

The foundation from which  
we stand strong, together

**Toka:** (noun) rock, large stone, boulder

**Tū:** (verb) to stand, take place, set in place, establish

**Ake:** (particle) to raise upwards



**EQC Toka Tū Ake 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.

## Our dashboard explained

Our dashboard provides a monthly snapshot of EQC Toka Tū Ake progress across its operational spectrum as well as how we are tracking in relation to the performance measures in our *Statement of Performance Expectations 2023-24*.

Below is a summary of each section.

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

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 2023-2024* 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-2023-2024/>

### Section 2 - Canterbury\* (Output 1.1)

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury') including claims EQC Toka Tū Ake is managing on behalf of Southern Response. 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, complexity, and 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).

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

### 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 - Claims relating to natural hazard events (excluding Canterbury & Kaikōura) (Outputs 1.2 and 1.3)

This section covers all claims to the scheme that are not related to the 2010-11 Canterbury earthquake sequence and the 2016 Kaikōura earthquake. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have settled in the month (resolved), and how many remain open (on hand). The measures in this section address the timeliness, quality and cost of claims resolution for all other events.

There are two output classes in this section for this financial year. Output class 1.2 excludes claims relating to the Upper North Island weather events of January and February 2023, which are reported separately under Output class 1.3.

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)

Section 3 includes reporting, at an aggregate level, of claims managed by our private insurer partners under the NDRM from 30 June 2021 onwards. Under the NDRM, homeowners now lodge their disaster claim directly with our insurer partners who manage the settlement process on behalf of EQC Toka Tū Ake ('Insurer Managed').

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

### Section 4 - Resilience (Outputs 2.1 and 2.2)

This section monitors progression of the EQC Toka Tū Ake contribution to reducing risk and building resilience to natural hazards in New Zealand through collaboration and sharing information with New Zealanders and other agencies.

Output 2.1 focuses on how well our resilience programme is facilitating improved analysis and public understanding of natural hazard risk. Output 2.2 is focused on innovating through technology to enhance loss modelling and public understanding of natural hazard risk.

To measure the quality of information we provide, we seek feedback to understand its value to our stakeholders. We also measure the impact activities have on the number of New Zealanders who are taking action to prepare for natural hazard events. 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 perception 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 occurs on a quarterly basis.

### Section 5 - Homeowner Focus (subsets of Outputs 1.1-3)

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

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

The large majority\*\* of homeowner satisfaction surveys are conducted on our behalf by InMoment, who survey homeowners on our behalf every fortnight.

## Our dashboard explained (cont.)

### Section 5 - Homeowner Focus (subsets of Outputs 1.1-3) cont.

Homeowner satisfaction results are now reported by month the homeowner was surveyed, previously reporting was based on month claim closed ie. there is now no lag in our reporting on homeowner satisfaction results as was the case in previous financial years.

This section also summarises the volume of customer contacts through our primary channels of phone, email or post and customer satisfaction with the service provided by our Contact Centre.

\*\*We also survey homeowners involved in our Government on-sold support package. Our survey agent for this is Verian (formerly Kantar Public).

### Section 6 - Media

This section monitors the volume and sentiment of EQC Toka Tū Ake media coverage and what's driving that coverage. We also report on the sentiment of coverage across four themes: Natural Hazards; Insurance; Readiness; and Risk Reduction and Resilience. Social media reporting will eventually be reintroduced in this financial year.

### 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 Toka Tū Ake and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

This section also provides a visibility each month of any notices of investigation into a complaint received by the Ombudsman as well as visibility of the volume of requests received to draft a response for the Minister's Office.

### Section 8 - Data Protection

This section provides a monthly update on EQC Toka Tū Ake 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 the EQC Toka Tū Ake 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.

### Sequence of footnotes (why do some footnotes appear to be missing?)

The footnotes included in our dashboard, and the numbering of these, are taken directly from our *Statement of Performance Expectations 2023-2024* (SOPE 2023-2024) to ensure our dashboard is aligned to SOPE 2023-2024. There are some footnotes contained within our SOPE 2023-2024 that are not relevant to our dashboard and are therefore not included. For example, this applies to footnotes 1-4, which is why the footnote numbering begins from 5 onwards.

### Is there any information we exclude from the dashboard before we make it publicly available?

Yes there is. Before the dashboard is made publicly available we exclude a section on Kaikōura. This section is excluded due to commercially sensitive insurer data.

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

## Output One - Recovery after an event

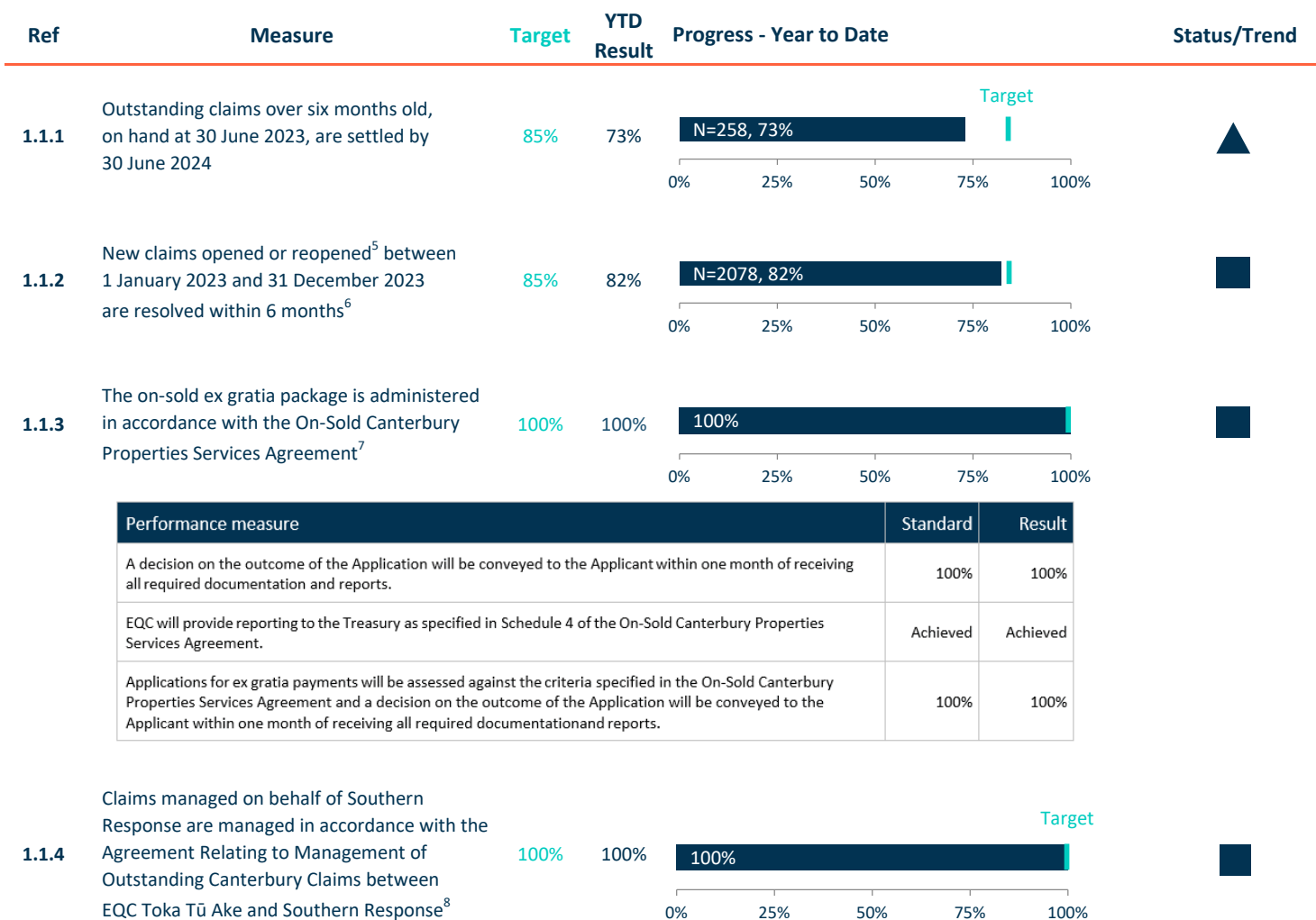
## Output 1.1: Settlement of the 2010-11 Canterbury earthquake sequence claims

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

The measures in this output class are a continuation from the 2022-2023 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 homeowner 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 homeowner focus measures look at a homeowner's recent experience to test the effectiveness of our continuous improvement initiatives.

## Performance measures | Timeliness



<sup>5</sup>The open claim has been settled (closed) from the perspective of the home owner and/or EQC Toka Tū Ake. An open claim may be classified as settled where the homeowner 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 Toka Tū Ake needs to have triaged the request and accepted the possibility of further activity being required.

<sup>6</sup>Does not include claims in litigation or where a homeowner appoints a third party to represent them.

<sup>7</sup>This agreement between the Crown and EQC Toka Tū Ake records the terms and conditions on which EQC Toka Tū Ake administers the government policy that allows homeowners of on-sold over-cap properties in Canterbury to receive an ex gratia payment from the Crown towards the cost of having their homes repaired.

<sup>8</sup>This outlines the agency mandate, terms and principles for EQC Toka Tū Ake settling claims as an agent for Southern Response.

## Key:



Result not available for the month



Performance trend increase when compared to last month



Performance trend decrease when compared to last month

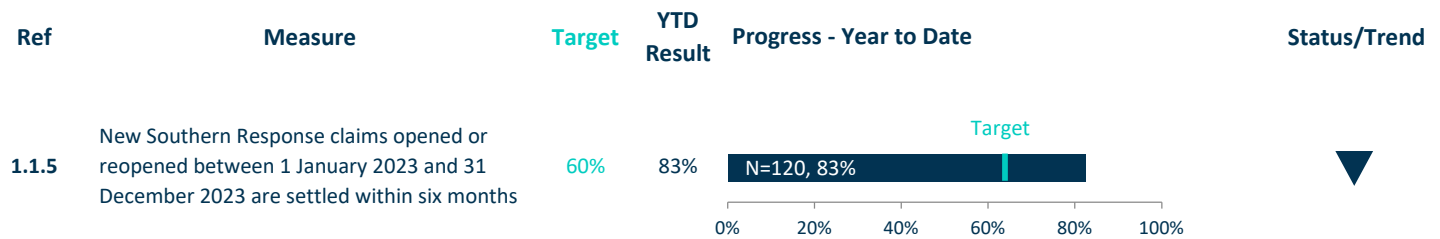


No change in performance trend

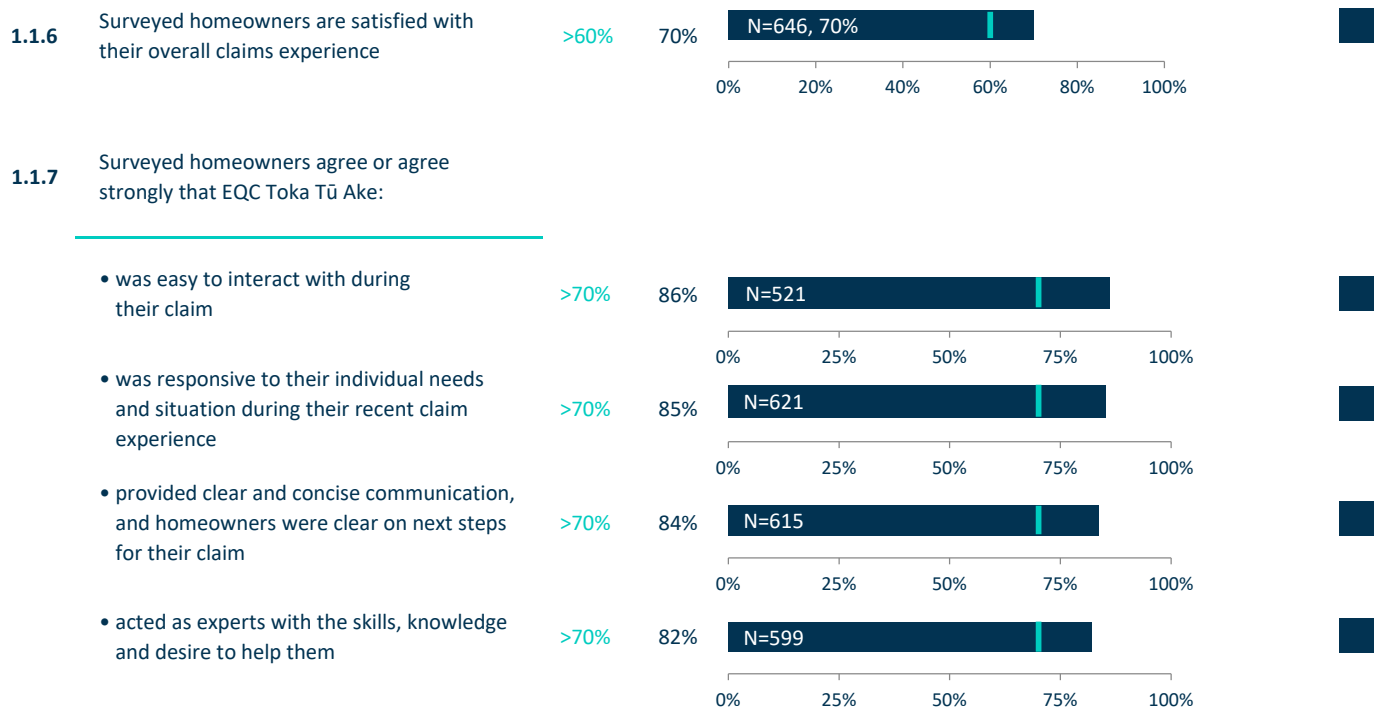
## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

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

## Performance measures | Timeliness

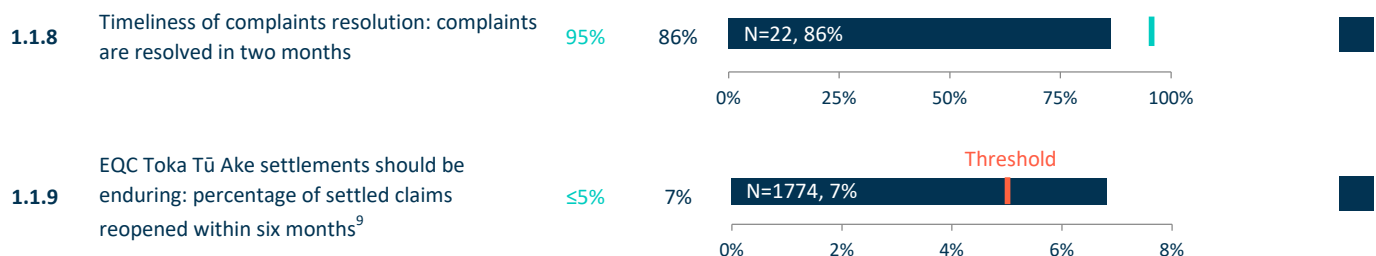


## Performance measures | Homeowner focus



## Commentary relating to SoPE measures 1.1.6 and 1.1.7

**Note:** Results are based on the month the homeowner was surveyed (previously results were based on month claim closed).



