



The foundation from which we stand strong, together

# Monthly Performance Dashboard

## February 2025



Akaroa Harbour, Banks Peninsula

### NHC Toka Tū Ake - Our Story

NHC Toka Tū Ake has undergone many changes since our scheme began, all in support of **our vision**:

*To be a world-class public insurance scheme that reduces the impact of natural hazards on people, property, and the community.*

As our experience and understanding of the natural hazards facing Aotearoa New Zealand continues to evolve, so do we.

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

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

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



**Natural Hazards  
Commission**  
Toka Tū Ake



## Our dashboard explained

Our dashboard provides a monthly snapshot of NHC Toka Tū Ake progress across its operational spectrum. This includes reporting on progress against our proposed performance targets for the year 1 July 2024 to 30 June 2025 as set out in our *Statement of Performance Expectations 2024-25*.

The following provides an outline of the sections of our dashboard and a brief explanation of each section.

### Section 01 - Progressing our Statement of Performance Expectation (SOPE) measures

The *Statement of Performance Expectations 2024-2025* (SoPE) is one of our formal public accountability documents. It sets out our proposed performance targets and forecast financial information.

[Statement of Performance Expectations 2024-25](#)

This section reports progress across those SoPE measures that can be measured on a monthly or quarterly basis. The results are cumulative year-to-date results.

### Section 02 - Output 1 | Resilience

Resilience is output one of our SOPE. The vision for our Resilience Strategy is that natural hazards resilience becomes embedded in all aspects of decision-making for our homes, communities, towns and cities.

This section provides a quarterly update on the activities we're undertaking to give effect to our Resilience Strategy. The activities undertaken fall under the two strands of the strategy: Building knowledge, data and insights on natural hazard impacts and ways to reduce them; and enabling, influencing and advocating for natural hazards resilience.

#### Output 2 | Readiness (SOPE measure results only, reported under Section 01)

Readiness is output two of our SOPE. Readiness focuses on ensuring our capacity and readiness for an event, including prioritising the needs of vulnerable homeowners. Reporting on how well we're progressing this year's SOPE measures to maintain this focus can be found in this section (refer to measures 2.1-4).

#### Output 3 | Risk financing (SOPE measure results only, reported under Section 01)

Risk financing is output three of our SOPE. Our risk financing objective is for homeowners to have an accessible, sustainable way to help manage financial impacts of natural hazard events. This output supports our core legislative functions to contribute to the management of the financial risk to the Crown of providing natural hazards cover. Reporting on how well we're progressing this year's SOPE measures for this output can be found in this section (refer to measures 3.1.1-2, 3.2.1-2, and 3.3.1).

### Section 03 - Output 4 | Recovery

Recovery is output four of our SOPE and focuses on the way claims are managed after an event. Our recovery objectives are for homeowners to have an accessible, sustainable way to help manage financial impacts of natural hazard events by receiving settlements that support effective recovery from these events.

This section encompasses the three sub-output classes under Recovery, which are:

#### Recovery | Canterbury

This sub-output class reports on the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury') including claims NHC Toka Tū Ake is managing on behalf of Southern Response. Reporting each month includes how many claims have been reopened; resolved; and how many remain open. We profile our remaining on hand claims by age, complexity, and reopen reason. Our reporting here includes our progress to resolve claims subject to legal proceedings or other dispute resolution pathways.

Within this sub-output class we report on 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.

#### Recovery | Claims relating to natural hazard events (excl. Canterbury)

This sub-output class reports on the progress of outstanding claims not related to the 2010-11 Canterbury earthquake sequence. We report each month on how many claims have been received; resolved; and how many remain open. The data in this section is organised by loss event type (earthquake, landslip, flood or storm damage). We profile our remaining on hand claims by damage type and age.

#### Recovery | Claims relating to North Island weather events: January to February 2023

This sub-output class reports on the progress of outstanding claims that are attributed to the North Island weather events of January and February 2023. We report each month on how many claims have been received; resolved; and how many remain open. The data in this section is organised by loss event type (earthquake, landslip, flood or storm damage). We profile our remaining on hand claims by damage type and age.



