2)(i)	
	• Stage two of the Portal is costed and signed off by the Toka Tū Ake EQC Board			On track for submission of a Business Case for subsequent phases to the Toka Tū Ake EQC Board.	

¹⁶PRUE 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


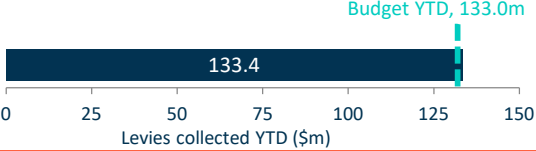




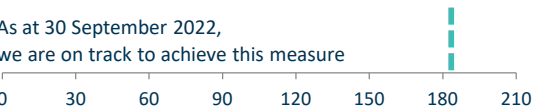

Output 3.1: Maintain a reinsurance programme that supports Toka Tū Ake EQC's delivery of affordable residential natural disaster insurance protection

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%			
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 Q1 FY22-23.	
3.2.3	The value of the NDF is rebuilt (assumes fewer than 4,500 new claims in addition to Canterbury reopens)	>\$185m			

Key:



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

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

Output Four: Readiness for an event

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



Performance measures¹⁹ | 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	

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

Comment



To validate scalability, Toka Tū Ake EQC 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 EQC has been advised 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 EQC (with its partners) has developed two event response strategies that cater to a range of natural disaster perils that Toka Tū Ake EQC covers			Refer to commentary	
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Target: Two event response strategies developed by 30 June 2023.

Comment

A volcanic eruption working group, across Toka Tū Ake EQC and Insurers, has started to develop the required response for a volcanic eruption scenario. The working group commenced work activities mid-August and has started working through elements of an event response strategy for a Mt Taranaki volcanic eruption. Over the coming months, this work will continue. 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.			Refer to commentary	
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Target: Achievement of target by 30 December 2022.

Comment






Analysis has been completed. Achievement within the target timeframe is potentially at risk.

Key:

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

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

NDRM assurance quality

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). Remedial actions have been completed within the agreed timeframes.	
4.5	Toka Tū Ake EQC implements recommendations 5.1.3 ¹⁷ and 6.1.3 ¹⁸ from the 2020 Public Inquiry by 24 December 2022	100%		Recommendation 5.1.3 ON TRACK for implementation by 24 December 2022 Recommendation 6.1.3 AT RISK, timing subject to business case	 



Comment

Recommendation 5.1.3

Completion of the Kaikōura/Hurunui claims settlement research remains on track with the second phase of the research involving interviews and further analysis to understand the rationale of claimants' decisions and the impacts of the cash settlement process. The final report is due in December 2022.

Recommendation 6.1.3








The Risk and Resilience Portal's overall intent is to provide homeowners with public education on natural hazards and natural hazard risk and phase one which will make Toka Tū Ake claims data available, is currently in development. While phase one will be delivered by June 2023, the timing for portal delivery is subject to a 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	
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¹⁷Public 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.

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

Key:

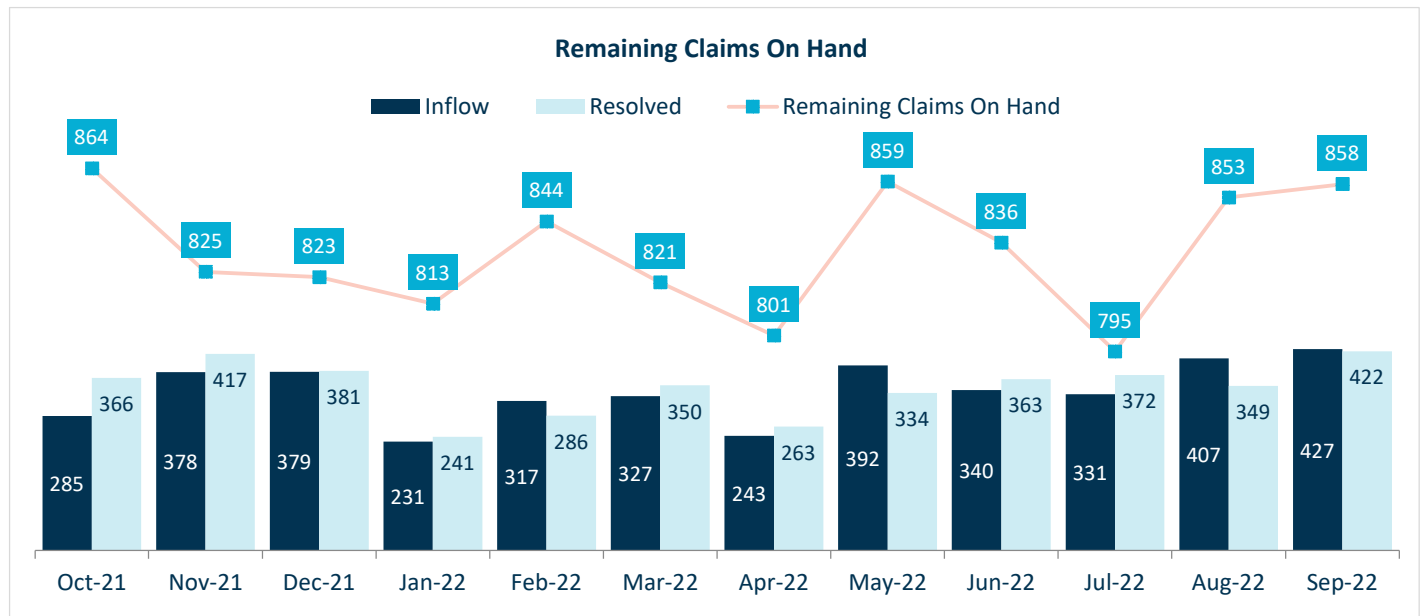
	Result not available for the month		Potential risk of not achieving target		Performance trend increase		No change in performance trend
	On track for delivery		Target highly unlikely to be achieved		Performance trend decrease		

Section 2 - Canterbury

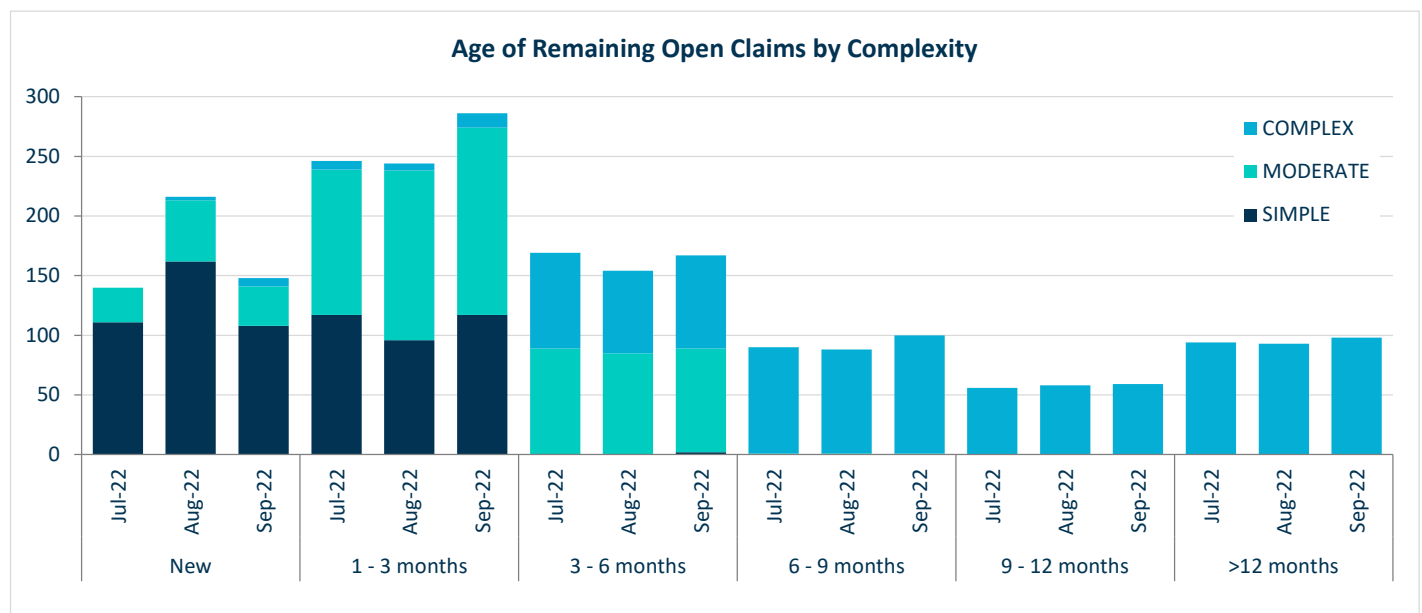
During September, 422 claims were resolved, offset by inflow of 427 claims. At month end we have 858 open Canterbury claims on hand, an increase of 5 since the end of August.

Across August, our population of open Canterbury Event Sequence claims increased to 858 (cf. 853 at EOM Aug-22). From a complexity viewpoint, the inflow profile remains largely unchanged, with 83% of this month's inflow categorised as 'simple' claims ie. all information is at hand to settle the claim. At month end, 88% of claims are closed within 3 months of reopening (cf. 81% as at EOM Aug-22). Of our remaining claims, just over half are <3 months old. Missed damage remains the top reopen category, with drainage/ plumbing related reasons the top contributor to reopened claims within this category.

The focus of our **Aged Claims Strategy**, since July 2021, remains the continued reduction of both our 'aged claims' population (claims older than 12 months) and its proportional representation across all open Canterbury claims. At month end, our aged claims population remains under 100, rising to 98 (cf. 93 at EOM Aug-22), representing just over 11% of all open Canterbury claims. While the challenge to keep this population under 100 continues to increase, all efforts continue to be made on those aged claims that we are able to directly progress. We also continue to focus on the settlement of aging claims in our preceding age bracket populations (6-9 and 9-12 months).



The 422 claims resolved this month includes 5 claims open at 1 September, that are now subject to an application for Government support for repair of on-sold over cap properties ('on-sold claims', an open total 1,280 of which are excluded). A further 4 SRES MOU claims were settled, and 1 open claim was reassigned to Claims Assurance.



Resolution of aged claims continues to be a key priority for our settlement teams. During September, claims aged > 12 months increased by 5% (93 up to 98). Claims aged 3 - 12 months increased collectively by 9% (300 up to 326), though claims aged < 3 months reduced by 6% (460 down to 434).

Section 2 - Canterbury (cont.)