<sup>9</sup>This will not include claims re-opened for administrative purposes (such as for making a payment or insurer facilitation).



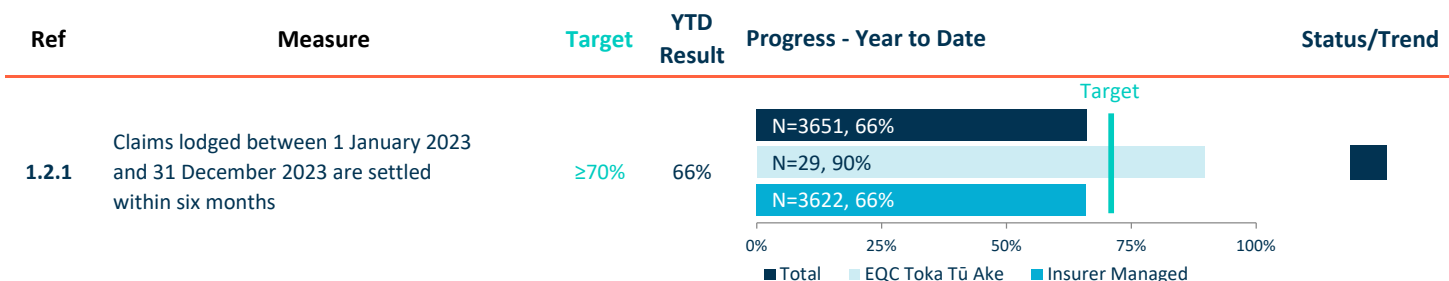
## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output 1.2: Claims relating to natural hazard events (excluding 2010-11 CES &amp; Upper North Island weather events: Jan-Feb-23)

**Output 1.2** is focused on claims to the scheme that occurred after the 2010-2011 Canterbury earthquake sequence. These measures address the timeliness, quality and cost of claims resolution for all other events, including claims management services provided by private insurers under the NDRM from 30 June 2021 onwards.

They exclude claims relating to the Upper North Island weather events of January and February 2023, which are included in output 1.3.

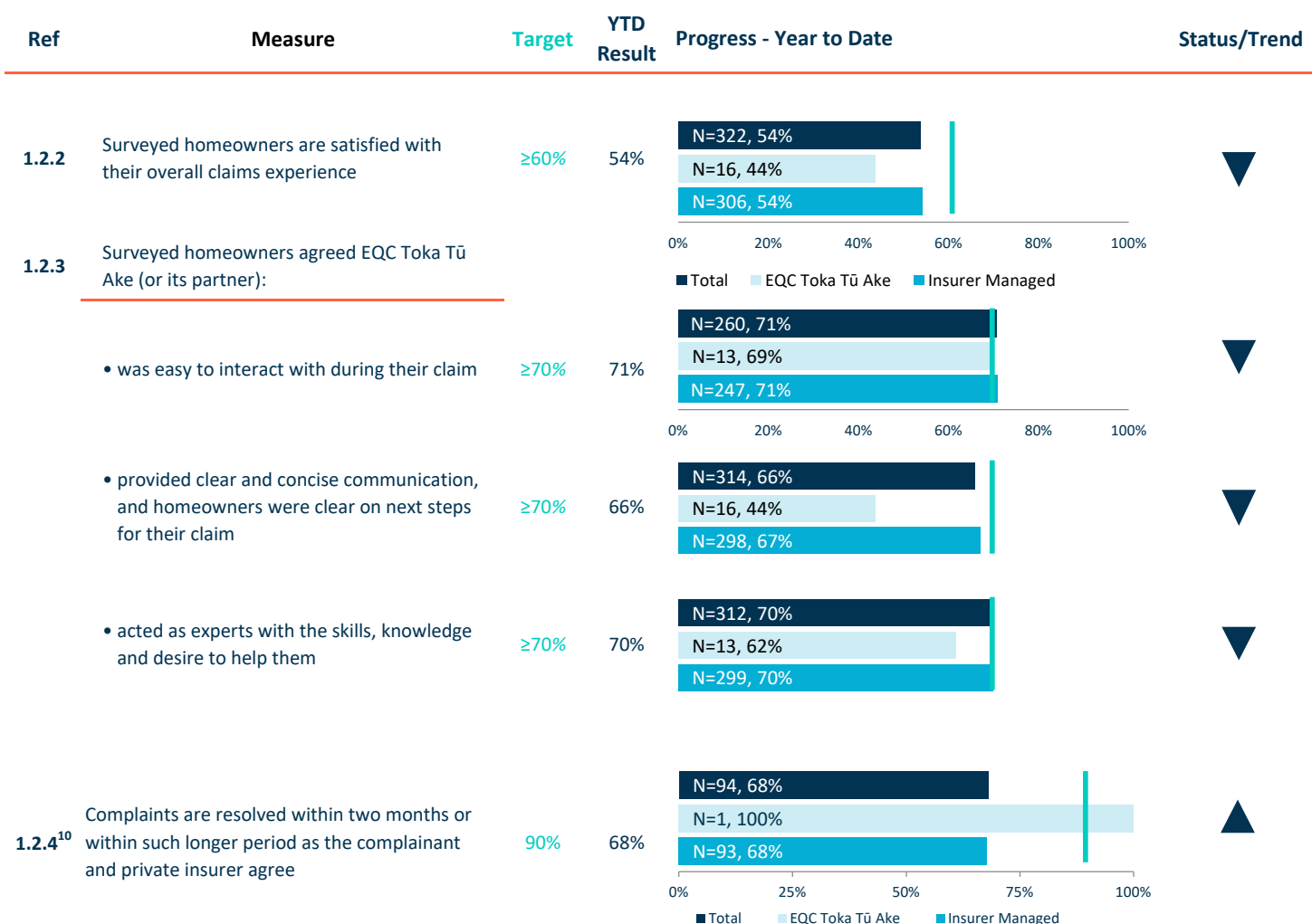
## Output 1.2: Performance measures | Timeliness



## Commentary relating to SoPE measure 1.2.1

**Explanatory note:** Performance for this measure is based on the final result as at 30 June 2024. Monthly results provide an indication of whether or not EQC Toka Tū Ake and our insurer partners are tracking in line with the trajectory expected to achieve the target for this measure by 30 June 2024.

## Output 1.2 | Performance measures | Homeowner focus



## Commentary relating to SoPE measure 1.2.4

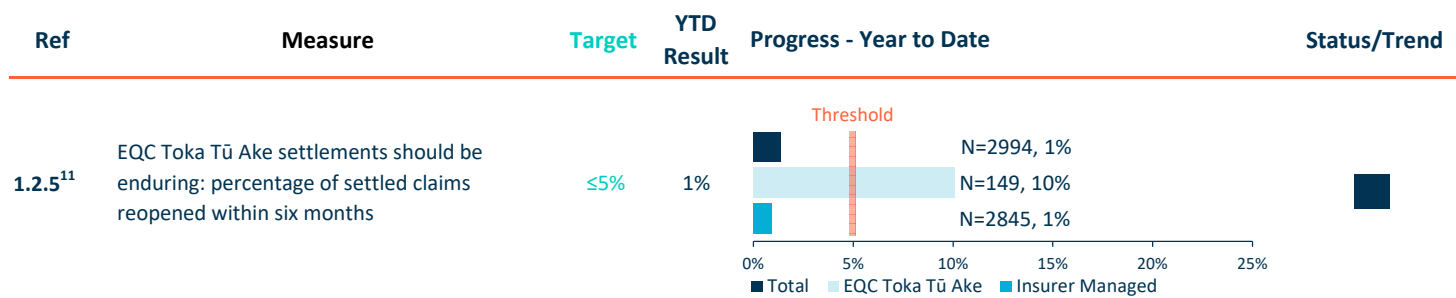
EQC Toka Tū Ake are working with private insurers to understand the timeframes that have been agreed with a complainant over a longer period of two months.

<sup>10</sup>Excludes complaints that fall into the external dispute resolution process to align with Fair Insurance Code terminology.

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

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

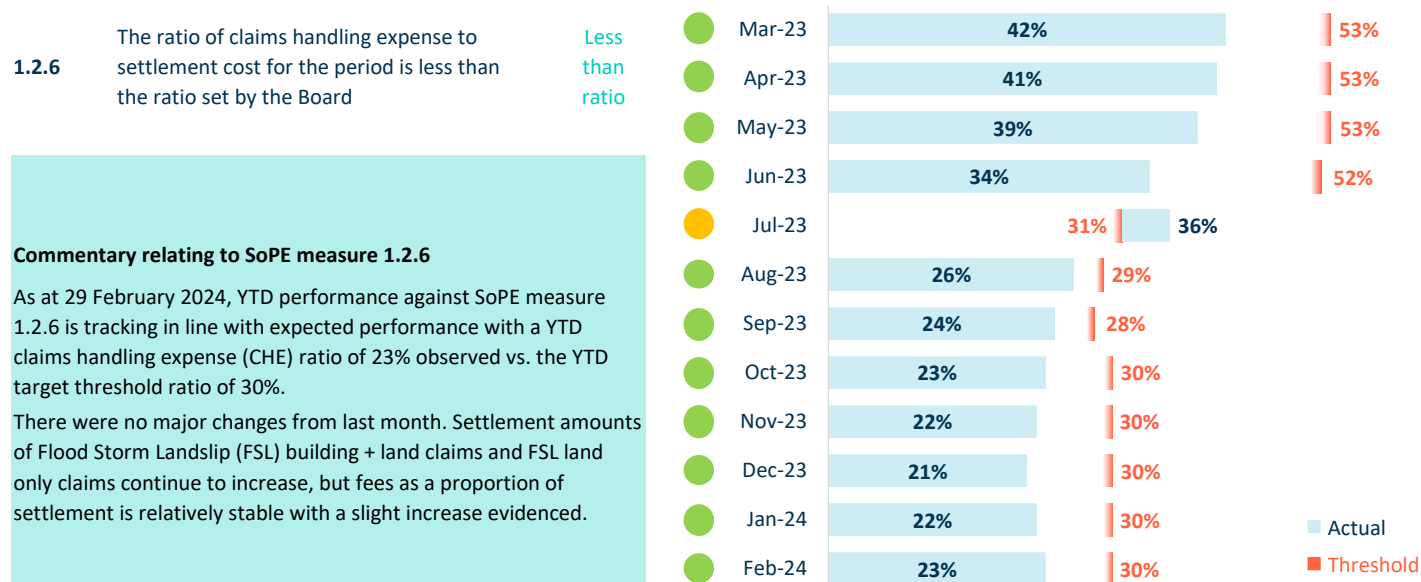
## Output 1.2 | Performance measures | Homeowner focus (cont.)



## Commentary relating to SoPE measure 1.2.5

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

## Output 1.2 | Performance measures | Quantity



## Commentary relating to SoPE measure 1.2.6

As at 29 February 2024, YTD performance against SoPE measure 1.2.6 is tracking in line with expected performance with a YTD claims handling expense (CHE) ratio of 23% observed vs. the YTD target threshold ratio of 30%.

There were no major changes from last month. Settlement amounts of Flood Storm Landslip (FSL) building + land claims and FSL land only claims continue to increase, but fees as a proportion of settlement is relatively stable with a slight increase evidenced.

## Notes

- This measure is specific to claims managed by our insurer partners under the Natural Disaster Response Model (NDRM), which commenced on 1 July 2021.
- The threshold is recalibrated each month.
- The methodology used to calculate this measure was approved by the Board on 12 May 2021.

<sup>11</sup>Measure excludes administrative reopens.