## Our dashboard explained (cont.)

### Section 04 - Resolving alternative homeowner pathways

In this section we monitor the resolution of complaints made against NHC Toka Tū Ake and its NDRM insurers. Specifically we report on whether we're resolving complaints in a timely manner.

Insured persons can make a complaint when they are unhappy with:

- the outcome of their claim.
- the way they have been treated, for example if they feel the [Code of Insured Persons' Rights](#) has been breached
- the way their claim has been managed.

This section also provides visibility on the uptake of other resolution avenues available to insured persons.

The Code is a requirement under the NHI Act and addresses the lessons learned from previous natural hazard events. Public feedback helped us develop the Code.

### Section 05 - Coverage and engagement through media

This section monitors the volume and sentiment of NHC Toka Tū Ake media coverage and what's driving it and where it's being driven in terms of media channel. We report on the sentiment of coverage across key themes along with reporting on our social media profiles in terms of the growth of our Facebook and LinkedIn profiles and the content that's increasing our profiles.

### Section 06 - Complying with the Official Information Act

This section monitors how well we're complying with meeting our responsibilities to respond to requests for information covered by the Official Information Act and the Privacy Act. Our reporting in this section includes the volume of information requests we've: received; completed; and have remaining on hand at the end of the month. Our reporting categorises information requests 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 NHC Toka Tū Ake and/or operational activities (Organisational OIAs). Reporting on our compliance rate for both information request types is monitored and reported here.

In this section we also provide visibility on the number of formal notices received from the Ombudsman of investigation into a complaint received. This reporting also includes any final opinions reached by the Ombudsman.

The other reporting element of this section centres around the volume of requests received to draft a response for the Minister's Office.

### Section 07 - Data protection

This section monitors how well we're protecting the data that we hold. In particular, we report on privacy breach volumes each month as well as the severity and nature of those breaches. We also report on any emerging themes.

### Section 08 - Our people

This section monitors a number of organisational performance markers including: headcount - overlayed by claim population movement; avg. annual leave balance; avg. sick leave usage; and voluntary turnover. We compare our results to the corresponding Public Service average and provide visibility on what's influencing movement within these markers. This section also provides a broad profile of our workforce, across a number of dimensions.

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

## Output one: resilience

## 1. A resilience programme that informs, enables and influences for improved analysis and public understanding of natural hazards risk

The NHI Act increases the NHC Toka Tū Ake focus on resilience. Our strategic priority for resilience is to strengthen resilience by building knowledge and understanding of natural hazards risk to improve decision-making.

Our **resilience** objective is to equip decision-makers, homeowners and communities with better understanding of natural hazards risks so they can take action to reduce risk and strengthen resilience.

## Output 1 | Performance measures

Ref	Measure	Target	YTD Result	Status Trend
1.1	Number of Natural Hazards Portal users, and percentage of those seeking further information (via the PDF download function or Natural Hazard Portal-driven OIA requests)	>40,000 users	52,249	<b>Achieved</b> ↑ 5,873
		>15% seek further information	16.6%	<b>On track</b> -
1.2	Number of downloads of our publicly available research and resilience documents	>1,200	15,378	<b>Achieved</b> ↑ 1,914
1.3	Number of formal submissions made on central and local government policy and plans, and percentage of recommendations that are partially or fully accepted or acted on	>5 submissions	0	<b>On track</b>
		>20% of recommendations accepted or acted on	0%	<b>On track</b>
1.4	Percentage of homeowners surveyed who say they have acted on any of the six key preparedness actions promoted by NHC Toka Tū Ake	>57%	62%	<b>On track</b>
1.5	Progress on delivering our loss modelling strategy via agreed roadmap milestones	<b>Achieved</b>	-	<b>At risk</b>
1.6	A research Benefits Management Framework is finalised and implemented, enabling the ability to track the short, medium, and longterm impacts and benefits of research	<b>Achieved</b>	-	<b>On track</b>



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

## Output two: readiness

## 2. Ensuring capacity and readiness for an event

Our **readiness** objective is to prepare NHC Toka Tū Ake and its partners to deliver the best possible claims management process for homeowners when a natural hazard event strikes. This means supporting homeowner and community recovery, by working with our insurer partners to deliver a transparent, timely, high-quality and responsive process for natural hazards insurance claims.