Open Canterbury Claims by Reopen Reason

Missed Damage, 73.2%

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

Customer Complaint, 1.5%

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

Additional Payment, 4.9%

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, 2.1%

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

**Repair Methodology, 5.2%**

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.

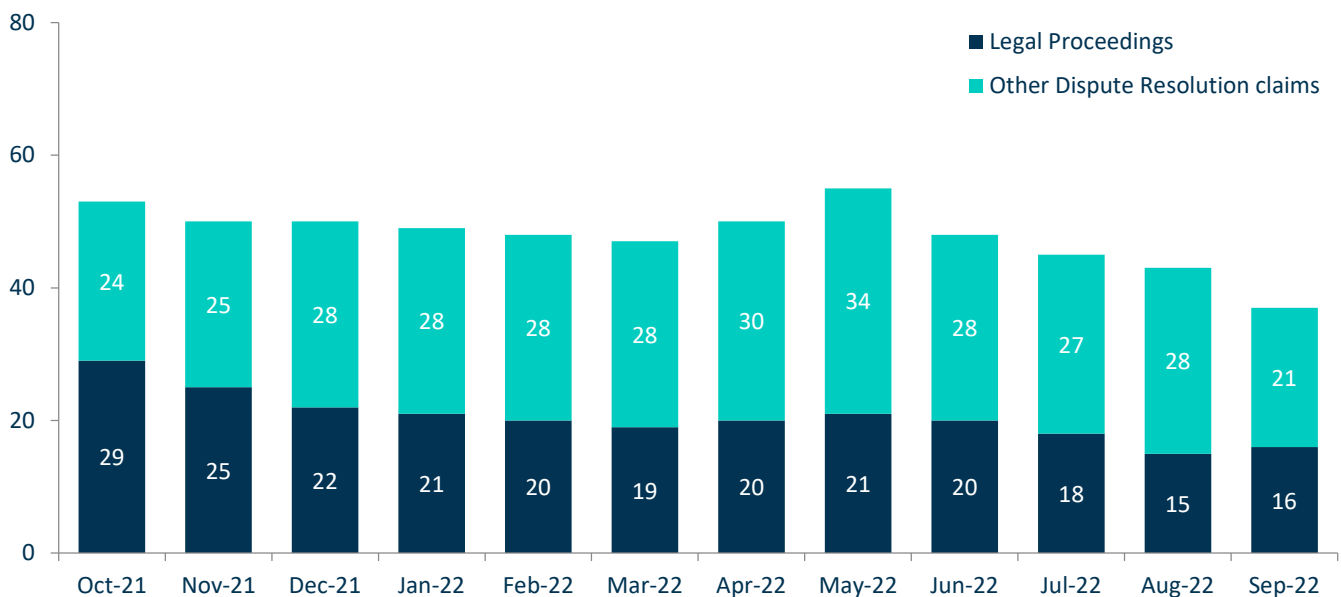
* Methodology: determining a repair strategy for damage relating to Natural Disaster using appropriate qualified specialist assessments.

Repair Quality, 12.9%

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.

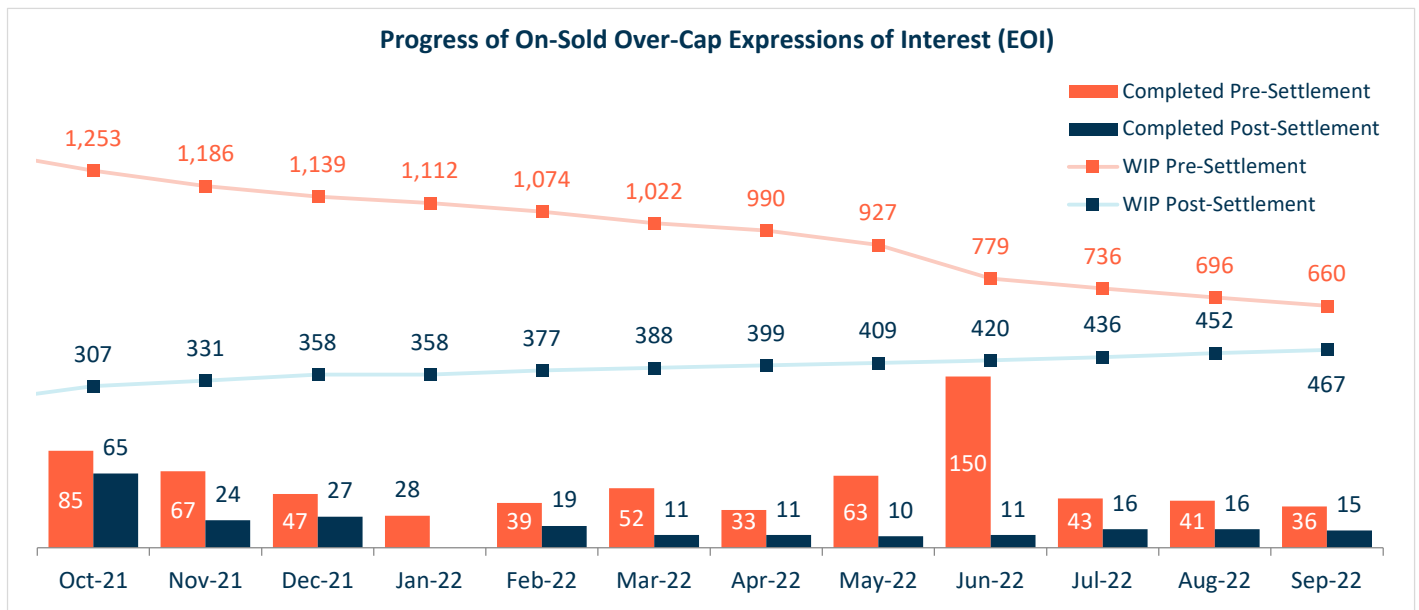
*Note: Issues with repairs managed by the customer following cash settlement need to be resolved directly with the contractor by the

Claims in Dispute



As at 30 September, 16 Canterbury claims remained subject to legal proceedings, up from 15 at the end of August. Other claims with the Dispute Resolution team reduced by a quarter, down to 21, from 28 last month.

Section 2 - Canterbury (cont.)



Reporting change - Last month we introduced post-settlement numbers into current work in progress (WIP). This encompasses those applications that have a signed settlement agreement where construction is in progress, but not yet practically complete and all tranche payments yet to be invoiced/paid. To date, WIP reporting focussed on the first stage of the programme ('pre-settlement' ie. signed settlement agreements) and the total population in the post-settlement phase was reported as closed. There are now a significant number of applications in the WIP 'post-settlement' stage (452) and this population is being tracked to ensure they are progressing and to support realistic forecasting of a programme end-date.

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

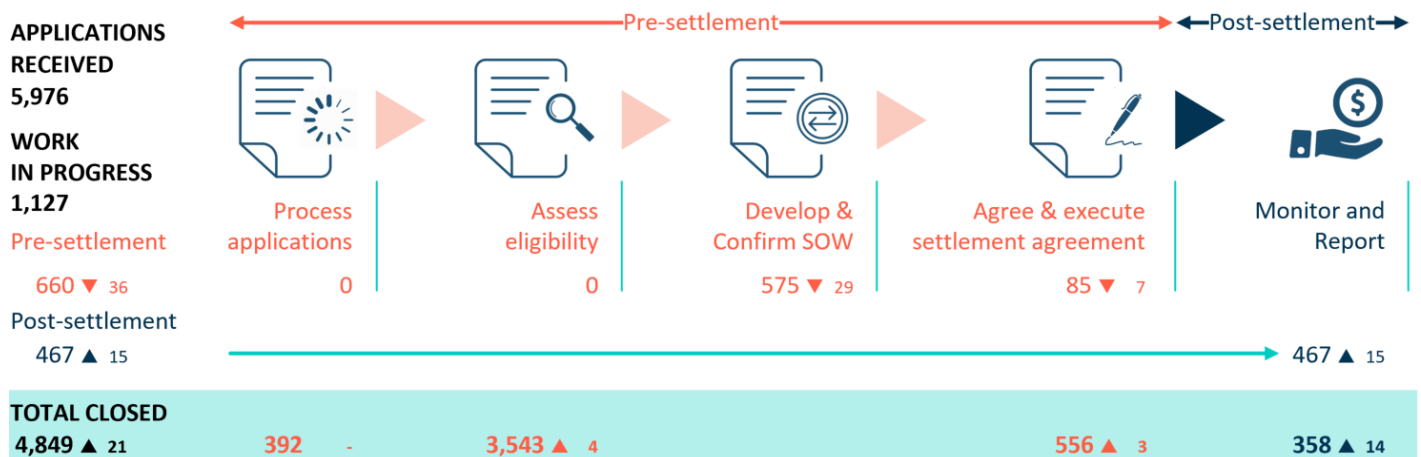
The chart below plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 5,316* applications ('total closed' (4,849) + 'WIP post-settlement' (467)) of which:

- 1,381 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Completed – EQC Payment' (556) + 'Monitor and Report' (825));
- 775 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
- 1,040 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.

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

- Pre-settlement** - 660 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process ('Pre-settlement'), including 74 Awaiting Agreements with Customers.
- Post-settlement** - 467 (refer to reporting change notation above for definition).