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

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

## Output 1.3 - Claims relating to Upper North Island weather events: January - February 2023

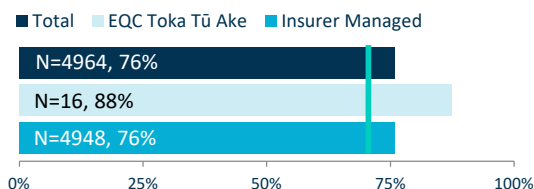
We have introduced a new measure for the response to the impacts of severe weather events in the Upper North Island (including the Auckland Anniversary Weekend floods in January 2023 and Cyclone Gabrielle in February 2023). This measure reflects the increased complexity and timeframe to resolve many of the claims where there is significant land damage.

## Output 1.3 | Performance measures | Timeliness

- 1.3.1** Claims lodged between 1 January 2023 and 30 June 2023 are settled within 12 months

≥70%

76%



## Commentary relating to SoPE measure 1.3.1

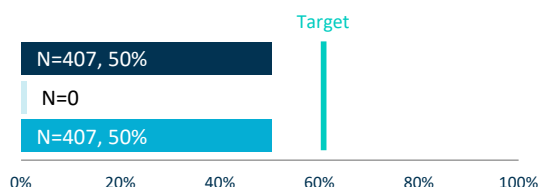
We have now shifted from reporting an indicative to an actual YTD result. Now that 12 months have elapsed since January and February 2023, we're able to report on settlement performance for claims lodged during January-February (N=4,964). Our indicative reporting up to this point shows that we've got 2,451 claims 'in progress' that will eventually come into scope for this measure and, of that population, we've settled 74%.

## Output 1.3 | Performance measures | Homeowner focus

- 1.3.2** Surveyed homeowners are satisfied with their overall claims experience

≥60%

50%

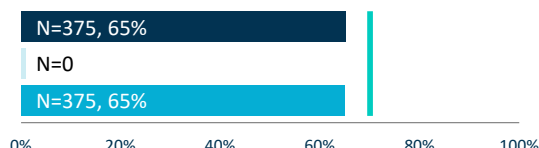


- 1.3.3** Surveyed homeowners agreed EQC Toka Tū Ake (or its partner):

- were easy to interact with during their claim

≥70%

65%



- provided clear and concise communication and homeowners were clear on next steps for their claim

≥70%

54%



- acted as experts with the skills, knowledge and desire to help them

≥70%

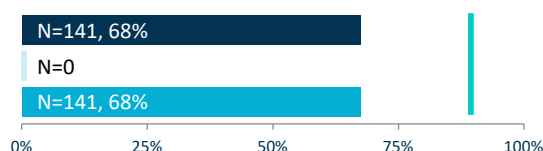
64%



- 1.3.4<sup>12</sup>** Complaints are resolved within two months or within such longer period as the complainant and private insurer agree

90%

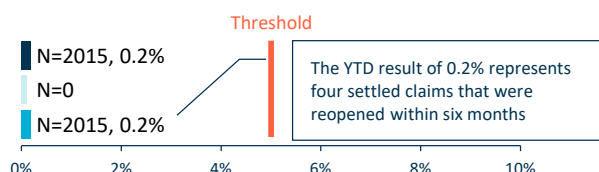
68%



- 1.3.5<sup>13</sup>** EQC Toka Tū Ake settlements should be enduring: percentage of settled claims reopened within six months

≤5%

0.2%



<sup>12</sup>Excludes complaints that fall into the external dispute resolution process to align with Fair Insurance Code terminology.

<sup>13</sup>Measure excludes administrative reopenings.



## 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 inform and enable choices and decisions that reduce the vulnerability and exposure of New Zealanders to natural hazards. We will also prepare for the changes to our resilience functions under the NHI Act.

## Output 2.1 | Performance measures | Quality

Ref	Measure	Target	YTD Result	Progress - Year to Date				Status/Trend
2.1.1	Percentage of stakeholders <sup>15</sup> surveyed <sup>16</sup> agree or strongly agree that the outputs of the investment by EQC Toka Tū Ake in research are: <ul style="list-style-type: none"><li>• of good or excellent quality</li><li>• relevant and focussed on the outcomes of the Resilience Strategy<sup>14</sup></li></ul>	>75%	<div><div></div><div></div></div>	<div><div></div><div>Target</div></div>				Annual measure
	2.1.2	Percentage of stakeholders surveyed agree or strongly agree that EQC Toka Tū Ake: <ul style="list-style-type: none"><li>• is contributing to driving progress in resilience to natural hazards</li><li>• is an engaged and supportive partner</li></ul>	>75%	<div><div></div><div></div></div>	<div><div></div><div>Target</div></div>			
<div>0%25%50%75%100%</div>								
2.1.3	Percentage of the public surveyed <sup>17</sup> who say:							
	<ul style="list-style-type: none"><li>• they thought about potential risks of natural hazards when buying or looking to buy a property</li></ul>	>75%	89%	<b>Q1 result</b> 89% N=212	<b>Q2 result</b> 89% N=194	<b>Q3 result</b> 00% N=000	<b>Q4 result</b> 00% N=000	▲
	<ul style="list-style-type: none"><li>• they are aware they can take action to make their homes safer and stronger for hazard events</li></ul>	>60%	72%	<b>Q1 result</b> 72% N=1005	<b>Q2 result</b> 72% N=1,006	<b>Q3 result</b> 00% N=0000	<b>Q4 result</b> 00% N=0000	Measured quarterly, next result due Mar-24
	<ul style="list-style-type: none"><li>• where possible, they have taken action as homeowners on any of the six key preparedness actions<sup>18</sup> promoted by EQC Toka Tū Ake<sup>19</sup></li></ul>	>55%	60%	<b>Q1 result</b> 61% N=596	<b>Q2 result</b> 59% N=641	<b>Q3 result</b> 00% N=000	<b>Q4 result</b> 00% N=000	▼
2.1.4	Number of formal, evidence-based submissions made on relevant (natural hazard risk) policies, plans, or initiatives or local government statutory plans. Reviewer commentary that submissions are: <ul style="list-style-type: none"><li>• of good quality</li><li>• on matters relevant to natural hazard risk reduction</li></ul>	5	<div><div></div></div>	<div><div></div></div>				Annual measure
<div>05101520</div>								

<sup>14</sup><https://www.eqc.govt.nz/assets/Publications-Resources/Resilience-and-Research-Publications-/EQC-Resilience-Strategy-2019-2029.pdf>

<sup>15</sup>Stakeholders include central government, local government, science and research, insurance industry and design, planning, and construction professionals.


<sup>16</sup>Quantitative surveys are undertaken by Research First Ltd, an independent organisation.

<sup>17</sup>Quantitative surveys are undertaken by A C Neilsen, an independent organisation.

<sup>18</sup>The key preparedness actions are: secure tall furniture, secure hot water cylinder, remove or replace hazardous chimneys, secure foundations, know how to turn off mains gas, and know how to turn off mains water.

<sup>19</sup>This action measure is calculated by summing the count of people who said 'yes' to each of the six actions, divided by the sum of the count of eligible people who answered for each action (excludes those who said not applicable).

## Key:



 Result not available for the month

## 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 - Year to Date	Status/Trend
2.2.1	Deliver the following milestones for loss modelling: <ul style="list-style-type: none"> <li>Implement new earthquake fragility models in PRUE<sup>20</sup></li> <li>Deliver exposure assessment capability for tsunami (building only) and rainfall induced landslip</li> </ul>	Achieved		In the FYTD, work is ongoing with our external partners to resolve challenges with one of the earthquake fragility models. This poses a risk to completing SoPE 2.2.1 on time, as all the component models are required to be fit-for-purpose before the new suite of models can be introduced.	Binary measure
2.2.2	A Business Case for Stage 2 of the Natural Hazards Portal is costed and presented to the EQC Toka Tū Ake Board.	Achieved		On track. Development of the Stage 2 business case continues to progress. To inform this work, we are developing a business case on data, information and analysis across EQC Toka Tū Ake.	Binary measure

<sup>20</sup>PRUE is our loss model based on the RiskScape® risk modelling software developed by GNS and NIWA.

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

## Output Three - Risk Financing

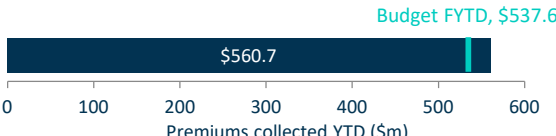
## Output 3.1: Maintain a reinsurance programme that supports the delivery of affordable residential natural disaster insurance protection

Our **Risk financing** output supports our core legislative functions to collect premiums payable for insurance under the Earthquake Commission Act 1993, administer the NDF and obtain reinsurance. In combination with the Crown guarantee<sup>21</sup>, this ensures financial resources are available to meet people's claims when they fall due. The NDF is also used to invest in research and education and operate the scheme.

## Performance measures


Ref	Measure	Target	YTD Result	Progress - Year to Date	Status/Trend
3.1.1	Reinsurance protection for 2024-2025 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 2024		Not yet reportable	Annual measure
3.1.2	Annual consultation with the Crown on risk appetite occurs prior to purchasing reinsurance for 2024-2025	Achieved		We are working closely with Treasury on developing the first Ministerial Funding and Risk Management Statement. As part of this, we have had a number of discussions on the potential direction for the 2024/25 reinsurance renewal. We will continue to progress over the coming months.	Annual measure
3.1.3	An annual review of the risk financing strategy is conducted	30 June 2024		Not yet reportable	Annual measure

## Output 3.2 - Managing the NDF

3.2.1	The level of premiums collected compared to annual financial budget	100%	100%	 <p>Budget FYTD, \$537.6</p> <p>\$560.7</p> <p>Premiums collected YTD (\$m)</p>	Annual measure
3.2.2	The NDF is managed in accordance with directions from the Minister	100%	100%	FYTD - fully compliant	Annual measure

<sup>21</sup>Section 16 of the EQC Act provides that, if the assets of EQC Toka Tū Ake are not sufficient to meet its liabilities, the Crown will provide EQC Toka Tū Ake with a grant or advance to meet the shortfall.

## Key:





 Result not available for the month

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

## Output Four: Readiness for an event

**Readiness** is about ensuring EQC Toka Tū Ake 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 maximising the effectiveness of our NDRM, running scenario exercises, planning for business continuity and identifying areas for improvement. The National Reference Group provides us with invaluable perspectives and input into this work.

## Ensuring capacity and readiness for an event

Ref	Measure	Target	YTD Result	Progress - Year to Date	Status/Trend
4.1	Document and present to the Board the lessons learned from the 2023 Upper North Island weather events	Achieved		On track. MartinJenkins & Associates completed Stage 1 in November 2023 and the initial findings have been presented to the NDRM subcommittee, CE, Board, ESC, and RLGG. The second and final stage, Stage 2, commenced from mid-November 2023 and will validate early insights, clarify understanding of processes and expectations, and explore potential improvements and adaptations. Stage 2 discussions with Insurers, EQC Toka Tū Ake, and selected external stakeholders has been completed. Drafting of the final report has commenced with Readiness and Response to perform a fact check around mid-March 2024. The final report is due at the end of April 2024.	Annual measure
4.2	NDRM insurers attest they have surge plans to support the NDRM to respond to a natural hazard event with up to 100,000 homeowner claims	as per measure		On track. Attestation has been provided by all insurers for the 6 months ended 31 Dec 2023. All Insurers have attested that "Appropriate surge plans are in place to support (proportionately in line with the insurers market share) the NDRM to respond to a natural hazard event with up to 100,000 EQC Toka Tū Ake customer claims." No issues requiring actions were identified.	Annual measure
4.3	EQC Toka Tū Ake and NDRM insurers further develop the NDRM's efficiency and effectiveness as a claims model by completing projects in the approved implementation plan <sup>22</sup>	Achieve 90% of 2023-24 milestones		While our Insurer Engagement Workplan (IEW) remains on track, progress is slowing on the NHI Implementation while insurers await clarity on the Code, Disputes scheme and have a clear line of sight on the regulations. The only delayed item is the Indemnity Framework, originally scheduled to go to Board in November, this has been delayed to May 2024.	Annual measure
4.4	New Zealanders have increasing trust and confidence in EQC Toka Tū Ake	Results match or are higher than the FY22-23 result		The result for this measure is based on the annual Public Sector Reputation Index Report. We expect to report on the headline result in our Jun-24 report.	Annual measure

<sup>22</sup>The approved implementation plan will outline projects and initiatives that will develop the NDRM. The plan will also include any issues identified for action through the NDRM assurance framework.