## Output 2 | Performance measures

Ref	Measure	Target	YTD Result	Status Trend
2.1	Document and present to the Board an implementation plan based on the lessons learned from previous events (including the 2023 North Island Weather Events) and scenario response strategies, to enable improved efficiency and effectiveness	Achieved	Achieved	Achieved
2.2	NHC Toka Tū Ake is satisfied NDRM insurers have effective surge plans to support the NDRM to respond to a natural hazard event resulting in up to 100,000 homeowner claims under the natural hazards scheme	100%	-	On track
2.3	NHC Toka Tū Ake participates in a maximum of two natural hazards exercises with stakeholders and insurer partners to test the natural hazards scheme's preparedness for a significant natural hazard event	100%	-	Achieved
2.4	New Zealanders have increasing trust and confidence in NHC Toka Tū Ake	Public Sector Reputation Index ≥59	-	N/A

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

## Output three: risk financing

## 3.1. Maintain a reinsurance programme that supports the delivery of accessible residential natural hazards insurance protection

Our **risk financing** objective is for homeowners to have an accessible, sustainable way to help manage financial impacts of natural hazard events.

The risk financing out class supports our core legislative functions to contribute to the management of the financial risk to the Crown of providing natural hazards cover by:

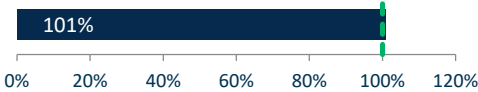
- managing the Natural Hazard Fund
- collecting levies payable for insurance under the NHI Act
- obtaining reinsurance and other risk transfer products.

## Output 3.1 | Performance measures

Ref	Measure	Target	YTD Result	Status Trend
3.1.1	Reinsurance protection for 2025-2026 is obtained on terms that assure continuity of coverage for all hazards under the NHI Act, at rates that are lower than the Crown's ceded cost of capital	1 June 2025	- Not yet reportable.	N/A
3.1.2	An annual review of the risk financing strategy is completed	Achieved	- Not yet reportable.	N/A

## 3.2. Managing the Natural Hazard Fund (NHF)

## Output 3.2 | Performance measures

Ref	Measure	Target	YTD Result	Status Trend
3.2.1	The percentage of levies collected compared to the annual budget	100%	101% To date: FY2024-25 budget \$600.2m, levies collected \$604.9m 	↓ 0.2% on Jan-25 EOM
3.2.2	The Natural Hazard Fund is managed in accordance with parameters outlined in the FRMS	100%	- Compliant. The Natural Hazards Fund is being managed in accordance with parameters outlined in the FRMS.	On track

## 3.3. Funding and Risk Management Statement

## Output 3.3 | Performance measures

Ref	Measure	Target	YTD Result	Status Trend
3.3.1	Develop an investment strategy and framework based on the parameters provided in the Crown's Funding and Risk Management Statement (FRMS) by 30 June 2025	Achieved	- An external advisor has been appointed to assist with the work on the investment strategy.	On track

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

### Output four: recovery

Our **recovery** objectives are for homeowners to have an accessible, sustainable way to help manage financial impacts of natural hazard events by receiving settlements that support effective recovery from these events.

Our recovery output class focuses on the way claims are managed after an event. From 1 July 2024 we are managing two insurance schemes:

- for events that occurred on or prior to 30 June 2024, EQCover applies.
- for events occurring on or after 1 July 2024, NHCover applies.

#### 4.1. Settlement of the 2010-2011 Canterbury earthquake sequence claims

**Output 4.1** is specifically focused on serving homeowners with claims from the **2010- 2011 Canterbury earthquake sequence**, including claims NHC Toka Tū Ake manages on behalf of Southern Response. The measures address both the timeliness and homeowner focus of the claims management services.

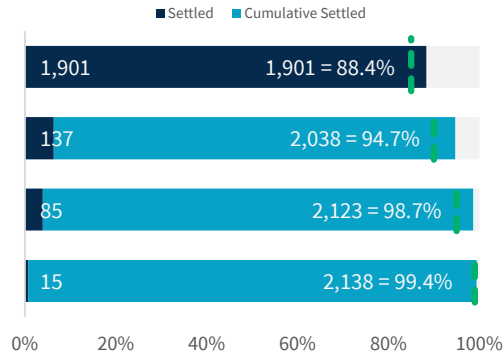
We have changed the timeliness measure under this output class. The new measure applies regardless of the date of claim lodgement and requires an escalating percentage of claims to be resolved over time. For example, the measure requires 85% of reopened claims to be resolved within six months of lodgement and 99% of claims within 24 months.