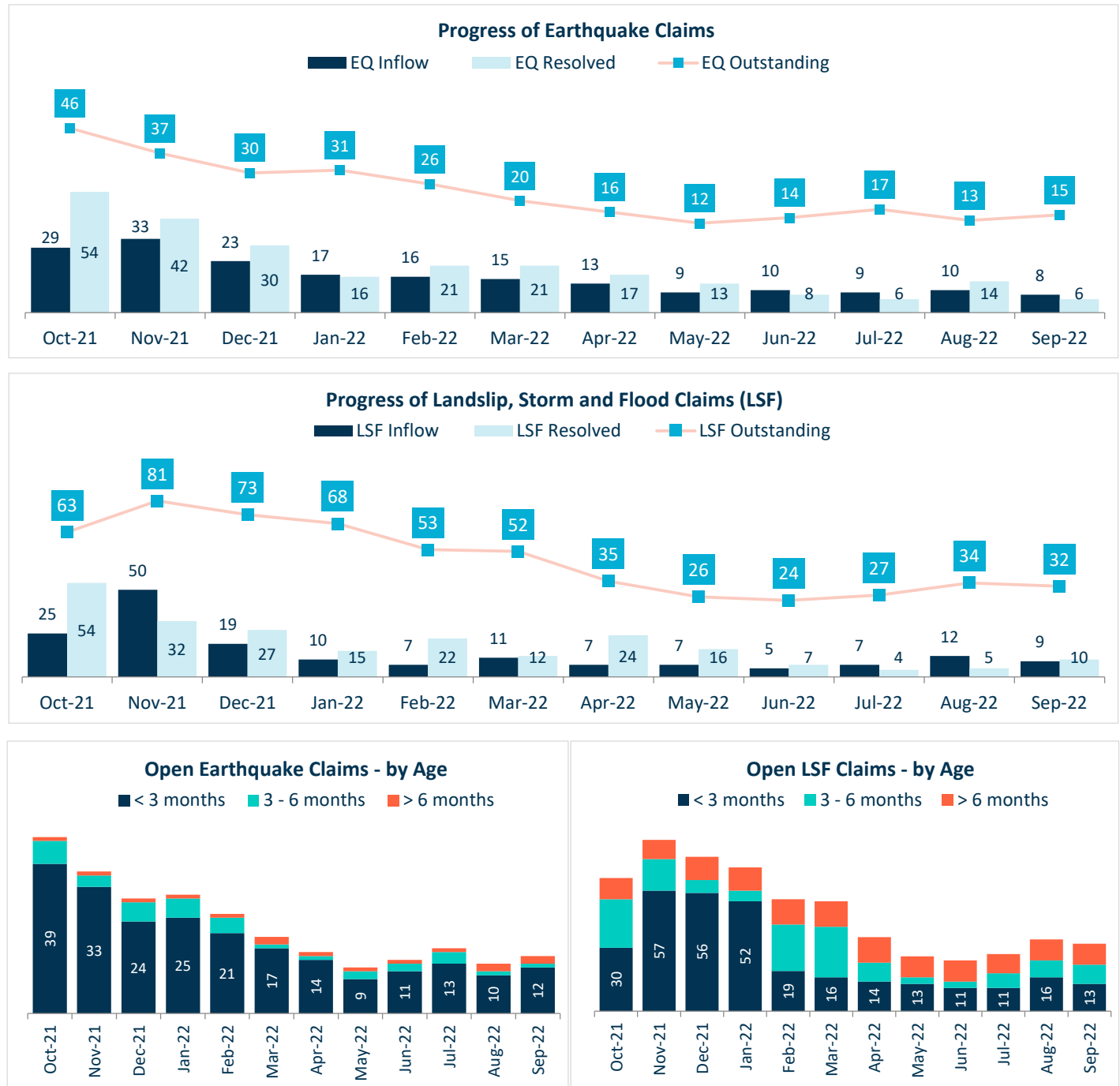
* These numbers exclude applications with status of 'Awaiting Agreement - Customer', as these applications are now being treated as WIP (Agree and execute settlement agreement)



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 17 new and reopened claims in September (cf. 22 for Aug-22). Of this, 47% were Earthquake (EQ) related and 53% 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 30 September 2022, we have received 4,447 Insurer managed claims (cf. 3,968 at EOM Aug-22) since NDRM commencement. Overall, 84% of these claims are Landslip, Storm and Flood damage claims (LSF). For the current FY, 2,095 claims have been received to date, predominately LSF loss type, of which 224 (10.7%) have been resolved and 1,871 remain open.

Across September, 434 claims were reported (cf. 1,294 reported in Aug-22), comprised of 66 EQ and 365 LSF related claims (cf. 48 EQ and 1,240 LSF for Jul-22). The large majority of claims received in September are related to weather events that occurred in the previous month.

NIWA reported that rainfall was above or well above normal in parts of northern Northland and Auckland, Waikato, Bay of Plenty, Gisborne, Hawke's Bay, Wairarapa and south eastern Marlborough.

Section 4 - Resilience

Progress summary

On our Resilience Three Year Priorities (2019-22)



Coordinated & targeted Research investment

Across the quarter to 30 September 2022:

- The update to the National Seismic Hazard Model was completed and delivered.
- 1 research project was recently completed following submission of a final report.
- 13 research projects are due for completion next quarter.
- 3 new projects have been contracted. These projects relate to:
 - Science to Practice (1);
 - Loss modelling (1); and
 - Targeted science project (1).



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



A renewed focus on the strategic value of Data and information

Across the quarter to 30 September 2022:

- The official name for the launch of the Portal has been confirmed as the “Natural Hazards Portal”.
- A business case for Phase 1 of the Portal, following the Treasury’s business case process, has been completed.
- Cross-business roles and responsibilities have been agreed for the development of the Portal
- Regular team and inter-agency meetings have been established for the development of the Portal
- Initial Portal branding workshops and personas have been completed. A draft brand and identity is nearing completion.
- A draft Change Management Plan has been completed for the Portal
- A comms and engagement plan for the Portal is under development
- Regular engagement with Māori advisors has been established
- Initial meetings with MfE to align the development of the National Adaptation Portal and the Natural Hazards Portal have been held.

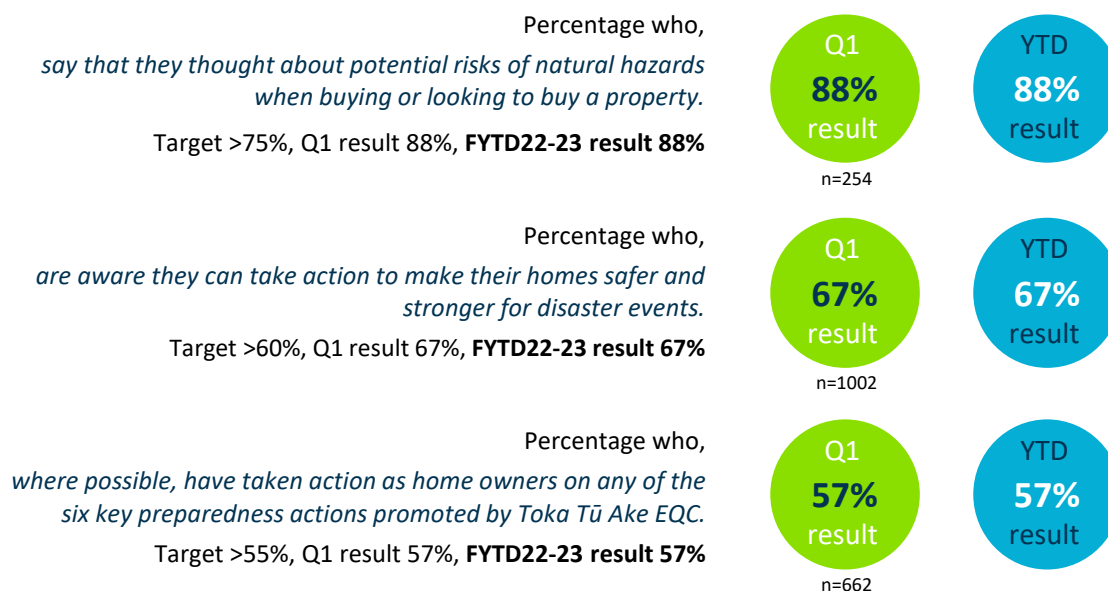


Click on the image above
to find out more about
how we work to reduce risk
and build resilience



Public Education measures to raise public awareness

Survey results for the quarter to 30 September 2022 and overall FYTD22-23 results:



Section 4 - Resilience (cont.)

Progress summary

On our Resilience Three Year Priorities (2019-22) cont.



Public Education

measures to raise public awareness (cont.)

What are the six key preparedness actions?

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



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



Accelerating the synthesis &

Translation of research outputs

Across the quarter to 30 September 2022:

- The Resilient Homes and Buildings and Smarter Land-Use Action Plans have been launched, with a presentation at the QuakeCoRE conference
- Toka Tū Ake EQC has submitted on 11 regional or district plans: Auckland, Christchurch, Greater Wellington, Hutt, Kapiti Coast, Napier, Porirua, Tauranga, West Coast, Upper Hutt City, and Wellington City.
- The Risk Reduction & Resilience team has developed a template to ensure consistent delivery of submissions, where a submission format is not specified.
- An organisation-wide information session on the raising of Taupō Volcanic Activity Level was held, and an information piece on the raising of Taupō Volcanic Activity Level was provided to the volcanic working group, including insurers.
- Toka Tū Ake EQC was interviewed for the national mid-term progress report for the Sendai Framework for Disaster Risk Reduction
- The Chief Executive and Head of Risk presented at the National Lifelines Forum
- The National Risk Tolerance framework being developed by the Risk Reduction & Resilience Team, in collaboration with the Hazard Risk Board, is being utilised by MfE.



Developing reciprocal

Partnerships

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

Across the quarter to 30 September 2022

At MfE's request, Toka Tū Ake EQC are also providing one of our Principal Advisors to assist with the development of the National Planning Framework for Natural Hazards, a key instrument that will 'operationalise' parts of the new Strategic Planning Act for local authorities.

This opportunity will enable us to promote safer land-use planning for natural hazards within the Framework and further strengthen our relationship with MfE.



Perceptions of Toka Tū Ake EQC

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

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

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

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

Results for SOPE measures 2.1.1-3 are reported under Section 1 'SOPE Results'.

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 Tokatū Ake EQC ('Insurer Managed' claims). Tokatū Ake EQC continues to directly manage historical claims ('Tokatū Ake EQC Managed' claims) relating to damage prior to 30 June 2021.

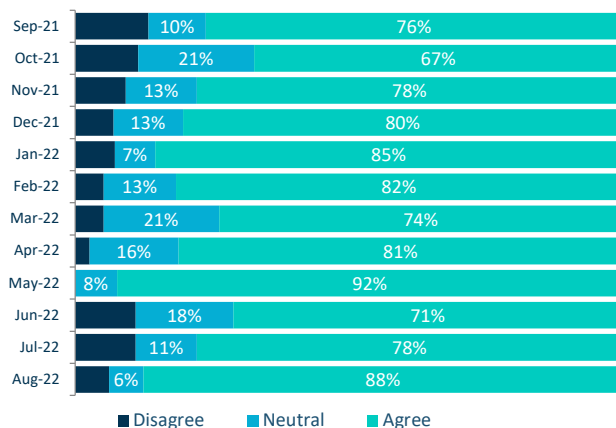
We have reported YTD results up to Aug-22 as we report these one month in arrears given the unavailability of results for this month at the time of reporting.