## Key:



Result not available for the month

## Section 2 - Settlement of the 2010-11 Canterbury earthquake sequence claims

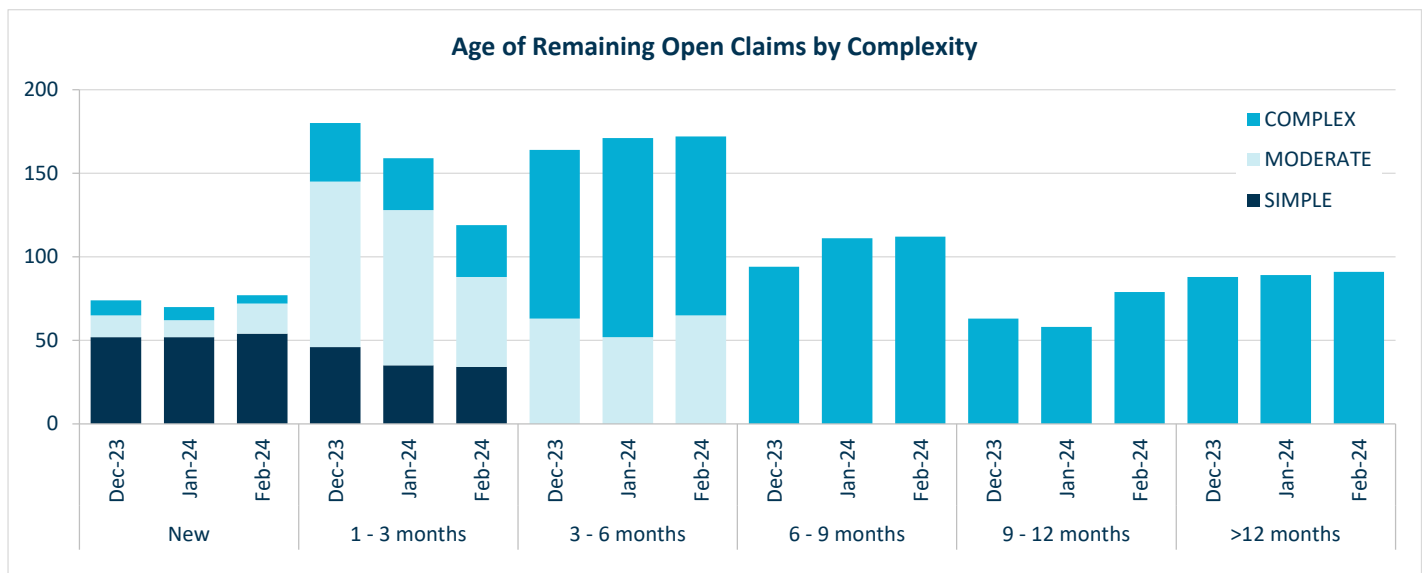
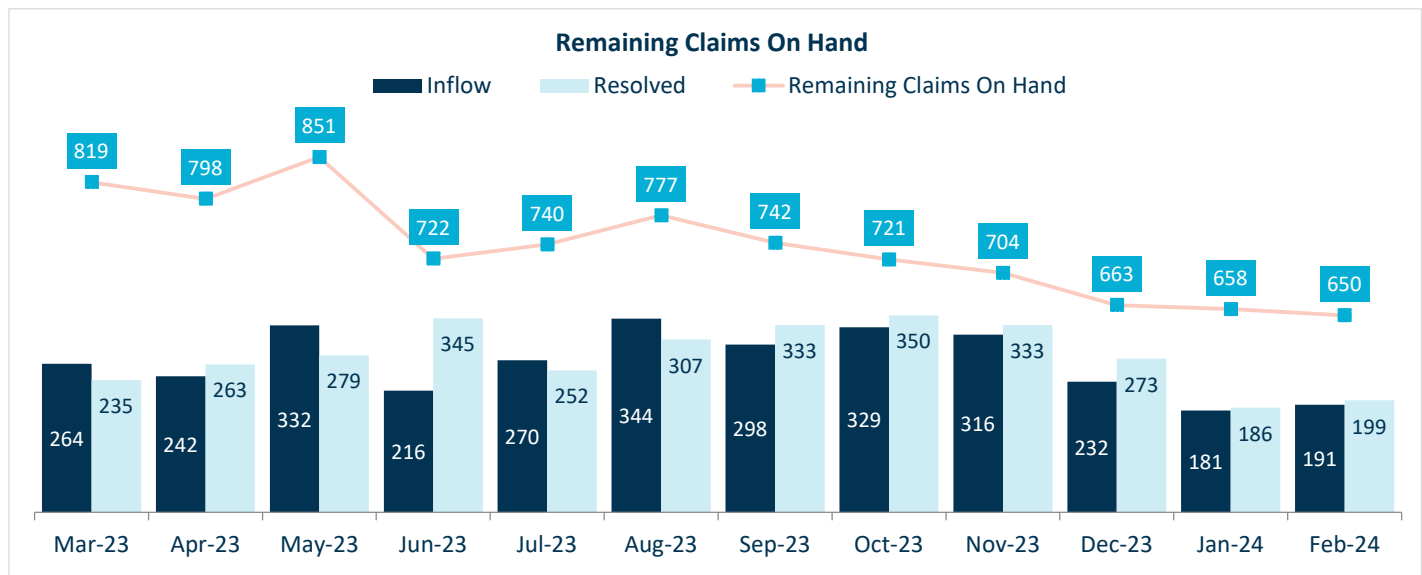
During February, 199 claims were settled, offset by inflow of 191 claims. At month end we have 650 open Canterbury claims on hand (cf. 658 at EOM Jan-24), a reduction of 8 from last month. The decrease in inflow at this time of year is consistent with previous years where we receive lower volumes during the holiday season.

This month, 75% of claims were settled within 3 months of reopening. During the same period, 4% of settlements this month were 'aged claims' (claims older than 12 months).

Sampling of inflow across the month also shows that 80% are categorised as 'simple' claims i.e., closed or forecast to close within 3 months. A further 15% are classified as 'standard' complexity (3-6 month forecast duration) with the remaining 5% are classified as 'complex' (>6 month forecast duration).

Missed damage remains the top homeowner-initiated reopen category, accounting for just over 1 in 7 reopens this month. Drainage/plumbing related reasons are the biggest driver within this homeowner-initiated reopen category.

The age profile of remaining claims reveals that 30% are <3 months old while aged claims account for 14%. Settling aged claims remains an ongoing focus. Currently we have 91 aged claims (cf. 89 last month) and 191 aging claims (79 claims aged 9-12 months and 112 claims aged 6-9 months).



Resolution of aged claims continues to be a key priority for our settlement teams. Movement of our Canterbury claim population by age bracket across the month is summarised below:

- Claims aged >12 months ▲2% to 91 (cf. 89 last month)
- Claims aged 6-12 months ▲13% to 191 (cf. 169 last month)
- Claims aged 3-6 months ▲0.5% to 172 (cf. 171 last month)
- Claims aged <3 months ▼14% to 196 (cf. 229 last month)

## Section 2 - Settlement of the 2010-11 Canterbury earthquake sequence claims (cont.)

## Open Canterbury Claims by Reopen Reason

## Missed Damage, 68.5%

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

## Homeowner Complaint, 2.2%

Claim is reopened due to formal expression by the homeowner 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 homeowner, 3.4%

Claim is reopened as the homeowner has returned with information previously requested by EQC Toka Tū Ake to progress the claim.



## Repair Methodology, 8.2%

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

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

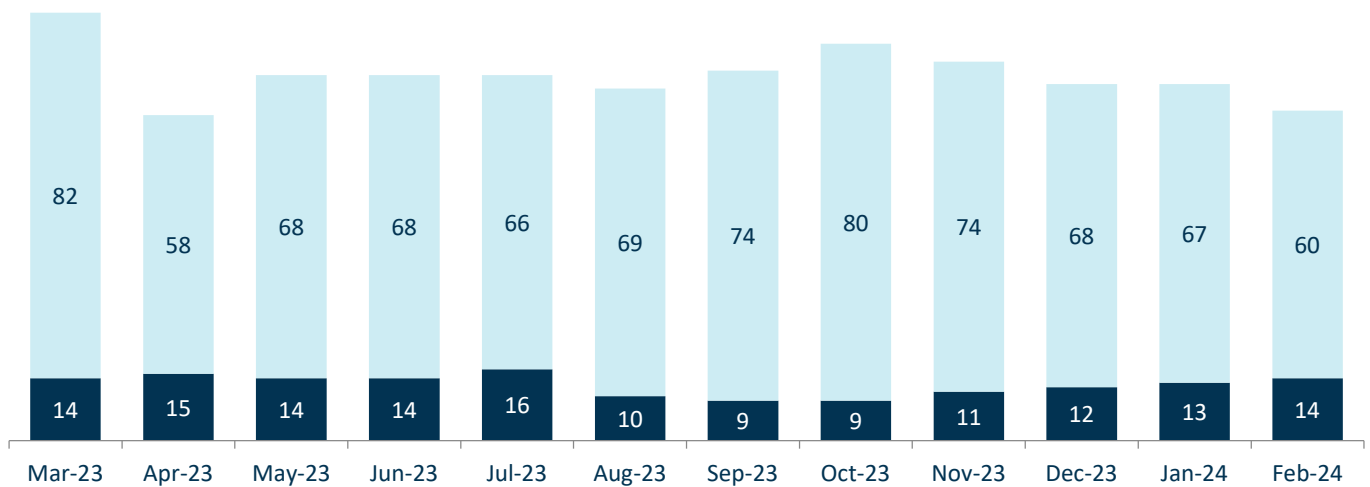
## Repair Quality, 14.3%

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

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

## Claims in Dispute

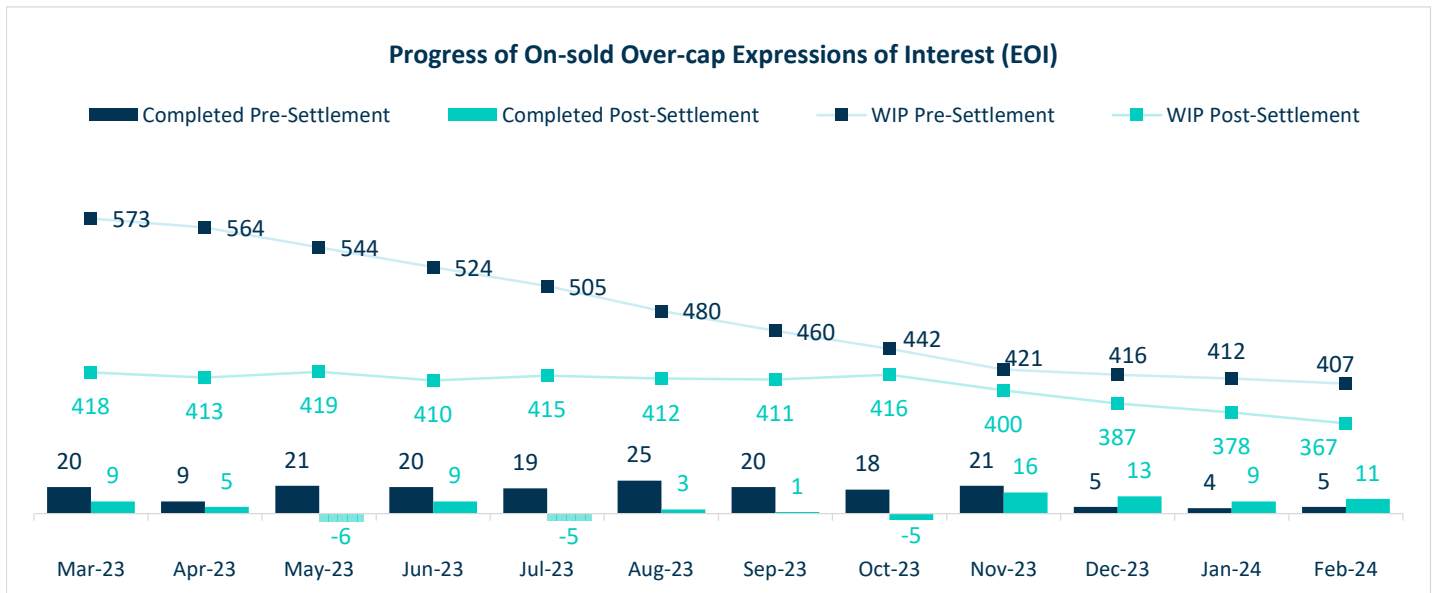
■ Legal Proceedings  
■ Other Dispute Resolution claims



As at month end, we have 14 Canterbury claims that are subject to legal proceedings (cf. 13 at EOM Jan-24). Our population of other claims requiring dispute resolution currently stands at 60 (cf. 67 at EOM Jan-24).



## Section 2 - Settlement of the 2010-11 Canterbury earthquake sequence claims (cont.)



WIP - Work in Progress

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

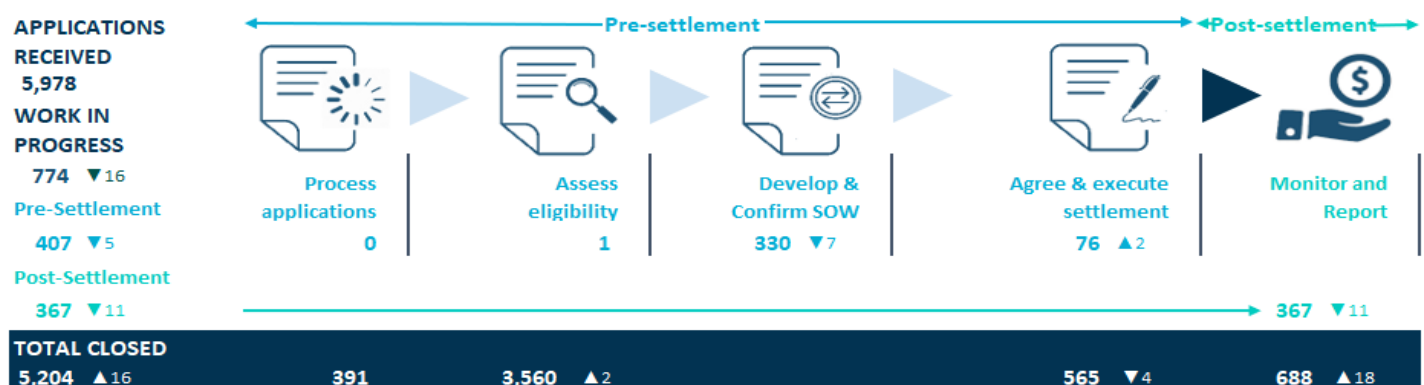
The chart above plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 5,571\* applications ('total closed' (5,204) + 'WIP post-settlement' (367)) of which:

- 1,620 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Completed - EQC Payment' (565) + 'Monitor and Report' (1055));
- 764 have been transferred to EQC Toka Tū Ake operations to be managed as they're unlikely to exceed the EQC cap, or do not fit the On-Sold eligibility criteria; and
- 1,034 have been closed due to insufficient information.