New measures have been added to report on the pre-settlement and post-settlement status of Canterbury On-sold claims (4.1.4 and 4.1.5). We have removed the measure used in previous years that Southern Response claims are managed in accordance with our agreement with Southern Response.

Measures 4.1.6 and 4.1.7 measure timeliness and customer satisfaction for Canterbury claims. We have reduced the number of homeowner satisfaction measures to a single measure of satisfaction of the overall claims experience (4.1.6). In previous years we had further, more specific satisfaction measures. Reducing the measures to one simplifies reporting for the SoPE. We will continue to ask homeowners more specific questions to inform the overall satisfaction results.

#### Output 4.1 | Performance measures | Timeliness

Ref	Measure	Target	YTD Result	Status Trend
4.1.1	Percentage of reopened claims settled from the date that they were reopened	85% within six months	88.4%	↑ 0.8% on Jan-25 EOM
		90% within 12 months	94.7%	↑ 0.3% on Jan-25 EOM
		95% within 18 months	98.7%	→ 0% on Jan-25 EOM
		99% within 24 months	99.4%	→ 0% on Jan-25 EOM



#### Note

The results seen in the above chart are cumulative. As at February EOM, there were 2,151 claims settled YTD in scope for this measure (n = 2,151). Thirteen claims have required more than 24 months to be settled.

4.1.2	The On-sold ex gratia package is administered in accordance with the On-sold Canterbury Properties Services Agreement	100%	100%	100%
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Measure	Standard	YTD 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%	On track
NHC Toka Tū Ake 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%	

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

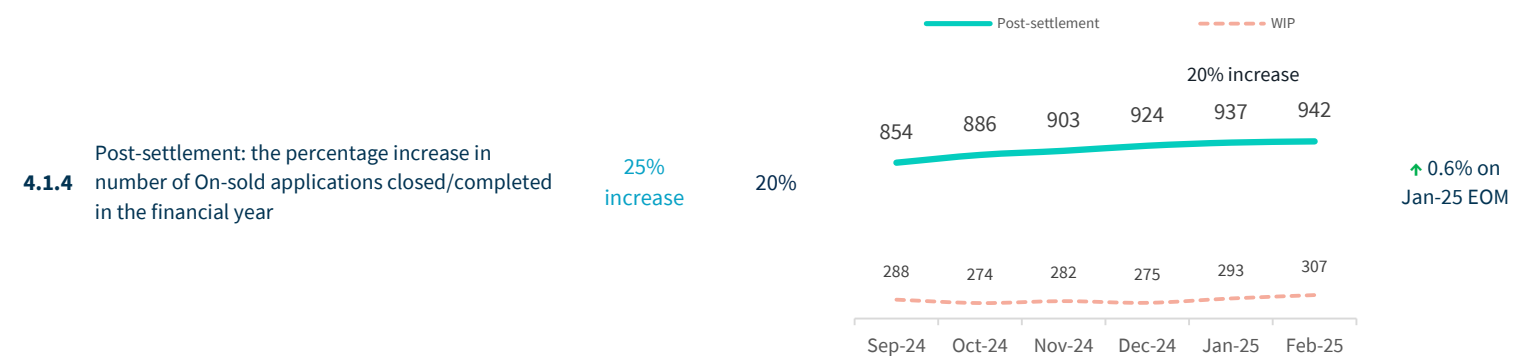
## Output four: recovery (cont.)