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

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

Recent experiences: Transparent, fair and reasonable interactions

Canterbury
SoPE 1.1.7a

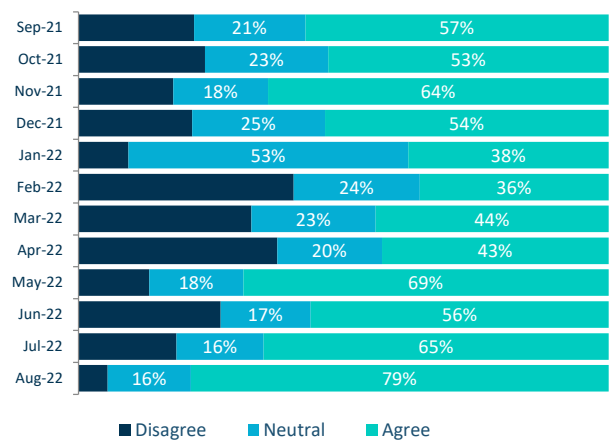


YTD result 83%

Target: > 70%

Trend

Natural Disaster Events (excl. Canterbury)
SoPE 1.2.4a



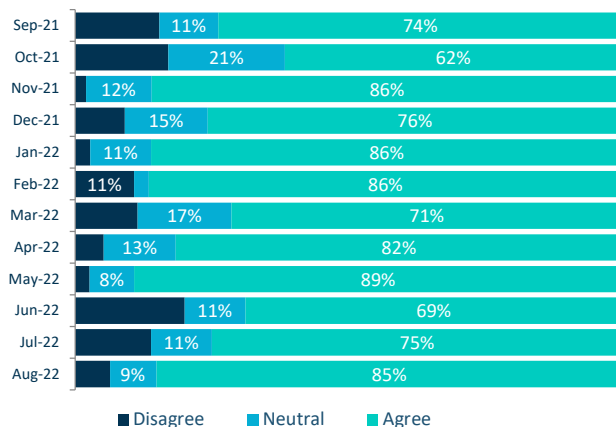
YTD result 72%

Target: > 70%

Trend

Recent experiences: Responsiveness to individual needs and situation

Canterbury
SoPE 1.1.7b

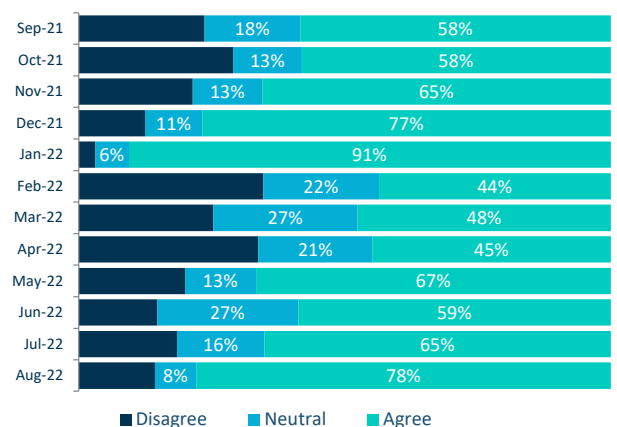


YTD result 81%

Target: > 70%

Trend

Natural Disaster Events (excl. Canterbury)
SoPE 1.2.4b



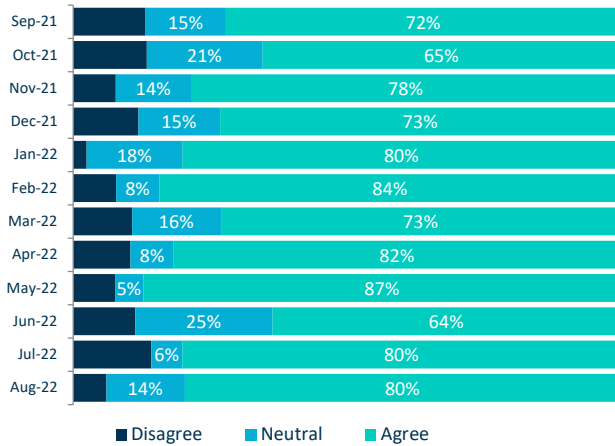
YTD result 72%

Target: > 70%

Trend

Section 5 - Customer Focus (cont.)

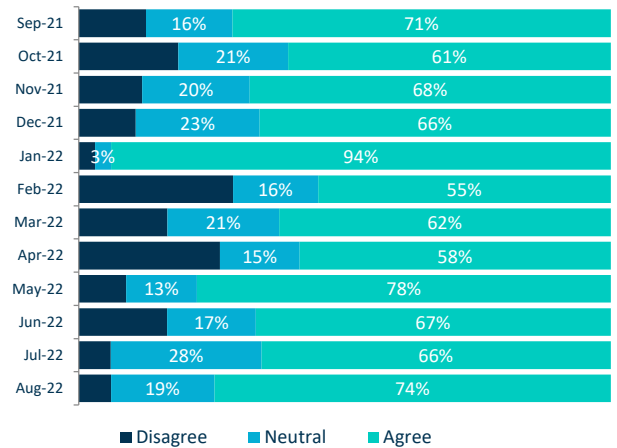
Recent experiences: Quality of communications and customer clarity on next steps

Canterbury
SoPE 1.1.7c

YTD result 80%

Target: > 70%

Trend

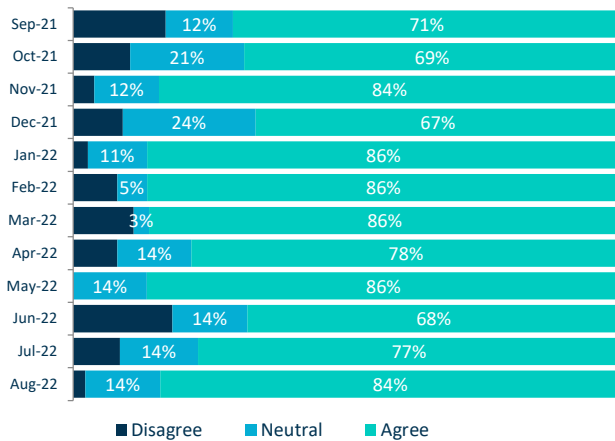
Natural Disaster Events (excl. Canterbury)
SoPE 1.2.4c

YTD result 70%

Target: > 70%

Trend

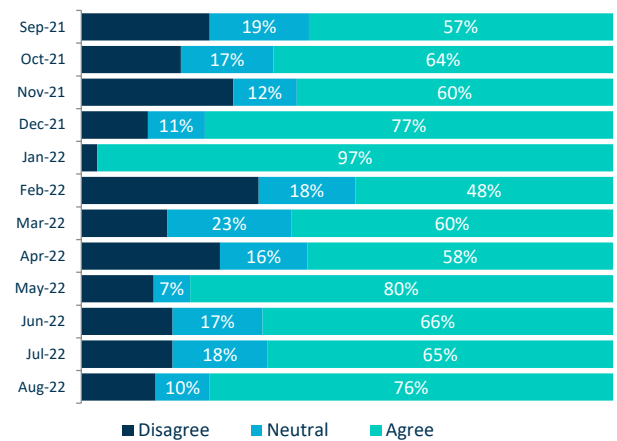
Recent experiences: Demonstrating expertise and a desire to help

Canterbury
SoPE 1.1.7d

YTD result 81%

Target: > 70%

Trend

Natural Disaster Events (excl. Canterbury)
SoPE 1.2.4d

YTD result 71%

Target: > 70%

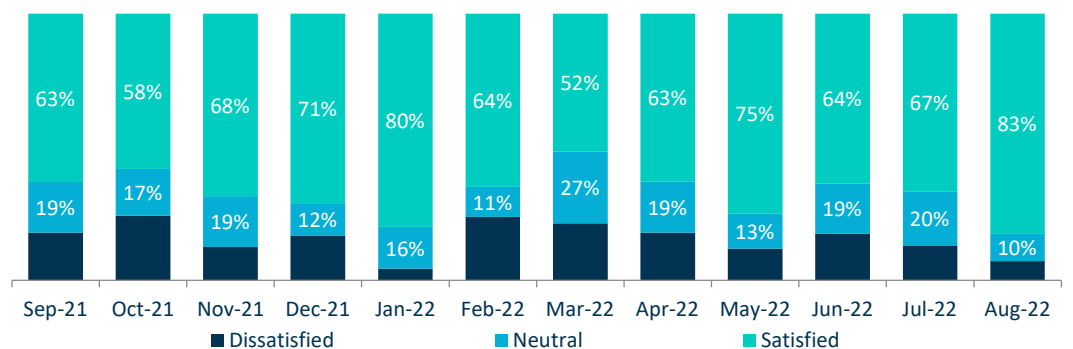
Trend

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

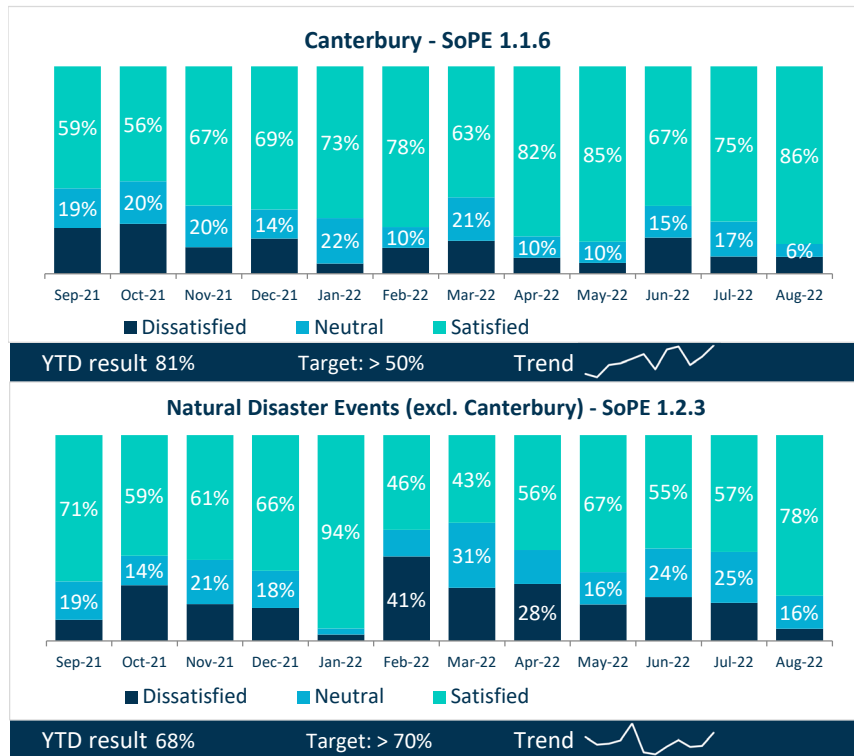


YTD result 75%

Trend

Section 5 - Customer Focus (cont.)