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

- **Pre-settlement** - 407 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/settlement process ('Pre-settlement'), including 66 Awaiting Agreements with Customers.
- **Post-settlement** - 367 (refer to reporting change notation above for definition).

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



SOW - Scope of Works

## Section 3 - Claims relating to natural hazard events

In this section we report on the progress of settling claims related to natural hazard events that occurred after the 2010-11 Canterbury earthquake sequence (2010-11 CES). There are two parts to this section:

- a.) Historic claims that we manage directly that pre-date the Natural Disaster Response Agreement (NDRA)
- b.) Claims that our insurer partners manage directly under the NDRA

As a proportion of the overall population, the historic claims that we manage directly that pre-date the NDRA is relatively small, whereas claims managed directly by our insurer partners under the NDRA represents the vast majority of claims relating to natural hazard events after the 2010-11 CES.

The first part of this section reports on the small population of historical claims that we manage directly.

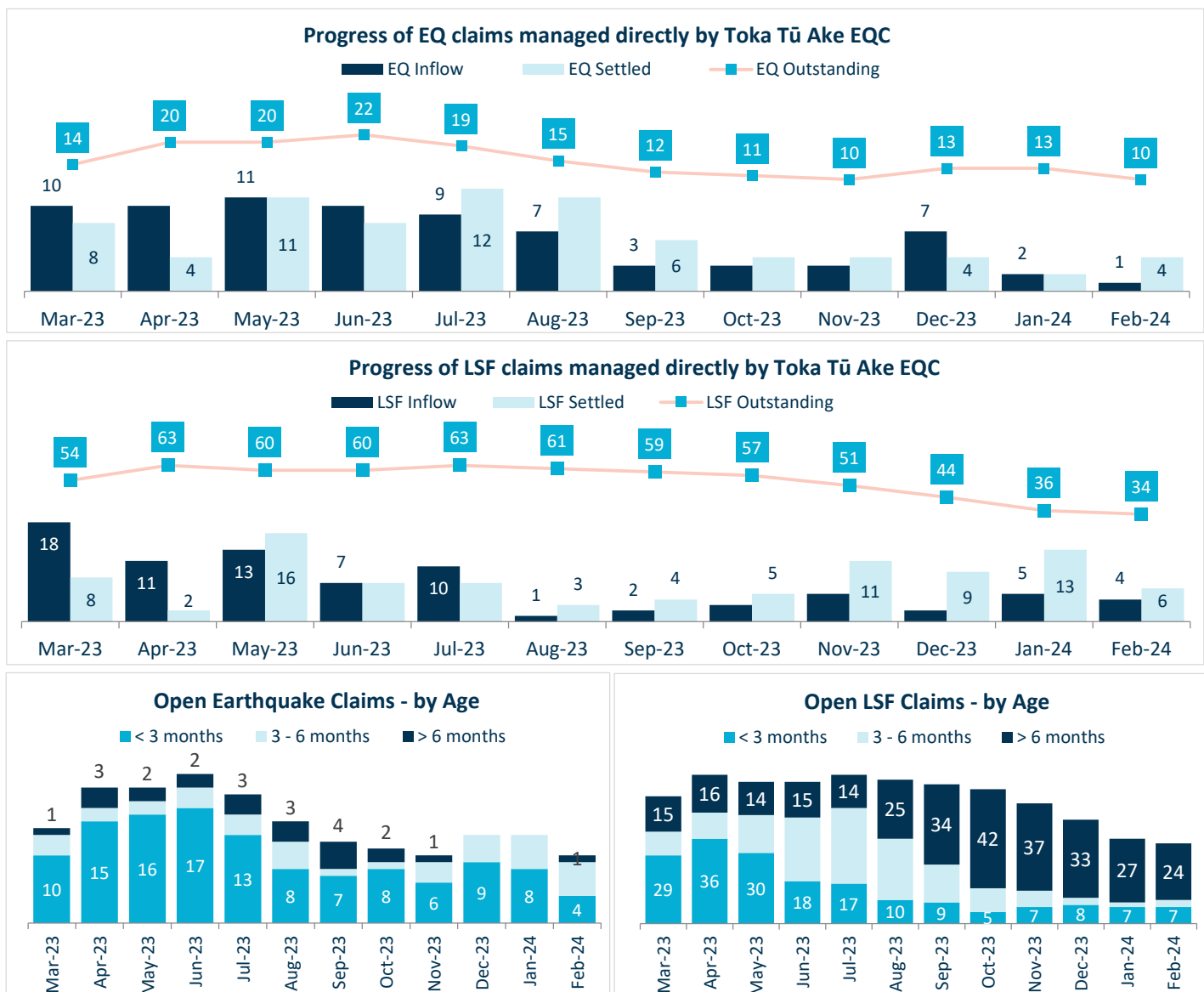
### Historic claims managed directly by Toka Tū Ake EQC

This population of claims pre-date the Natural Disaster Response Agreement (NDRA) and are not linked to either the 2010-11 CES or the remaining tail of the 2016 Kaikōura earthquake event claims.

#### Population movement across the month

Across February, inflow included 5 new and reopened claims (cf. 7 for Jan-24). The loss cause profile of this month's inflow was 20% Earthquake (EQ) related and 80% Landslip, Storms and Flood (LSF) related.

This month we settled 10 claims. Coupled with an on-hand population of 49 at the end of last month, we have 44 claims on hand at month end that we're directly managing.



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

## Section 3 - Claims relating to natural hazard events (cont.)

### Claims managed directly by our insurer partners under the Natural Disaster Response Agreement (NDRA)

The second part of this section reports on how our insurer partners are progressing the settlement of claims that they directly manage under the Natural Disaster Response Agreement (NDRA). Our insurer partners, under the NDRA, manage the vast majority of claims relating to natural hazard events that are not linked to either the 2010-2011 Canterbury earthquake sequence or the remaining tail of 2016 Kaikōura earthquake event claims.

### How many claims have we received since the start of the NDRA?

Since the commencement of the NDRA, we've received 17,506\* claims (cf. 17,543 reported last month). Over 81% of reported claims are related to a weather event.

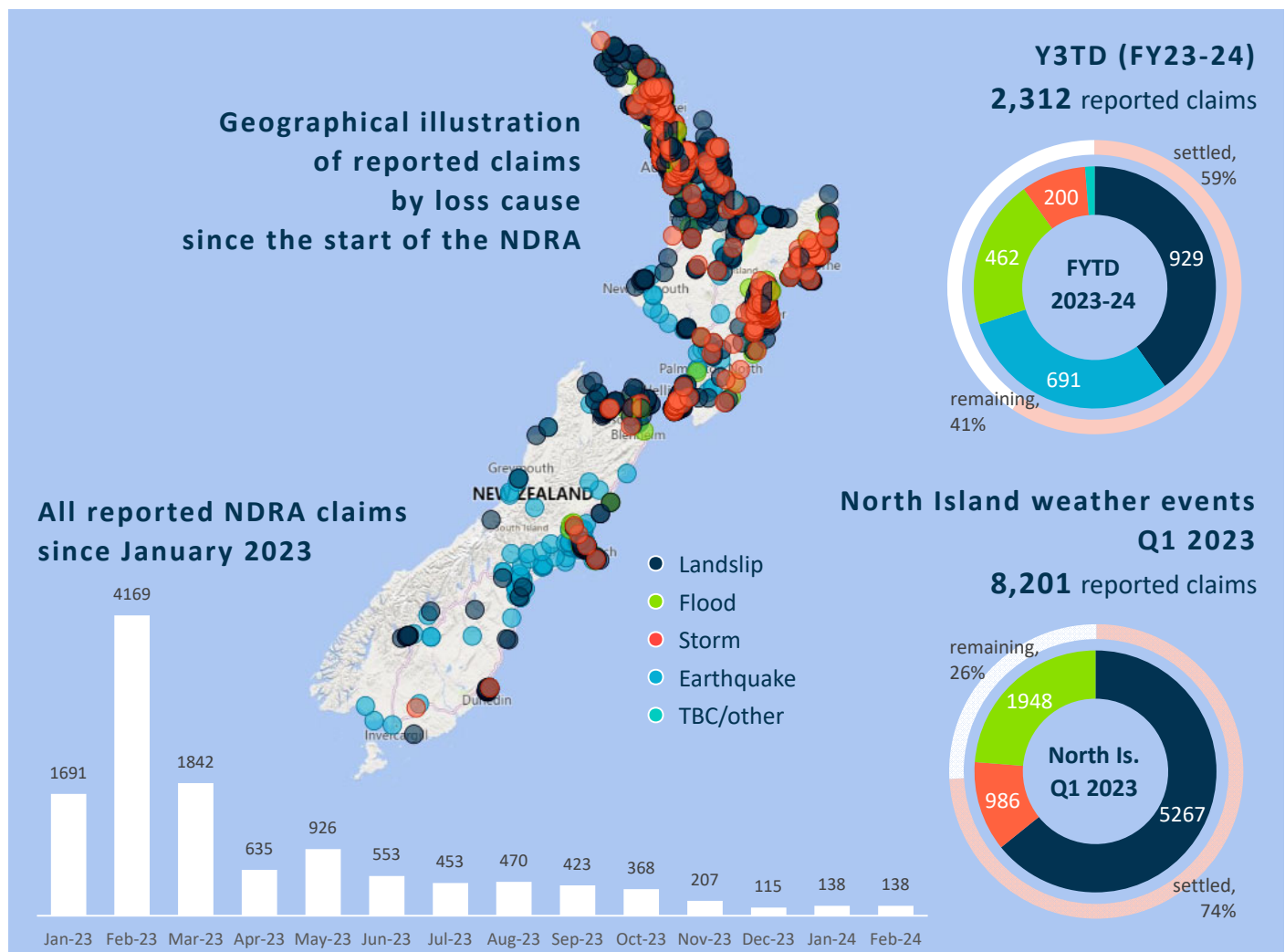
**\*Correction:** The reduction in claim volumes is due to an issue with one insurer, which has now been rectified in their current and historical claim data.

### Progression of claims relating to natural hazard events (excluding the 2010-11 CES)

In this financial year, we're focused on reporting the progress that our insurer partners, as a whole, are making on claims:

- lodged in this financial year.
- relating to the upper North Island weather events of Q1-2023.

The following visual provides a summary of progress against these two claim populations along with a geographical illustration of all reported claims since the start of the NDRA.



**Note:** Due to updated information received from insurers, plus the correction of claims data for one insurer, the reported claims total for Jan-24 has been revised in Feb-24.

## Section 4 - Resilience

### Progress summary

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

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

The quarterly frequency of our progress reporting takes into account that the nature of the work undertaken to progress our *Resilience Three Year Priorities* is more suited to quarterly progress reporting. Our next quarterly update will be provided in the EQC Toka Tū Ake Performance Dashboard - March 2024.

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



**Coordinated & targeted**  
**research investment**



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



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



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



**Developing reciprocal**  
**Partnerships**



**Perceptions of EQC Toka Tū Ake**

## Section 5 - Homeowner Focus

## Homeowner engagement under the Natural Disaster Response Agreement (NDRA)

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

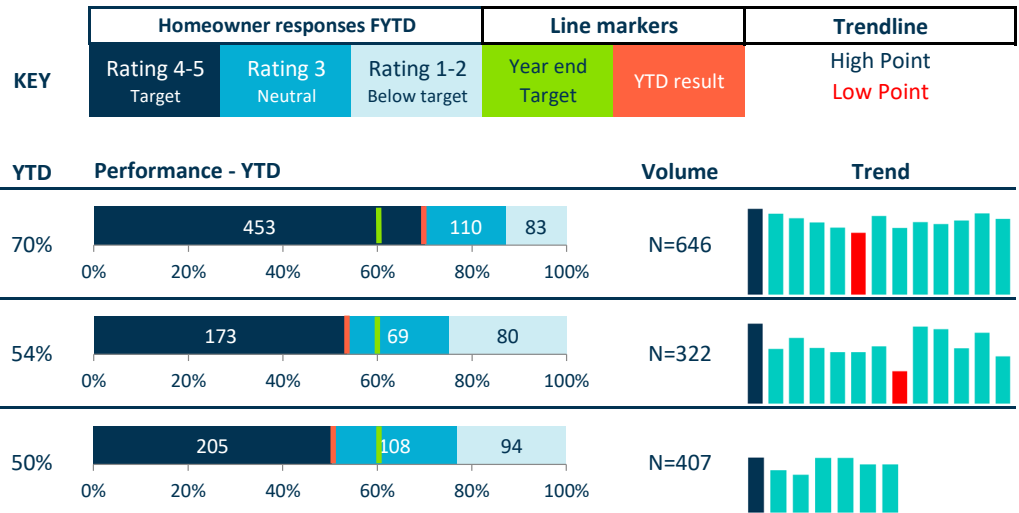
## Are there any significant changes to our FY23-24 homeowner experience reporting from last year?

With the introduction of Output Class 1.3, we'll be measuring homeowner satisfaction for homeowners impacted by the severe weather events in the Upper North Island (including the Auckland Anniversary Weekend floods) in January 2023 and Cyclone Gabrielle in February 2023.