## Output 4.1 | Performance measures | Timeliness



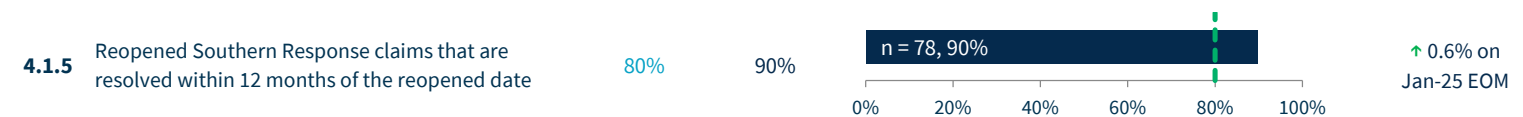
## Note

As at Jun-24 EOM there were 363 applications on hand in Pre-settlement WIP. The target is a 30% decrease (109) to arrive at 254 applications or less by Jun-25 EOM.

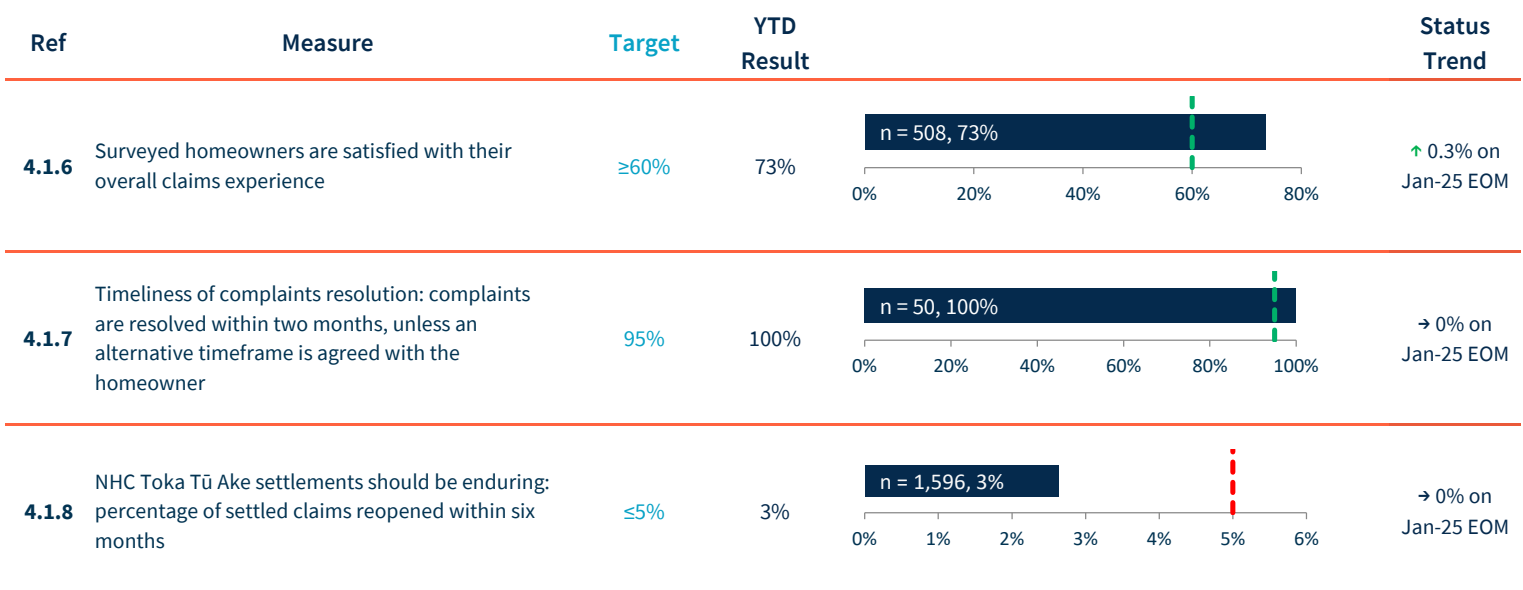


## Notes

• As at Feb-25 EOM, Closed with Crown Settlement (Paid in Full) has increased from 783 (Jun-24 EOM) to 942, while Post-settlement WIP has increased from 275 to 307.