Overall claim experience by event response



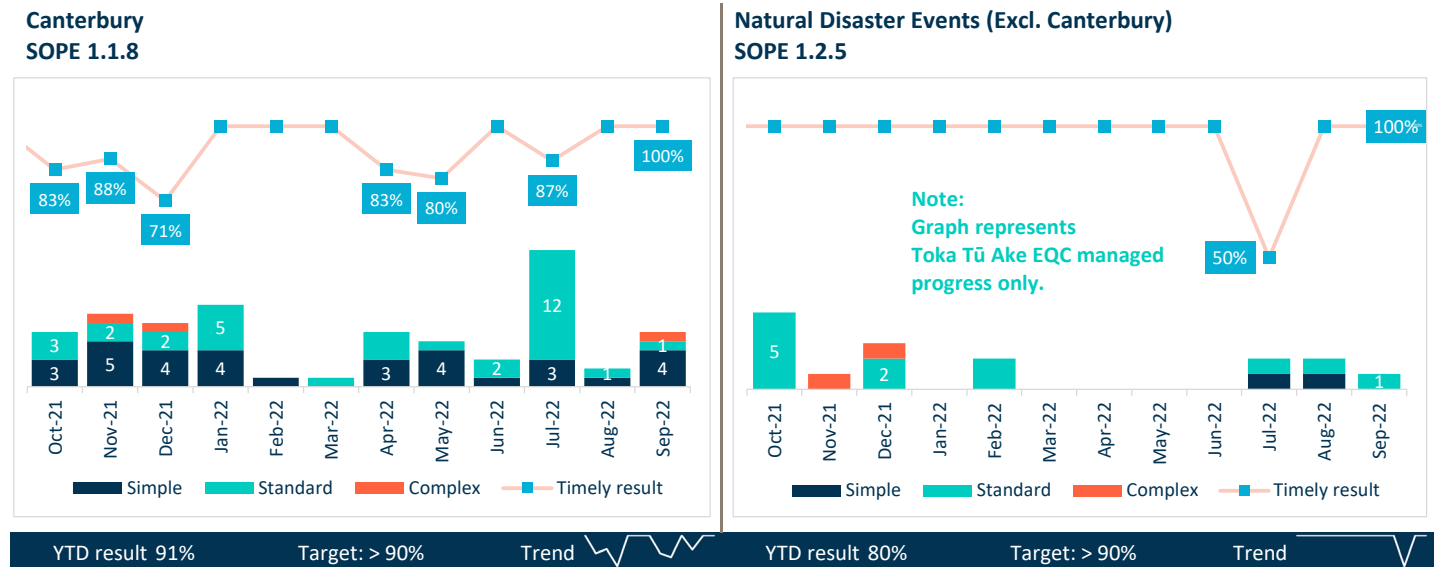
Our Canterbury customers

Across the YTD, satisfaction among our Canterbury customers with both their overall and recent experience is higher than last month. YTD results against all SoPE measures are tracking ahead of expected and performance required to meet their respective targets.

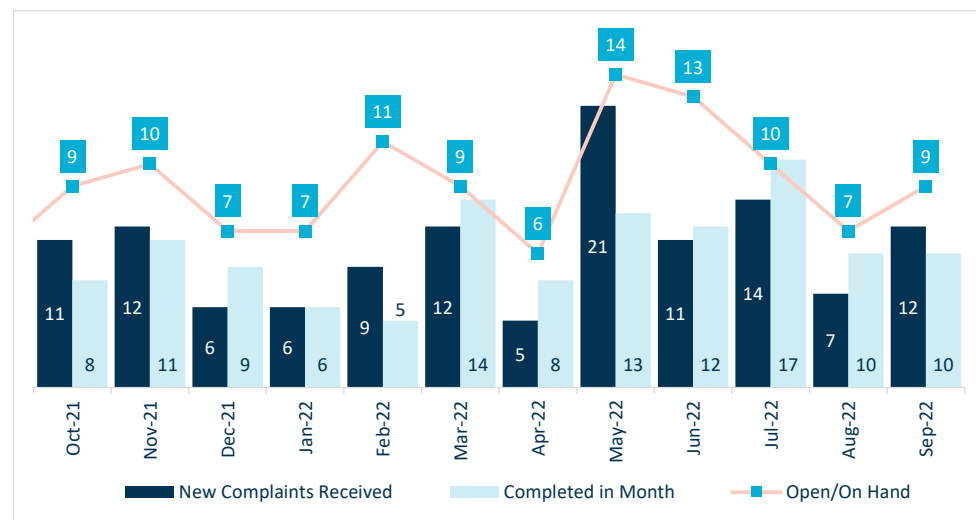
Our Natural Disaster Events (NDE) customers

Across the YTD, satisfaction among our customers impacted by other natural disaster events has bounced back after last month's initial result for FY22-23. The bounce back appears to be driven by improved perceptions of transparency and fairness, as well as responsiveness.

Timeliness of complaint resolution



Progression of customer complaints



Overall this month, we received 12 new complaints offset by the 10 resolved complaints, leaving 9 open complaints on hand at month end.

Insurer managed claims - 10 new complaints received this month and 8 resolved, leaving 6 open at month end.

Toka Tū Ake EQC managed claims - 2 new complaints received this month and 2 resolved, leaving 3 open complaints on hand at month end.

The complexity profile of our on hand complaints includes: simple (0); standard (3); and complex (0). The categorisation of these on hand complaints includes: service related (0); process related (2); and technical (1).

Section 5 - Customer Focus (cont.)

Total call, email and post volume

	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Outbound - Inbound Ratio	9:91	9:91	9:91	8:92	9:91	12:88
Grade of Service	98%	99%	99%	95%	82%	88%
Abandonment Rate	2%	1%	1%	2%	4%	2%
Roll Over No Answer	26	25	11	49	100	48
Total Calls	1,827	1,977	1,820	2,009	2,499	2,277
Total Email and Post	2,773	3,326	2,168	2,383	2,478	2,168

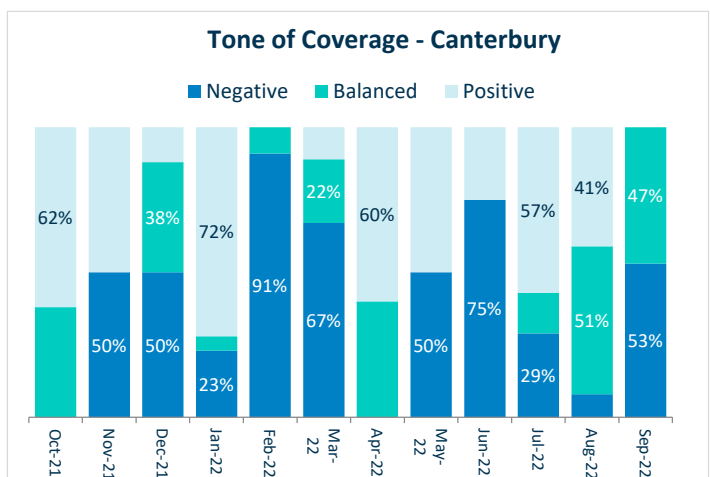
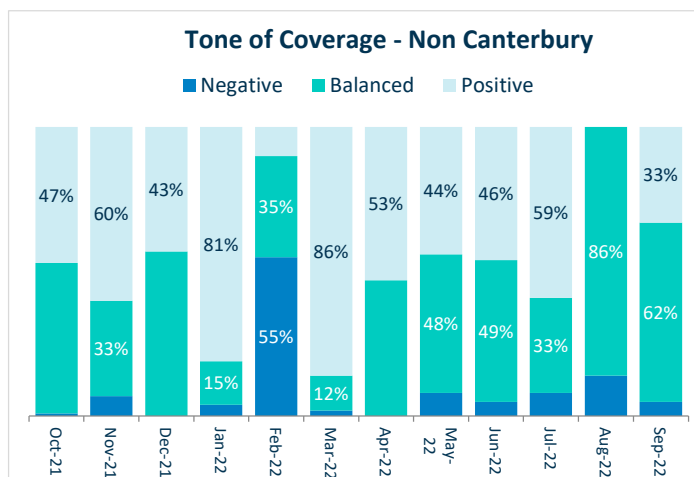
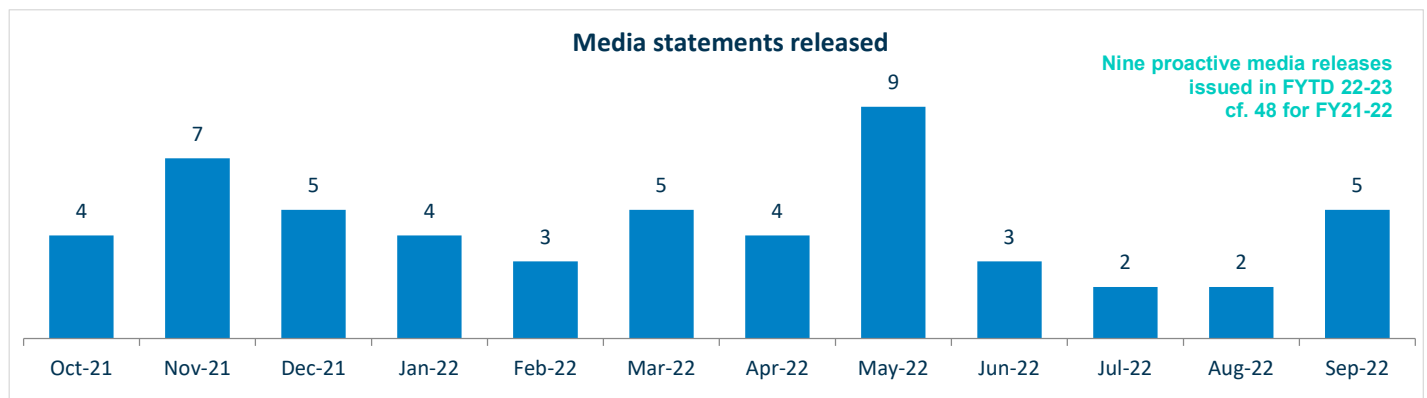
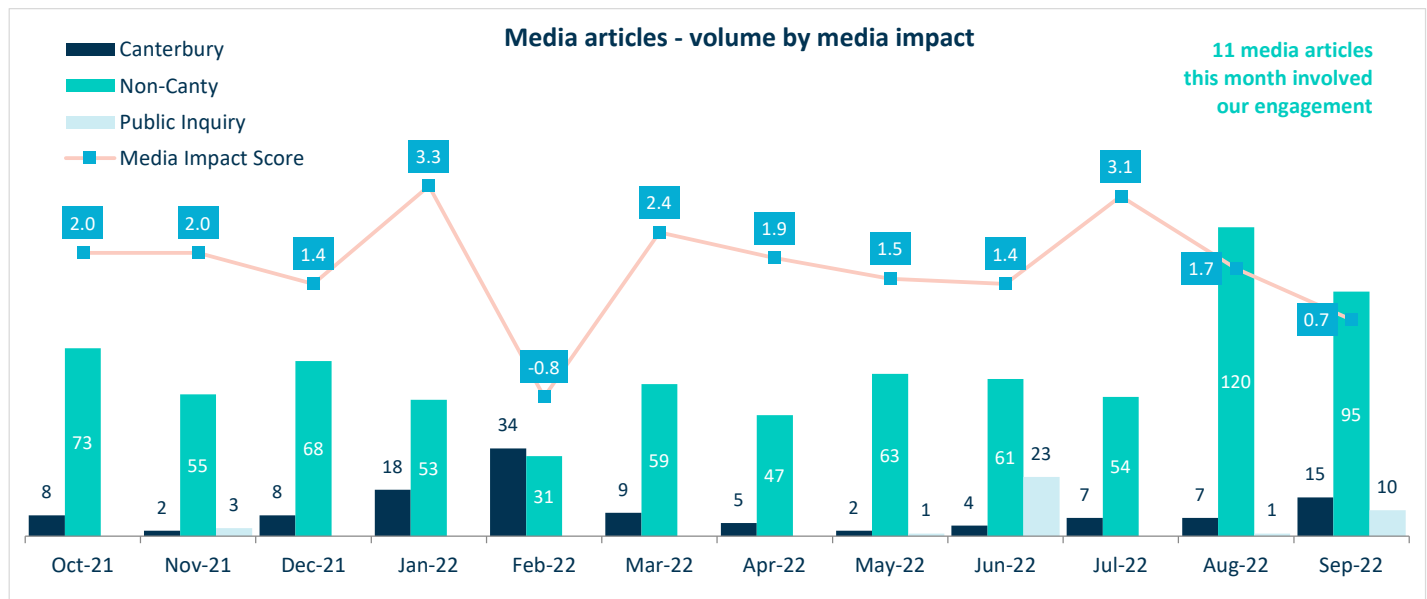
Section 6 - Media (traditional)