We are also now reporting results across FY23-24 by the month the homeowner was surveyed which means that there is now no lag in the reporting of homeowner satisfaction results. Previously we'd reported on results on a month claim closed basis which meant there was a lag in our reporting.

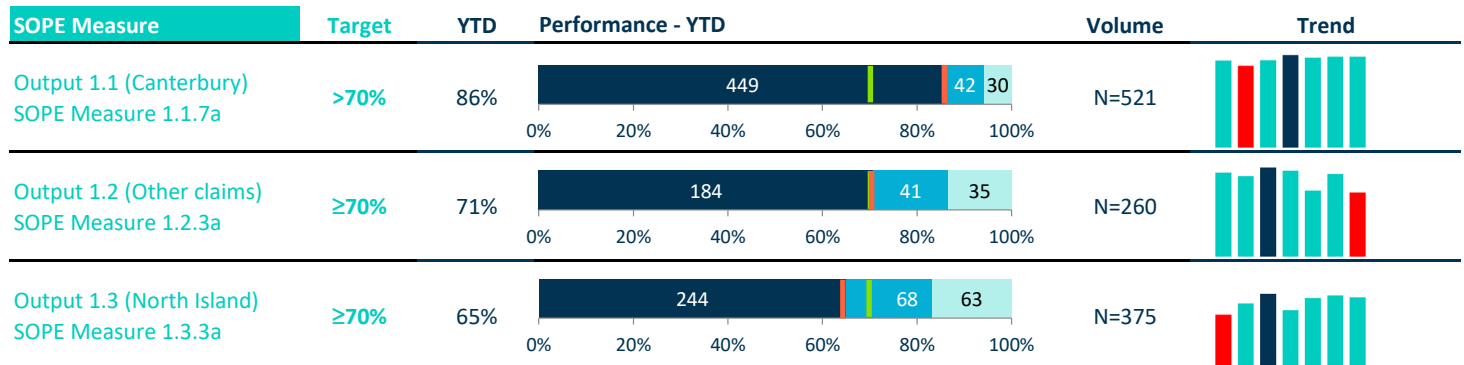
## Overall experience:

Surveyed homeowners are satisfied with their overall claims experience



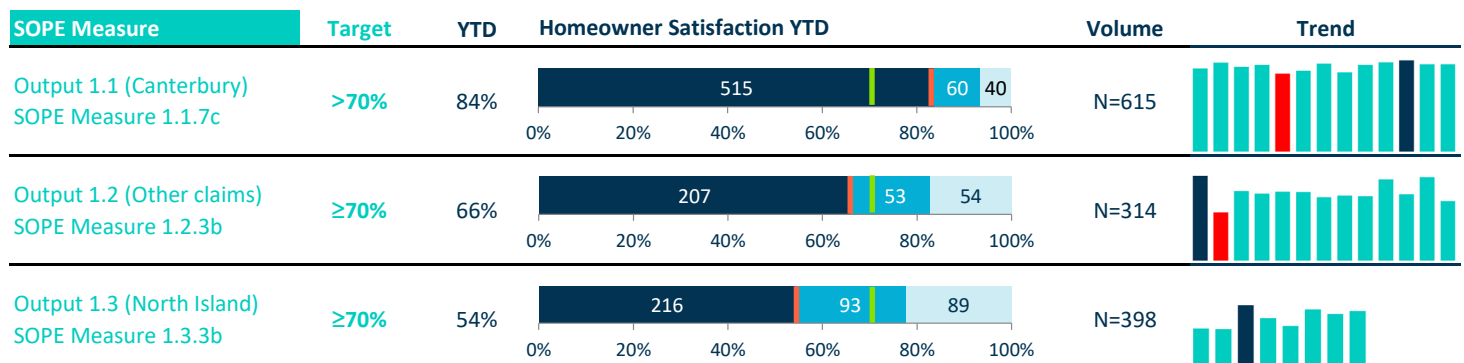
## Ease of interaction:

Surveyed homeowners agree EQC Toka Tū Ake (or its partner, Outputs 1.2-3) were easy to interact with during their claim experience.



## Quality of communication:

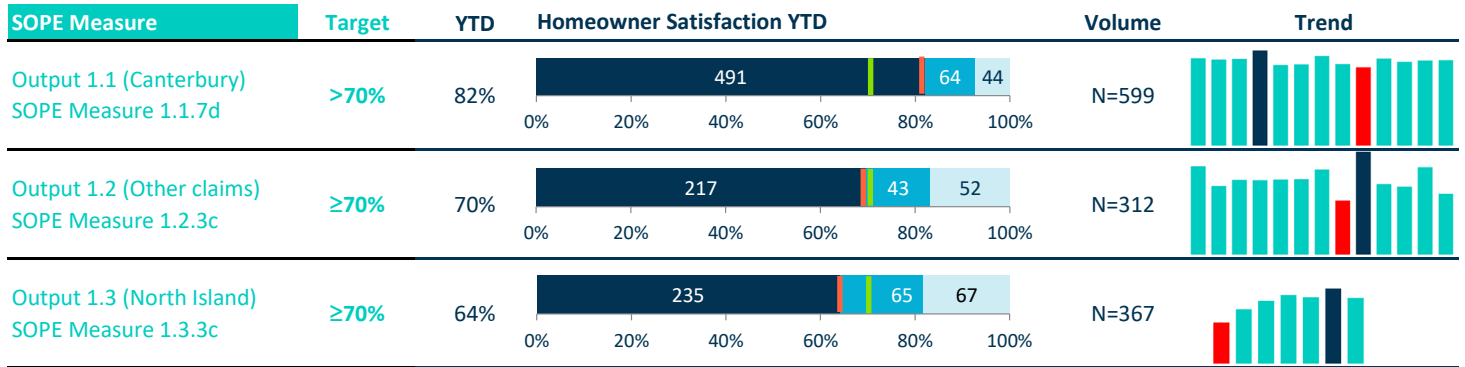
Surveyed homeowners agree EQC Toka Tū Ake (or its partner (Outputs 1.2-3)) provided clear and concise communication and homeowners were clear on next steps for their claim



## Section 5 - Homeowner Focus (cont.)

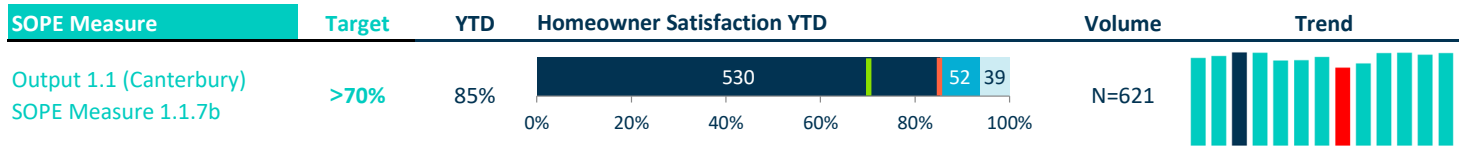
### Acted as experts:

Surveyed homeowners agree EQC Toka Tū Ake (or its partner (Outputs 1.2-3)) acted as experts with the skills, knowledge and desire to help them



### Responsiveness to individual needs and situations: (Canterbury only)

Surveyed homeowners agree EQC Toka Tū Ake was responsive to their individual needs and situation during their recent claim experience

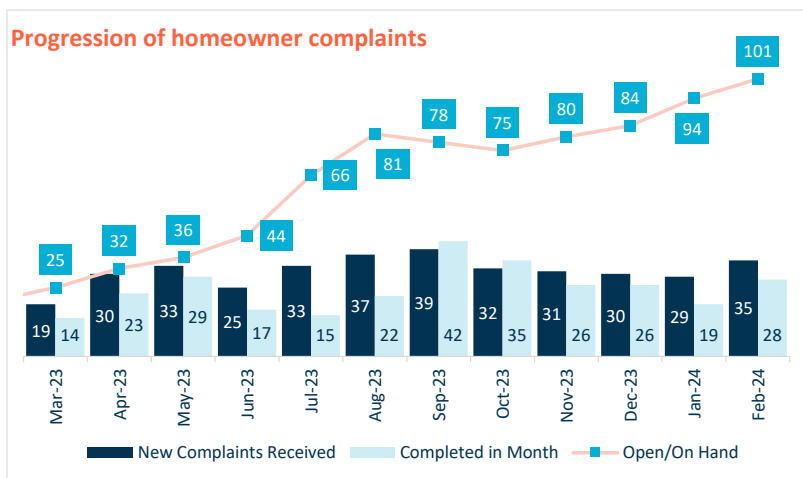
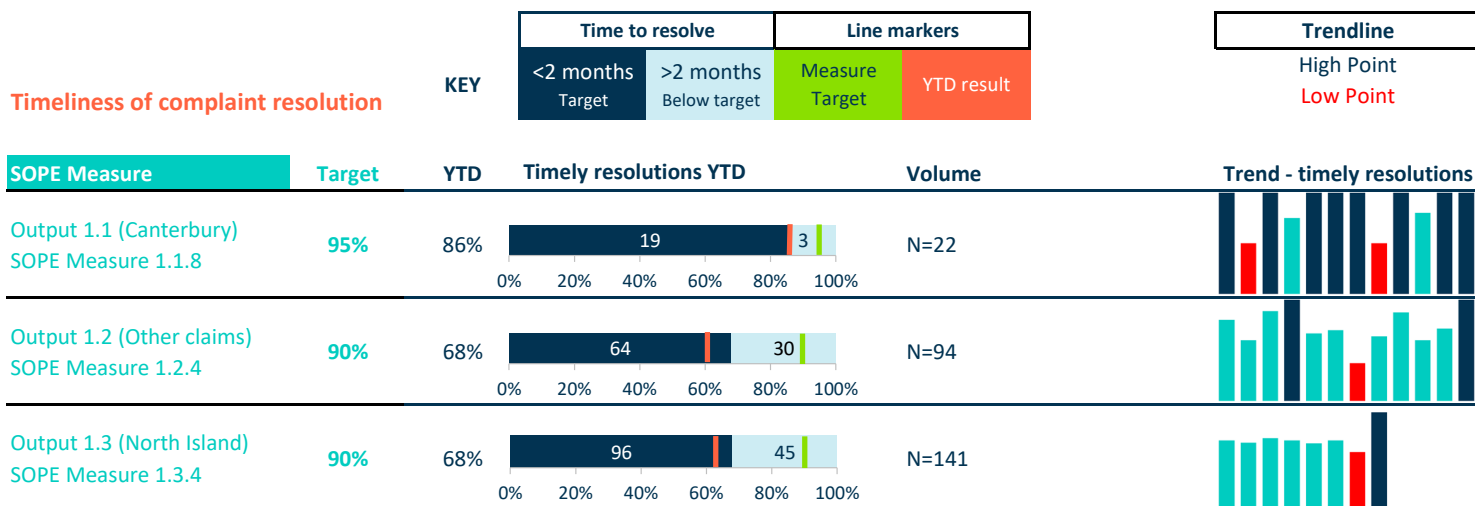


#### Why are there differences in the trendlines for the above SOPE measures?

- Some trendlines are longer because they're a continuation of a SOPE measure from the previous financial year and so we're able to provide a view of performance for the month across a 12 month period.
- Other trendlines are shorter because they're new SOPE measures for this financial year.
- You'll also notice that some trendlines have gaps. One reason that there is a gap is because there were no respondents to the survey question associated with that SOPE measure. The other reason, as is the case with SM 1.3.3, is that we had not introduced the survey question for that associated SOPE measure into our survey script in time for reporting at the start of this financial year.



## Section 5 - Homeowner Focus (cont.)

**Overall this month**

We received 35 new complaints offset by 28 resolved, leaving 101 open on hand at month end.

**Canterbury**

There were 5 new complaints received this month, 5 were resolved, and 6 open on hand at month end.

**Other claims, including NDRA\***

We received 30 new complaints offset by 23 resolved, leaving 95 open on hand at month end.

\*Jan-24 figures revised to include changes in status of complaints as well as any additional complaints, as advised by insurers in Feb-24.

**What's the nature of the complaints that we have on hand for insurer managed claims?**

Currently we're unable to provide any thematic insights on the types of complaints against claims managed by our insurer partners. We anticipate insights being available over the coming months, as more detailed information has been requested from insurers.

**For claims that we are directly managing**

- The complexity profile of our on hand complaints includes: simple (1); standard (5); and complex (0).
- The categorisation of these on hand complaints includes: service related (1); process related (0); and technical (5).

**Total call, email and post volume**

	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Outbound - Inbound Ratio	12:88	12:88	9:91	10:90	10:90	12: 88
Grade of Service	92%	92%	91%	94%	89%	85%
Abandonment Rate	0.5%	0.5%	0.6%	0.5%	0.9%	0.9%
Roll Over No Answer	8	9	10	5	12	16
Total Calls	1,897	1,988	1,897	1,136	1,411	2,077
Total Email and Post	2,844	2,997	3,017	2,066	3,070	3,727

**Customer calls service**

Across February, our grade of service was 85% (cf. 89% last month).

Actual inbound calls for the month (N=1,820) was close to forecast calls for the month (N=1,815).

**Customer experience**

The customer experience this month remains high at 97% (cf. 97% last month) across 370 customers surveyed this month (cf. 274 last month).

**Explained: Grade of service**

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

**Explained: Customer experience rating**

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

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

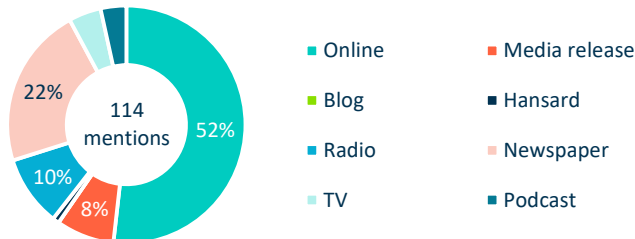
Overall rating is the total positive ratings divided by total responses.