## Output 4.1 | Performance measures | Homeowner focus





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

## Output four: recovery (cont.)

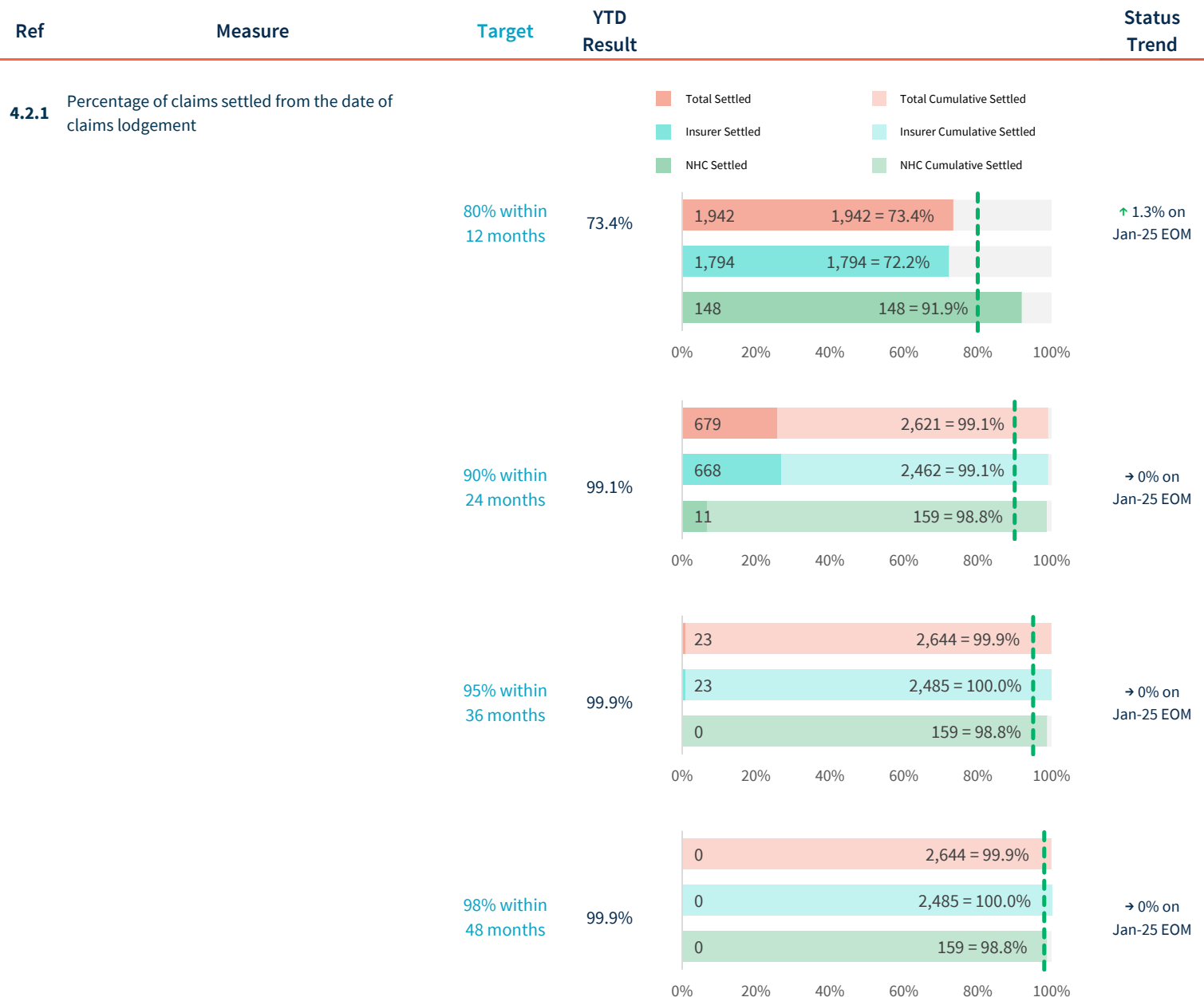
## 4.2. Claims relating to natural hazard events (excluding Canterbury)

**Output 4.2** 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 our insurer partners under the operating model from 30 June 2021 onwards. Measures addressing quality, customer experience, and cost of claim resolution related to claims generated for the North Island Weather Events are included in output 4.3.

We have changed the timeliness measure under this output class. The new measure applies regardless of the date of claim lodgement and requires an escalating percentage of claims to be settled over time. For example, the measure requires 80% of claims to be settled within 12 months of lodgement and 90% of claims within 24 months.

As with output class 4.1, we have reduced the number of homeowner satisfaction measures to one (4.2.2) on overall satisfaction.