Across September, the volume of traditional media coverage of Toka Tū Ake EQC decreased slightly to 120 reports (cf. 128 last month). While there was a slight decrease in volume this month, the volumes over the last two months remain at their highest level in over a year.

Coverage tended to be more neutral or negative this month, with the proportion of positive and very positive reports decreasing to 26% (cf. 40% last month). The proportional shifts were reflected in a decrease in our Media Impact Score (MIS) to 0.7 (cf. 1.7 last month). Coverage involving Toka Tū Ake EQC engagement dropped this month to 9% (cf. 12% last month and 36% in July) however, our engagement continues to boost positive coverage (MIS drops to 0.2 when reports with our engagement are excluded).

Positive stories this month were driven by research and education, such as the second CRISiSLab Challenge, research into slow-slip events along the Hikurangi Subduction Zone, and a study into how earthquake early warning systems are understood and used. Much of the neutral coverage mentioned Toka Tū Ake EQC in passing in the context of government proposed state run bank deposit and income insurance schemes.

Stuff.co.nz was the leading media outlet this month. The majority of this coverage (70%) was neutral, while the remaining reports were very positive or positive. Positive Stuff.co.nz coverage discussed recent flooding and landslips, highlighting the role Toka Tū Ake EQC plays in covering peoples homes.

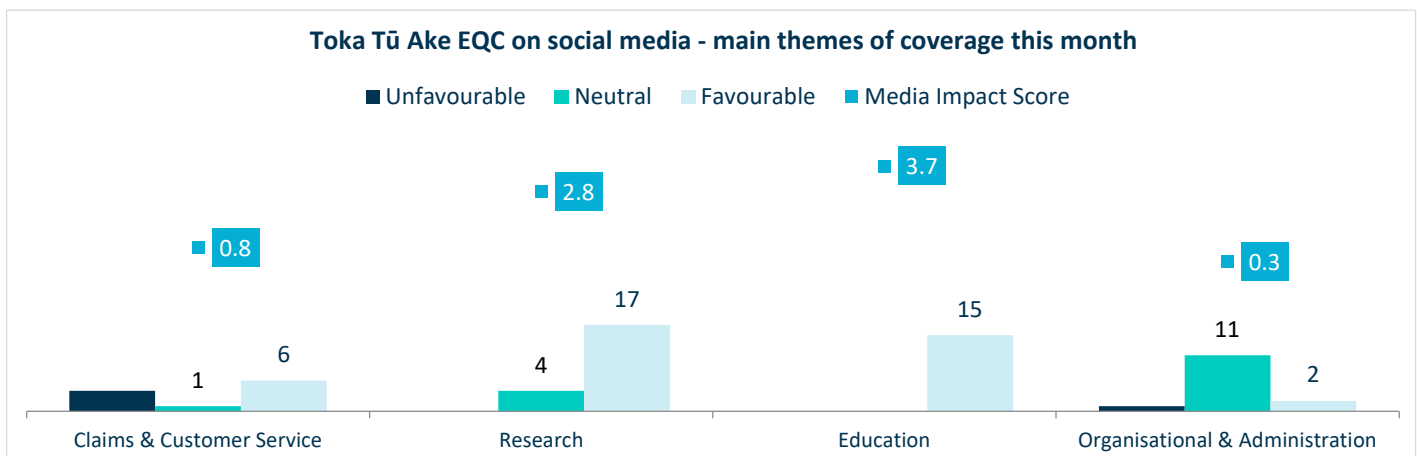
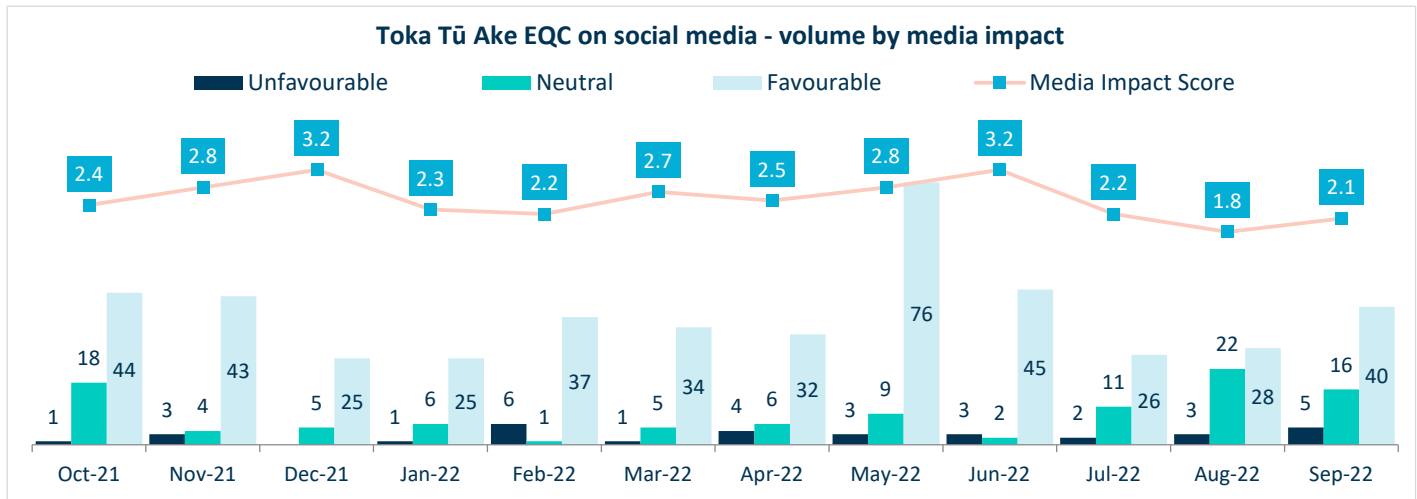


Section 6 - Media (social)

Across September, the volume of social media mentions of Toka Tū Ake EQC increased to 61 items (cf. 53 last month).

The proportion of positive coverage rose this month to 66% (cf. 53% last month). The proportional increase in positive coverage is reflected in an improved MIS, rising to 2.1 (cf. 1.8 last month). The shift in tone was largely from neutral to positive, with neutral coverage dropping to 26% (cf. 41% last month).

Proactive coverage initiated by Toka Tū Ake EQC contributed 51% of this month's social media reporting. Research and education were common themes across the month, with proactive coverage items highlighting investment and partnerships into research, such as "new research into the gap between earthquake early warning systems and how they are used by the communities they are trying to protect" (@EQCNZ, 7 September). Conversely, negative coverage largely discussed Toka Tū Ake EQC levy changes for those in low risk areas.



Proactive coverage of research and education related items have shaped this month's leading messages. The leading messages this month were *Works to reduce/ manage the impact of natural disasters on people and property* (19 items) and *Helps communities to better understand the risk of natural disasters* (18 items).

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.