## Section 6 - Media Coverage

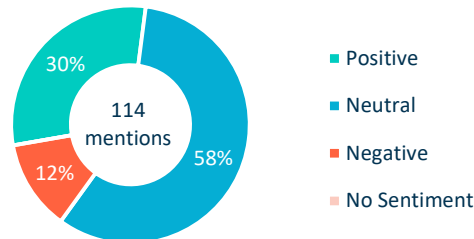
### Traditional media coverage across the month

Across February, EQC Toka Tū Ake attracted 114 mentions (cf. 53 last month). The increase in coverage this month coincides with the anniversaries of the severe North Island weather events during Jan-Feb in 2023 and the Canterbury earthquake sequence. Sentiment of coverage across the month was predominantly neutral at 58% while 30% was positive (cf. 60% neutral and 40% positive last month). Coverage by channel this month shows that, just like last month, just over half of our mentions occurred online, while almost a quarter occurred through the newspaper channel.

#### Coverage by channel across the two months



#### Sentiment of coverage across the two months



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

#### 30% of mentions in the media this month attracted positive coverage (cf. 40% last month)

- Positive coverage this month included an interview conducted by Interest.co.nz with our CFO, Chris Chainey, regarding catastrophe bonds.  
[Toka Tū Ake EQC's chief financial officer says \\$225 million catastrophe bond is 'complementary' to traditional reinsurance methods](#)
- Positive coverage was also generated by RNZ (and others) reporting on our dispute resolution consultation.  
[Earthquake Commission pushes to make dispute resolution process easier](#)

#### 58% of mentions in the media this month attracted neutral coverage (cf. 60 last month)

Neutral coverage across the month included The Waikato Times (and others) reporting on the stories affecting people and communities one year on from Cyclone Gabrielle.

[Heartbreak and hope: Cyclone Gabrielle one year on](#)

#### 12% of mentions in the media this month attracted negative coverage (cf. no negative coverage last month)

- Herald on Sunday reported on the disappointment of a homeowner's land claim assessment.  
[A year after a terrified elderly woman was rescued when raging floodwaters](#)
- Ali Jones PR issued a press release about the disputed resolutions scheme consultation.  
[Even more questions after EQC announcement of new claims resolution service](#)

### Media releases this month

EQC Toka Tū Ake distributed three media releases this month:

- [New building design guidance culmination of decades of seismic engineering research](#)  
We highlighted that the Standards New Zealand draft technical specification was out for public comment for new seismic design solutions for designers and engineers. The guidance was the culmination of decades of natural hazard research funded by EQC Toka Tū Ake and other research agencies.
- [Consultation opens on new dispute resolution scheme](#)  
We announced that our consultation was open on an independent dispute resolution scheme to support insured homeowners disputing decisions about their natural hazards insurance claims required under the new Natural Hazards Insurance Act 2023.
- [New tsunami kiosk teaches lessons from tragic past](#)  
We announced the launch of a tsunami exhibition with hi-tech animations that uses lessons from the past to help residents on Rēkohu Wharekauri Chatham Islands to be better prepared for future tsunamis.

## Section 6 - Media Coverage (cont.)

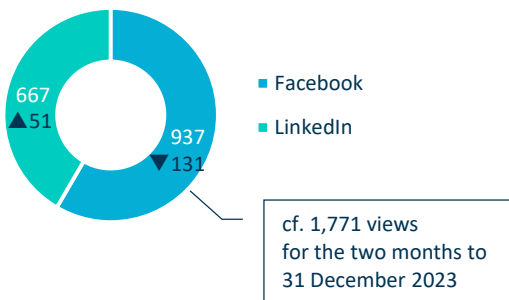
### Our social media profiles

LinkedIn is our fastest growing social media channel with 7,359 followers (102 new followers this month). Facebook is also actively growing with 4,472 followers (11 new followers this month).

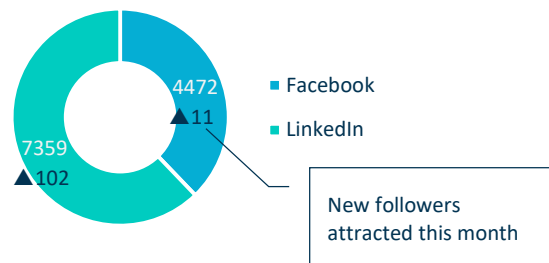
Across February, we posted 12 times on LinkedIn attracting 433 interactions while on Facebook we posted 9 times attracting 202 interactions.

Across the month, we attracted 667 views on LinkedIn and 937 views on Facebook.

Social media profile views this month



Social media profile followership



### Content published on our social media profiles this month

- During February one content focus was celebrating our people and recognising their achievements within the workplace on LinkedIn. These posts have continued to be hugely successful with high levels of engagement and commentary.
- This month our posts included a lot of science and research-related content, with emphasis on collaboration, research impact and community education. When posted on both our social media profiles, this content consistently performed well on LinkedIn, though struggled to gain traction on Facebook.

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

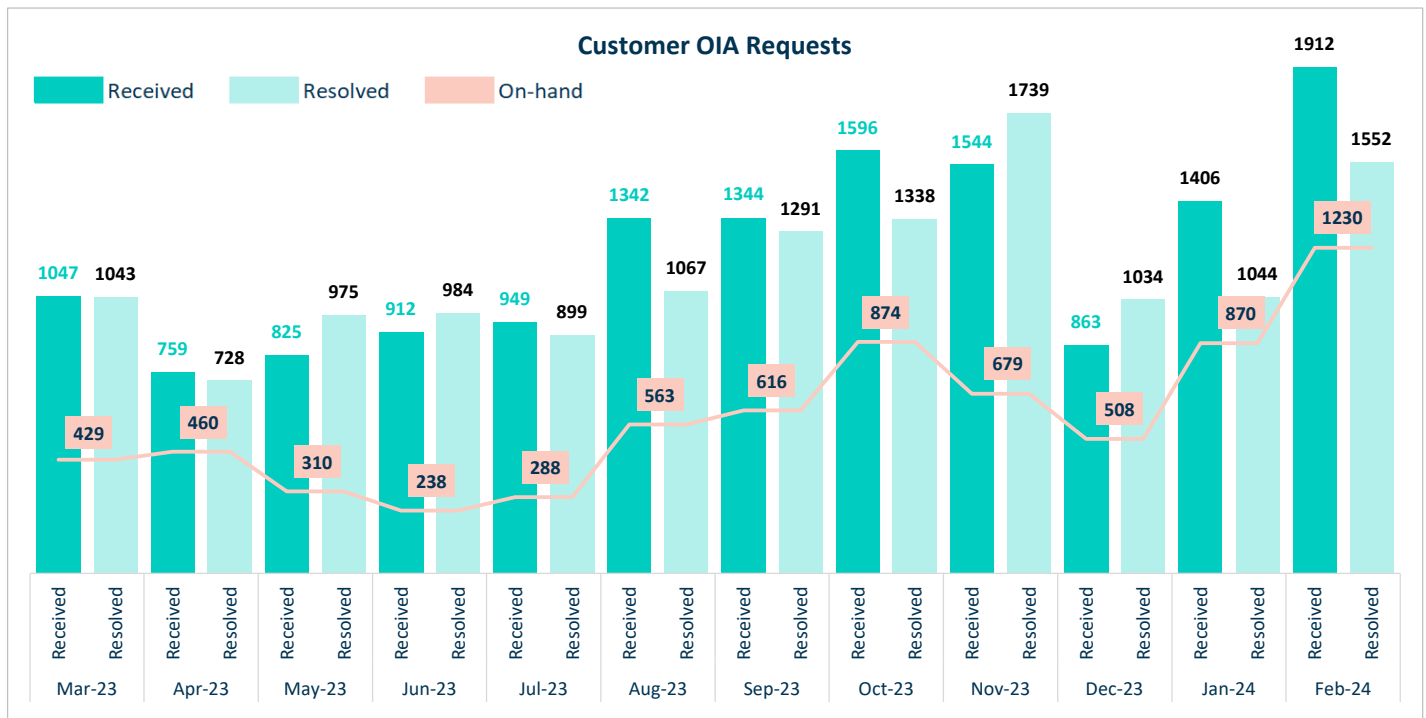
Our team continues to seek opportunities to educate the media and the public. We regularly use our responses to journalists as a chance to provide broad details of EQCover, the Natural Disaster Fund, and our insurance partnership to aid understanding.

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

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

Our widened reporting encompasses two other information request workstreams:

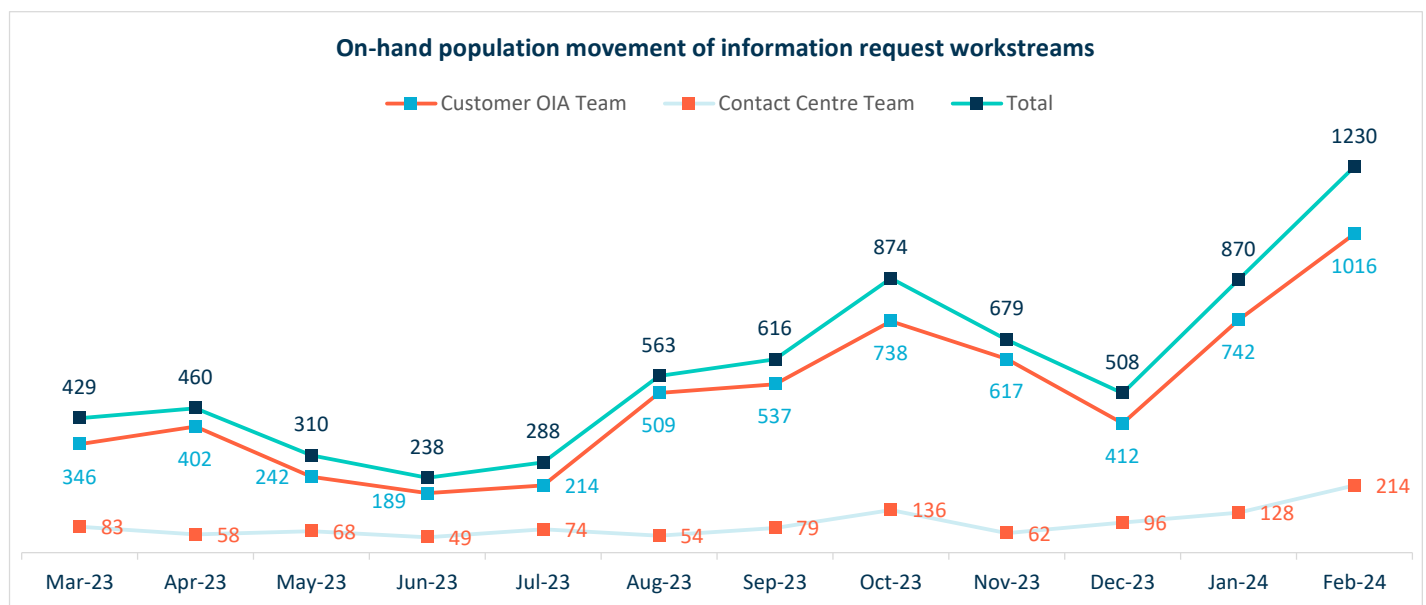
- One of our workstreams is for information requests for property related files, which is processed under either section 31A of the Earthquake Commission Act 1993 or the Official Information Act 1982; and
- Our other workstream covers information requests that our Contact Centre are able to resolve directly.



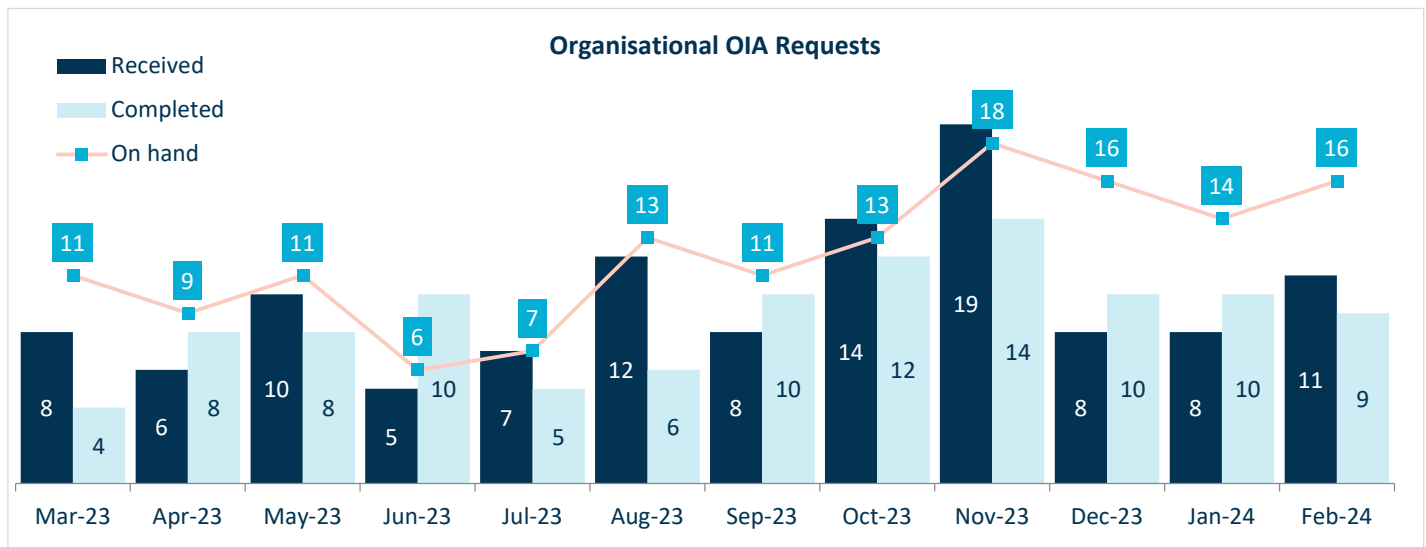
Across February, our Customer OIA and Contact Centre Teams received 1,912 new OIA requests (cf. 1,406 for Jan-24). Coupled with the 870 requests on hand from last month and resolution of 1,552 requests this month, we have 1,230 requests on hand at month end.