## Output 4.2 | Performance measures | Timeliness



## Notes

- The results seen in the above charts are cumulative, e.g., Total settled within 24 months is 1,942 (73.4% within 12 mths) + 679 (25.7% within 13-24 mths) = 2,621 (99.1%).
- As at February EOM, there were a total of 2,646 settled claims in scope for this measure (n = 2,646). The charts above show 2,644 because two claims required more than 48 months to be settled.

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

## Output four: recovery (cont.)

## Output 4.2 | Performance measures | Homeowner focus

Ref	Measure	Target	YTD Result	Status Trend												
4.2.2	Surveyed homeowners are satisfied with their overall claims experience	≥60%	65%	↓ 1.8% on Jan-25 EOM												
<table><thead><tr><th>Category</th><th>n</th><th>%</th></tr></thead><tbody><tr><td>Total</td><td>176</td><td>65%</td></tr><tr><td>Insurer Managed</td><td>171</td><td>66%</td></tr><tr><td>NHC Toka Tū Ake</td><td>5</td><td>40%</td></tr></tbody></table>					Category	n	%	Total	176	65%	Insurer Managed	171	66%	NHC Toka Tū Ake	5	40%
Category	n	%														
Total	176	65%														
Insurer Managed	171	66%														
NHC Toka Tū Ake	5	40%														
4.2.3	Complaints are resolved within two months or within such longer period as the complainant and private insurer agree	90%	95%	↑ 0.5% on Jan-25 EOM												
<table><thead><tr><th>Category</th><th>n</th><th>%</th></tr></thead><tbody><tr><td>Total</td><td>39</td><td>95%</td></tr><tr><td>Insurer Managed</td><td>37</td><td>95%</td></tr><tr><td>NHC Toka Tū Ake</td><td>2</td><td>100%</td></tr></tbody></table>					Category	n	%	Total	39	95%	Insurer Managed	37	95%	NHC Toka Tū Ake	2	100%
Category	n	%														
Total	39	95%														
Insurer Managed	37	95%														
NHC Toka Tū Ake	2	100%														
4.2.4	NHC Toka Tū Ake settlements should be enduring: percentage of settled claims reopened within six months	≤3%	1%	→ 0% on Jan-25 EOM												
<table><thead><tr><th>Category</th><th>n</th><th>%</th></tr></thead><tbody><tr><td>Total</td><td>1,711</td><td>1%</td></tr><tr><td>Insurer Managed</td><td>1,599</td><td>1%</td></tr><tr><td>NHC Toka Tū Ake</td><td>112</td><td>2%</td></tr></tbody></table>					Category	n	%	Total	1,711	1%	Insurer Managed	1,599	1%	NHC Toka Tū Ake	112	2%
Category	n	%														
Total	1,711	1%														
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NHC Toka Tū Ake	112	2%														

## Output 4.2 | Performance measures | Quantity

Ref	Measure	Target	YTD Result	Status Trend
4.2.5	<p>The ratio of claims handling expense to settlement cost for the period is less than the ratio set by the Board</p> <p><b>SoPE 4.2.5 observations:</b> As at 28 February 2025, YTD performance is within expectations, with a YTD claims handling expense (CHE) ratio of 50.8% observed vs. the YTD target threshold ratio of 51.1% (a variance of 0.3%).</p> <p><b>Note:</b> New targets were approved by the Board during Feb-25, permitting an improved indication of the level of CHE we expect to pay on normal claims during FY24-25. Previously reported figures were restated as at Jan-25 EOM to reflect this. The measure will move to quarterly reporting from our Mar-25 report.</p>	Less than ratio	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	<div><div>Jul-24, 52%</div><div>Aug-24, 38%</div><div>Sept-24, 37%</div><div>Oct-24, 35%</div><div>Nov-24, 36%</div><div>Dec-24, 52%</div><div>Jan-25, 49%</div><div>Feb-25, 51%</div></div> <div>Threshold headroom 0.3% ↓ 1.3%</div>

## Notes

- This measure is specific to claims managed by our insurer partners under the Natural Disaster Response Model (NDRM), which commenced on 30 June 2021.
- The threshold is recalibrated each month, and includes Kaikoura and excludes annual fixed fees.
- The methodology used to calculate this measure was approved by the Board on 12 May 2021.