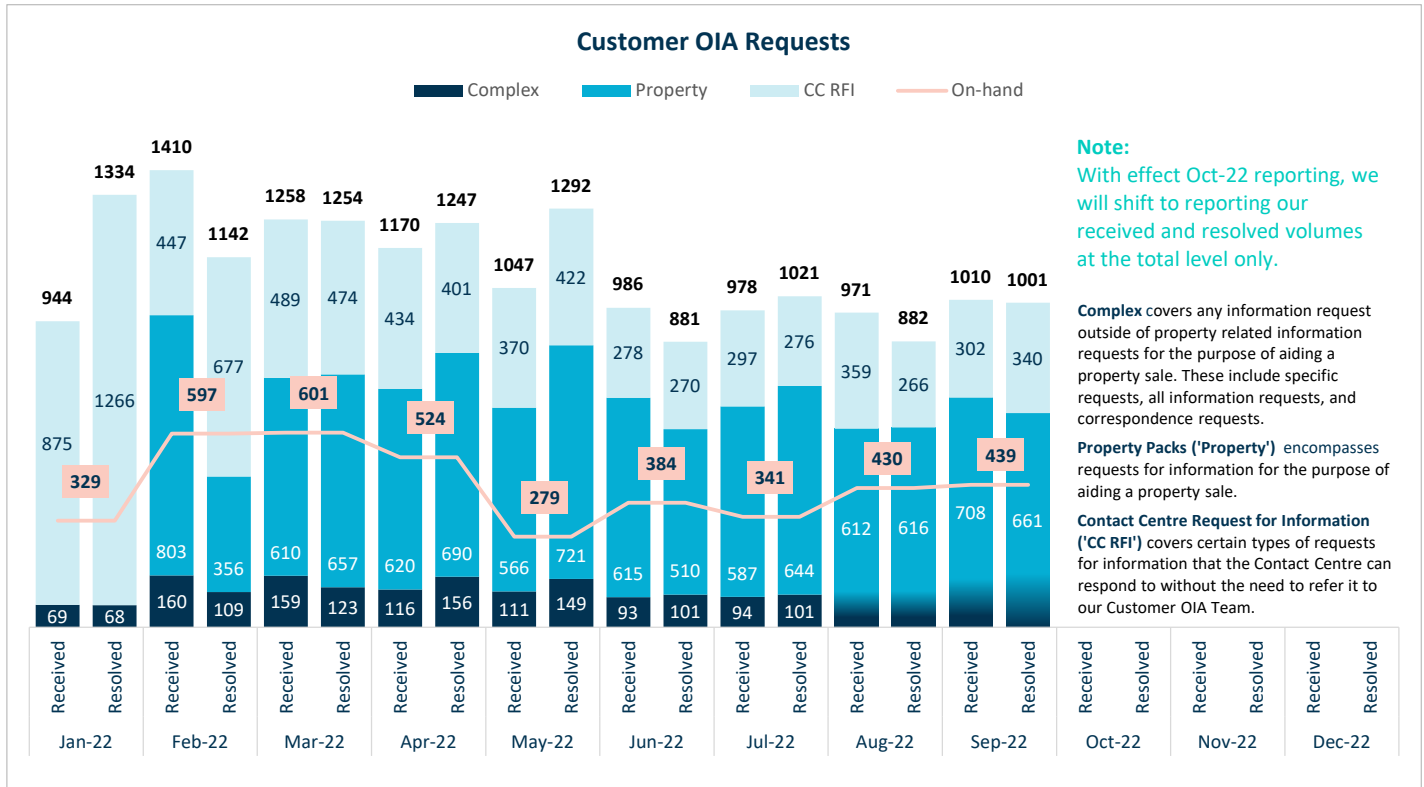
The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the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

As reported last month, reporting on customer requests for information 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 chart below this workstream is referred to as 'CC RFIs'.

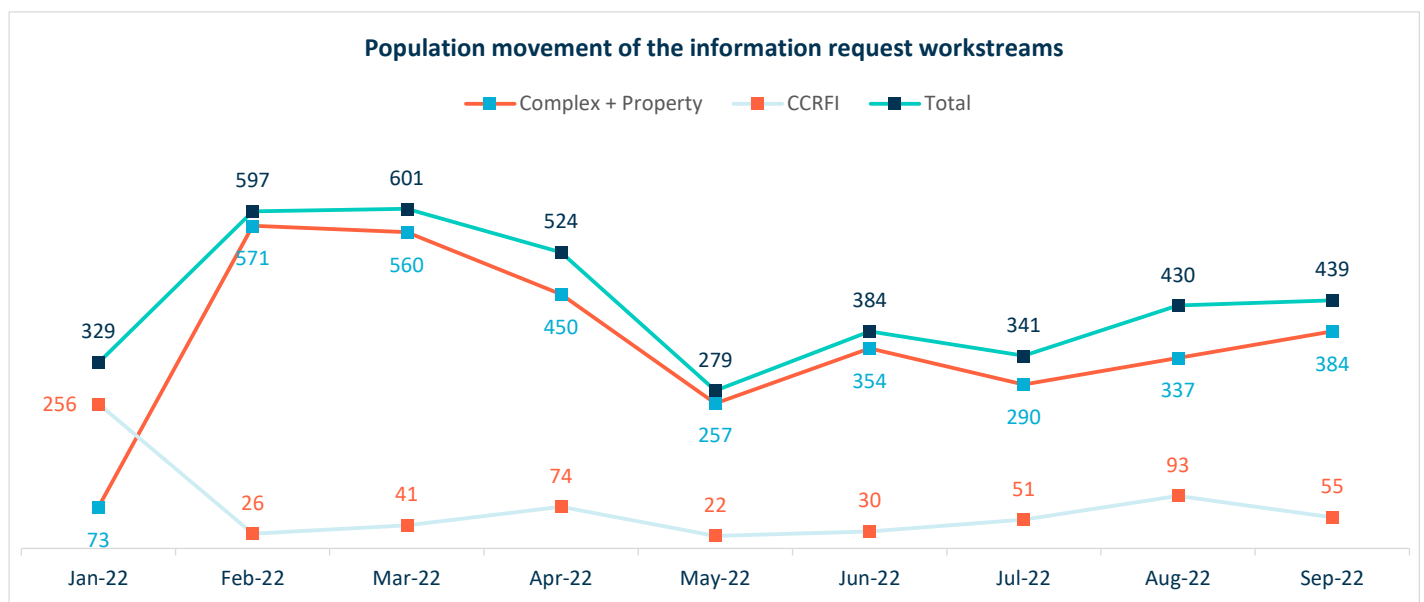
From next month onwards we will be reporting received and resolved volumes at the total level and moving away from reporting volumes at a workstream level.



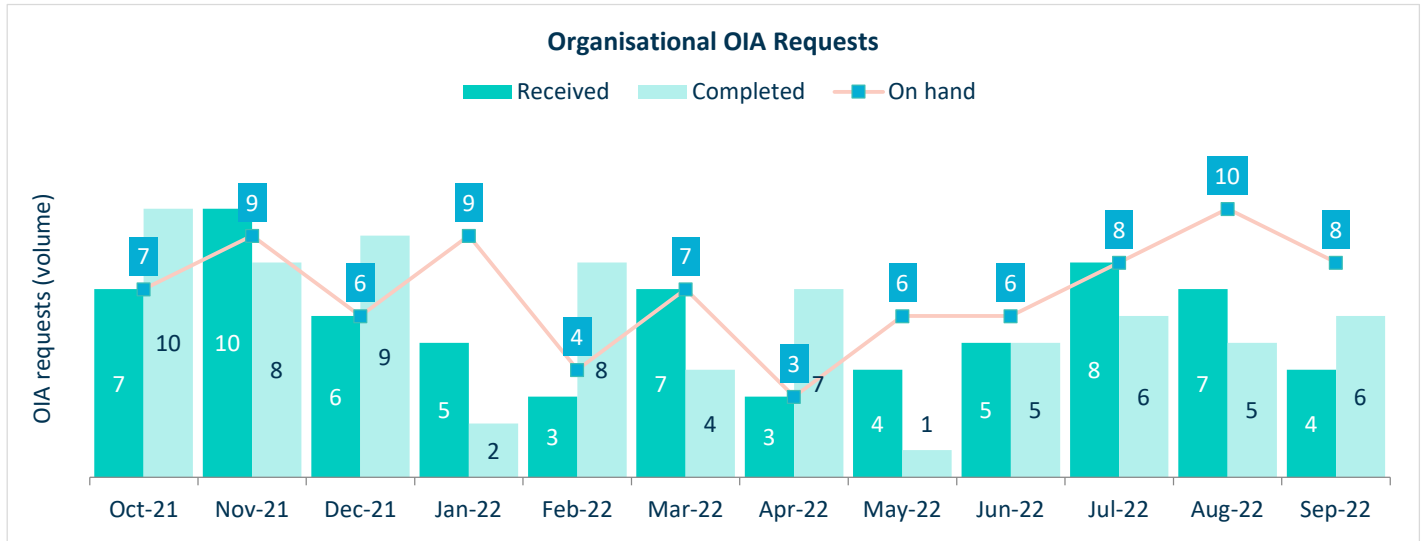
This month, our Customer OIA Team received 1,010 new OIA requests, comprised of 708 (complex and property requests) and 302 CC RFI information requests (cf. 971, 612 (complex and property) and 359 CC RFI). Coupled with the 430 requests on hand from last month and resolution of 1,001 requests this month (661 (complex and property) and 340 CC RFIs), we have 439 requests on hand at month end.

From next month onwards we'll be moving away from reporting our volumes at the workstream level to reporting volumes at the total level.

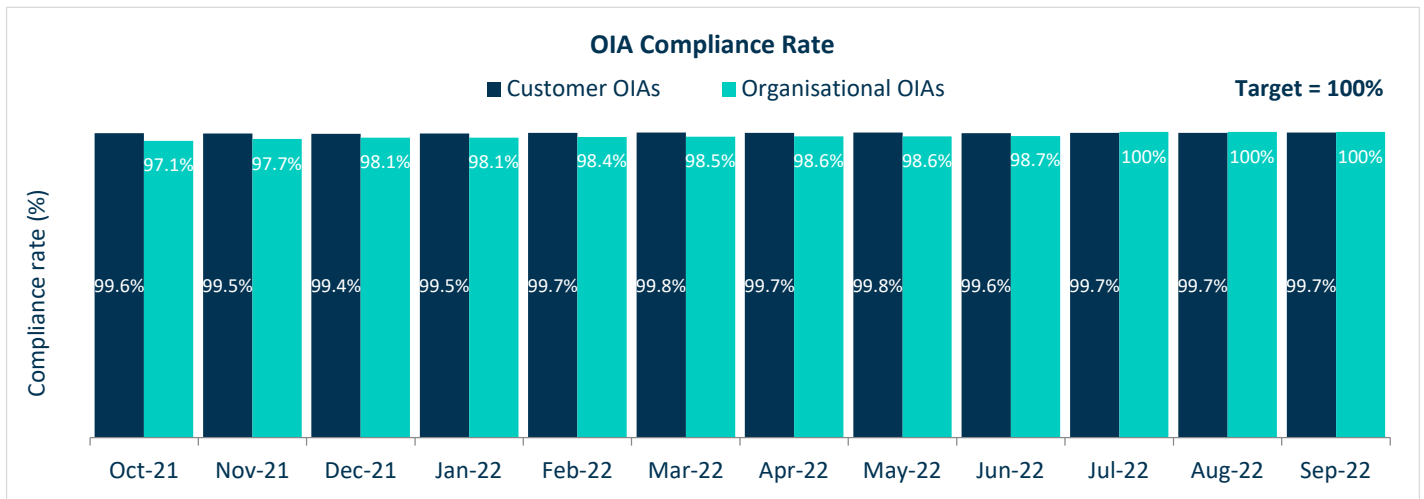
The chart below shows the month on month population movement of the three customer information request