The large volume of requests received this month represents a 5 year high for the month of February and is being driven by an increase in due diligence activity associated with the second of the peak activity seasons in the real estate market. This increase in due diligence activity is driving an increase in information requests and is being further fuelled/ promoted by the Portal.

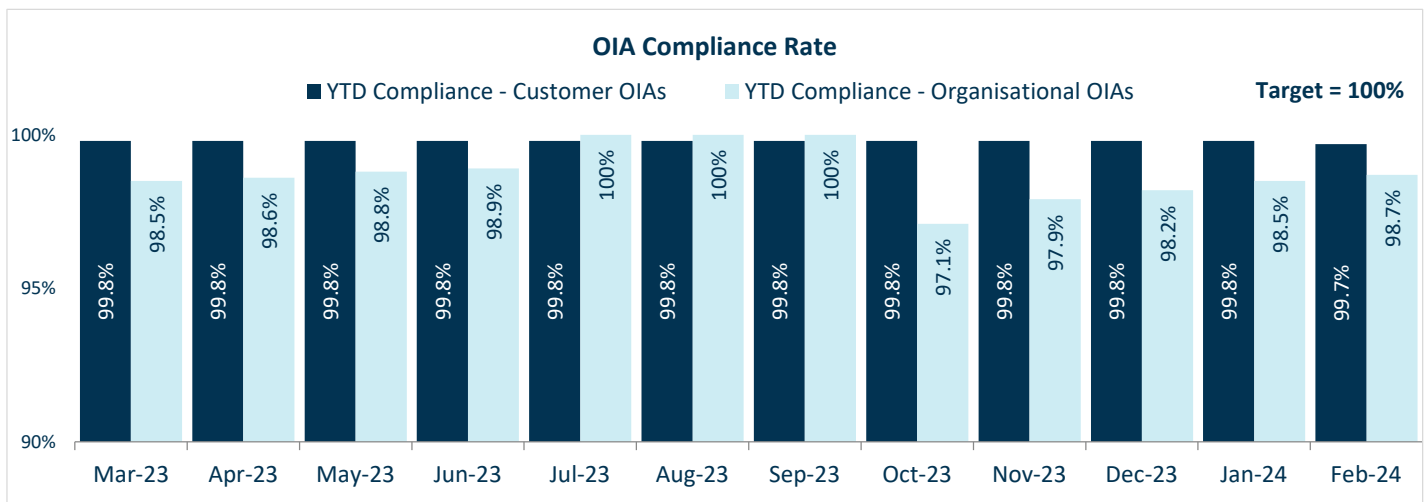
The chart below shows the monthly on hand population movement of our two customer information request workstreams.



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



Across February, our Government Relations Team received 11 new high level OIA requests (cf. 8 in Jan-24). Coupled with the 14 requests on hand from last month and 9 completed requests this month, the team have 16 requests on hand at month end.



Across February, our Customer OIA and Contact Centre teams achieved a compliance rate of 98.5% across 1,552 completed responses including 18 non-compliant responses. Given the large volume of information requests managed by the team, the compliance rate for the FYTD dipped slightly to 99.7%.

During the month, our Government Relations Team achieved a compliance rate of 100%. Across the FYTD, the compliance rate now sits at 98.7%.

#### Ombudsman review of complaints received

Across February, we received no notices of formal investigation from the Ombudsman. In total, across the FYTD, we have received five formal notices of investigation.

During the same period, we received a final opinion following an earlier formal investigation, that EQC Toka Tū Ake had not acted unreasonably in declining to accept an out of time claim for natural disaster damage.

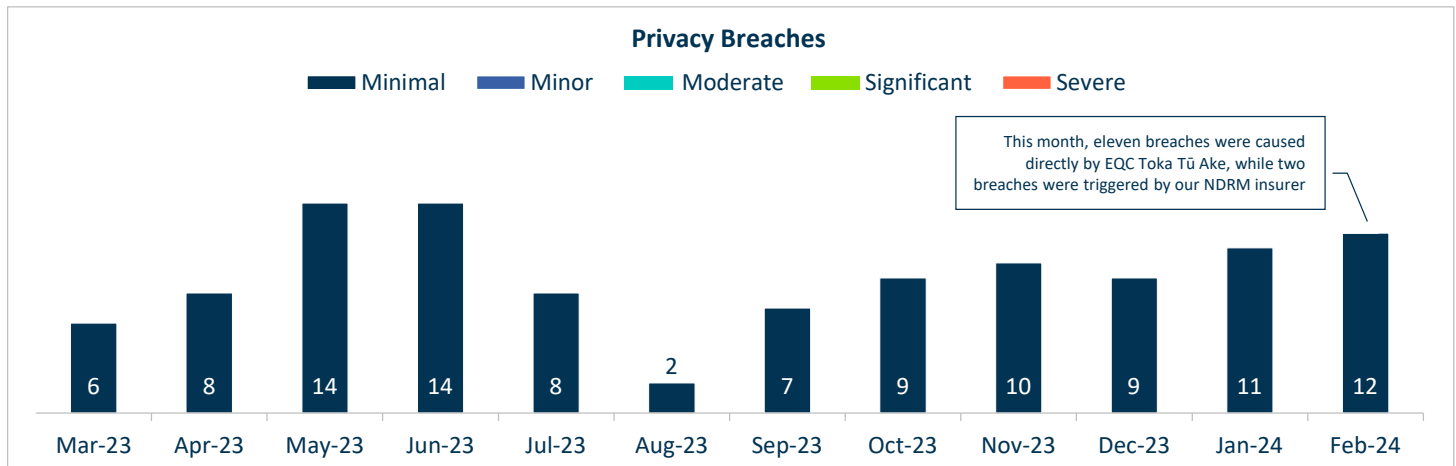
#### Ministerial correspondence

Across February, we received six requests to draft a response for the Minister's Office. Across the FYTD, we have received a total of 15 requests. Outside of the requests from the Minister's Office, we also assisted Te Tai Ōhanga - the Treasury in drafting a response for the Minister's Office.

## Section 8 - Data Protection

Across February, 13 privacy breaches (cf. 11 for Jan-24) were recorded by the Risk and Compliance Team. In terms of breach severity, 12 were rated as of minimal severity while 1 was rated as minor.

All reported breaches were assessed against the Government Chief Privacy Officer (GCPO) categorisation system and none have met the serious harm threshold requiring reporting to the Office of the Privacy Commissioner.



### Privacy breaches

Of the 13 reported breaches across February, 11 occurred within EQC Toka Tū Ake while 2 were attributable to our NDRM insurer partners. Our Risk and Compliance team has initiated a deep dive analysis of insurer breaches to identify any trends. These findings are to be presented at the end of Q3 FY23-24.

### Privacy Assessments

Across February, 10 new privacy assessments were received by the Risk & Compliance team while 3 assessments were completed. There are currently 10 assessments in progress.

### 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 February, our permanent workforce headcount of 342 remains unchanged from last month, while our temporary headcount decreased by 1.

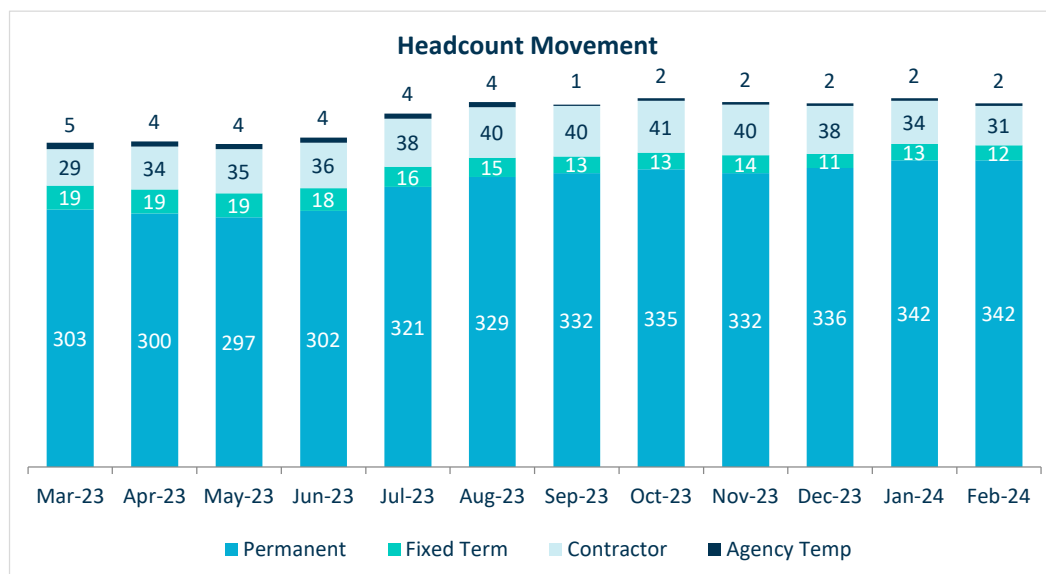
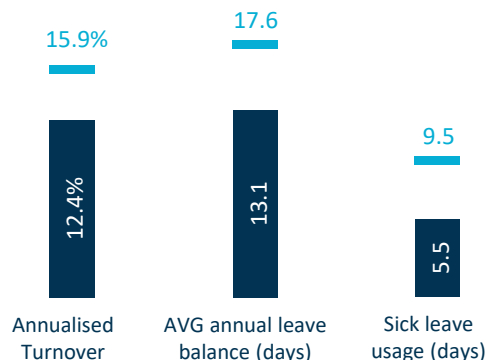
**Note:** Our headcount of 342 equates to 337.6 FTE.

Across the month, our average annual leave balance this month rose slightly by 0.7 days to 13.1 days, remaining below the 2023 public sector average ('sector average') of 17.6 days. Meanwhile, average sick leave usage rose slightly by 0.3 days to 5.5 days and also remains below the sector average of 9.5 days. Annualised turnover ('voluntary turnover') also rose slightly this month by 0.2% to 12.4%, remaining under the sector average of 15.9%.

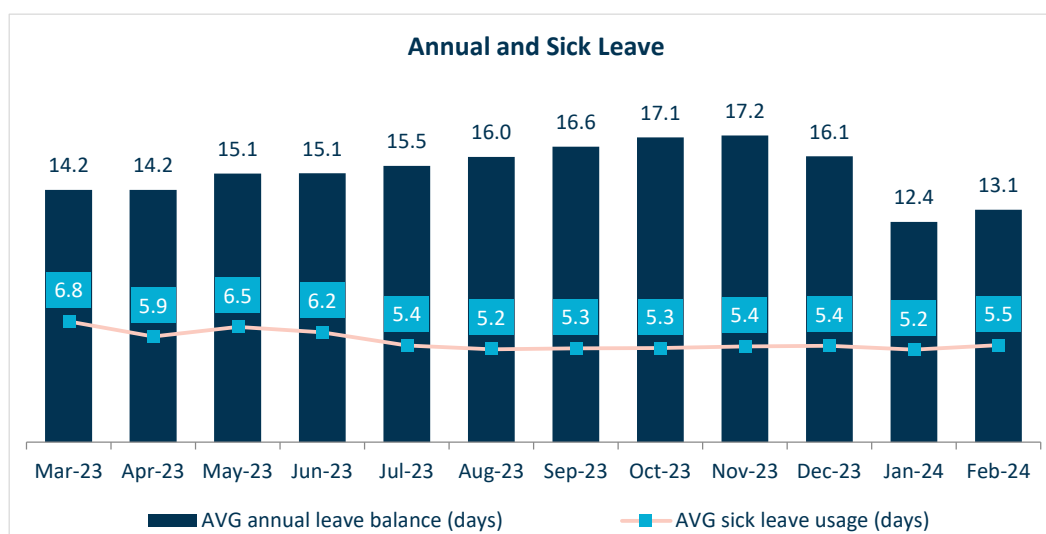
Our People, Culture, and Capability team continues to actively work with our people leaders to understand employee departure causes, future requirements, and the importance of productive conversations to address retention issues. Regular feedback from people leaders is also part of staff development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

### Our People at a glance - Comparison of EQC Toka Tū Ake averages against Public Service Sector averages

2023 Public Service Sector AVG



This month our permanent headcount remained unchanged compared to last month while our contractor and fixed term headcounts both decreased by 3 and 1 respectively.



This month, our average annual leave balance rose slightly by 0.7 days to 13.1 days. This increase was expected, one month on from the conclusion of the Christmas New-Year period.

Our teams that are directly involved in the response to the severe Upper North Island weather events across January and February 2023 account for 40% (cf. 41% last month) of our people who have an annual leave balance >20 days.

### Our Workforce Profile