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



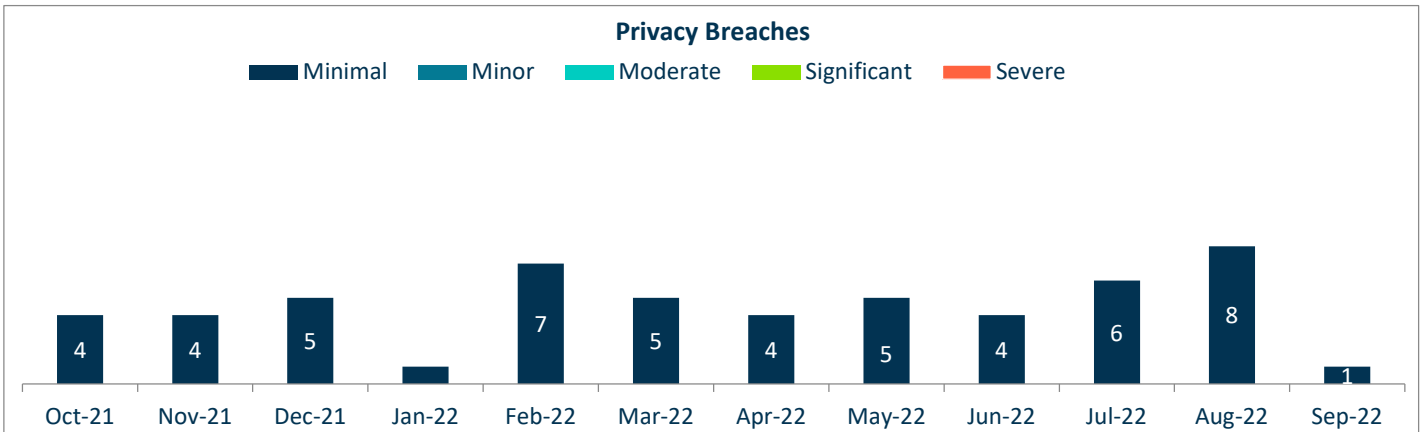
This month, our Government Relations Team received 4 new high level OIA requests (cf. 7 in Aug-22). Coupled with the 10 requests on hand from last month and 6 completed requests this month, the team have 8 requests on hand at month end.



This month our Customer OIA Team achieved a 99.7% compliance rate, with YTD compliance for the team rising slightly to 99.8%. During the same period, our Government Relations Team achieved a 100% compliance rate, with YTD compliance for the team unchanged at 100%.

Section 8 - Data Protection

One privacy breach (vs. 8 in Aug-22), rated as being of minimal severity, was recorded by the Risk and Compliance Team this month. The reported breach was assessed against the Government Chief Privacy Officer (GCPO) categorisation system and no serious harm appears to have arisen as it is considered contained.



Privacy breaches

The single breach reported this month relates to 'Incorrect document content'. This breach is 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'.

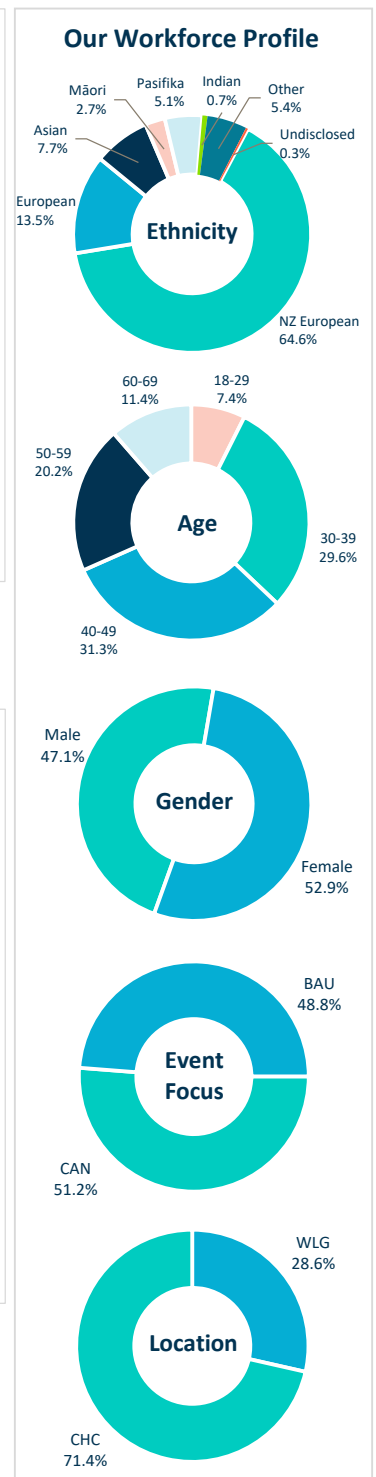
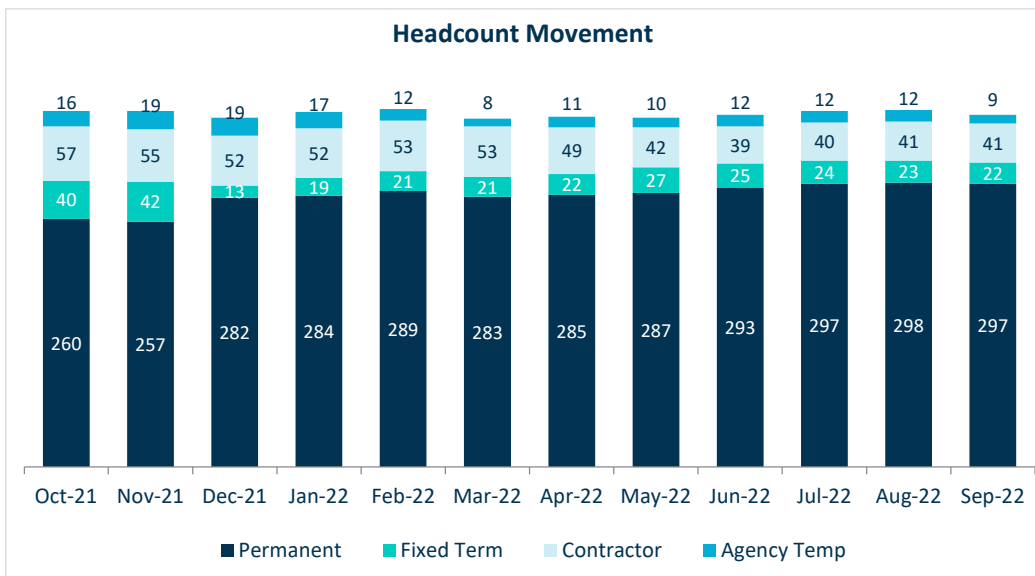
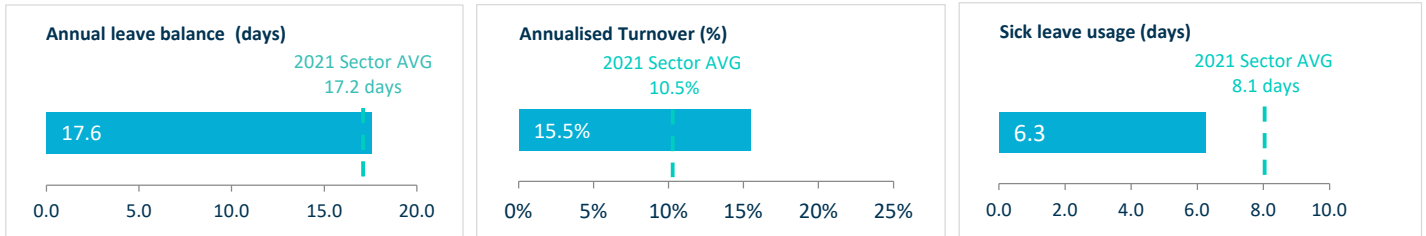
Below is an explanation of each rating:

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.

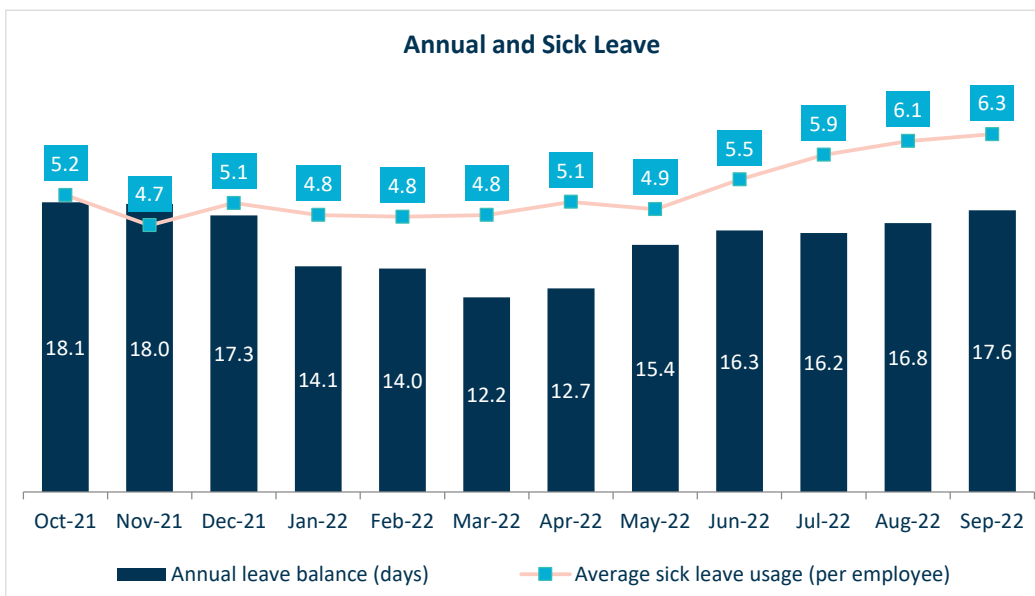
Section 9 - Our People

Across September, our permanent workforce headcount decreased by 1, while our temporary headcount also decreased by 1. During this period, our average annual leave balance rose to 17.6 days (cf. 16.8 in Aug-22), and is now slightly above the 2021 Public Sector average ('sector average') of 17.2 days. Average sick leave usage rose slightly from last month by 0.2 days to 6.3 days, remaining below the sector average of 8.1 days. Meanwhile, annualised turnover ('voluntary turnover') dropped to 15.5% (cf. 16% in Jul-22), remaining above the sector average of 10.5%.

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



Over the month, our permanent employee population has decreased by one while our temporary employee population decreased by one.



As reported above, our average annual leave balance rose to 17.6 days (cf. 16.8 at EOM Aug-22), which is now slightly above the sector average of 17.2 days.

In the same period, average sick leave increased from last month by 0.2 days to 6.3 days against a sector average of 8.1 days.