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

## Output four: recovery (cont.)

## 4.3. Claims relating to North Island Weather Events: January - February 2023

In 2023-2024 we introduced independent performance measures for the response to the impacts of severe weather events in the North Island (including the Auckland Anniversary Weekend floods in January 2023 and Cyclone Gabrielle in February 2023).

Several of these measures have been retained for 2024-2025 to reflect that claims for this event continue to be lodged and there is ongoing complexity in resolving claims involving significant land damage. Settlement timeliness of claims generated for the North Island Weather Events is captured in the 'Timeliness' measure 4.2.1.

## Output 4.3 | Performance measures | Homeowner focus

Ref	Measure	Target	YTD Result	Status Trend												
4.3.1	Surveyed homeowners are satisfied with their overall claims experience	≥60%	31%	↑ 0.8% on Jan-25 EOM												
<table><thead><tr><th>Category</th><th>n</th><th>Percentage</th></tr></thead><tbody><tr><td>Total</td><td>52</td><td>31%</td></tr><tr><td>Insurer Managed</td><td>51</td><td>31%</td></tr><tr><td>NHC Toka Tū Ake</td><td>1</td><td>0%</td></tr></tbody></table>					Category	n	Percentage	Total	52	31%	Insurer Managed	51	31%	NHC Toka Tū Ake	1	0%
Category	n	Percentage														
Total	52	31%														
Insurer Managed	51	31%														
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4.3.2	Complaints are resolved within two months or within such longer period as the complainant and private insurer agree	90%	95%	↓ 1.0% on Jan-25 EOM												
<table><thead><tr><th>Category</th><th>n</th><th>Percentage</th></tr></thead><tbody><tr><td>Total</td><td>77</td><td>95%</td></tr><tr><td>Insurer Managed</td><td>76</td><td>95%</td></tr><tr><td>NHC Toka Tū Ake</td><td>1</td><td>100%</td></tr></tbody></table>					Category	n	Percentage	Total	77	95%	Insurer Managed	76	95%	NHC Toka Tū Ake	1	100%
Category	n	Percentage														
Total	77	95%														
Insurer Managed	76	95%														
NHC Toka Tū Ake	1	100%														
4.3.3	NHC Toka Tū Ake settlements should be enduring: percentage of settled claims reopened within six months	≤5%	1.1%	→ 0% on Jan-25 EOM												
<table><thead><tr><th>Category</th><th>n</th><th>Percentage</th></tr></thead><tbody><tr><td>Total</td><td>2,975</td><td>1.1%</td></tr><tr><td>Insurer Managed</td><td>2,958</td><td>1.1%</td></tr><tr><td>NHC Toka Tū Ake</td><td>17</td><td>5.9%</td></tr></tbody></table>					Category	n	Percentage	Total	2,975	1.1%	Insurer Managed	2,958	1.1%	NHC Toka Tū Ake	17	5.9%
Category	n	Percentage														
Total	2,975	1.1%														
Insurer Managed	2,958	1.1%														
NHC Toka Tū Ake	17	5.9%														

## Section 2 - Resilience

## Our Resilience Strategy

A new NHC Resilience Strategy for Natural Hazard Risk Reduction 2024-2029 was published in late 2024. It refreshes the previous Resilience Strategy (2019-2024), and re-confirms our commitment to natural hazards resilience as follows:

Our goal is to inform, enable and influence the choices and decisions that reduce vulnerability and the exposure of New Zealand's built environment to natural hazard events.

In simple terms, the result will **be stronger homes, built on better land**.

## WE WILL DO THIS THROUGH:

Building knowledge, data and insights on natural hazard impacts and ways to reduce them

Enabling, influencing and advocating for natural hazards resilience

## RESEARCH

**Objective:**  
Invest in research and capability targeted to reducing the risk of impacts from natural hazards on people, property, and the community.

## LOSS MODELLING

**Objective:**  
Provide an authoritative, insightful, and internationally respected view of New Zealand's natural hazard risk

## RISK REDUCTION

**Objective:**  
Inform, enable, and influence evidence-based risk reduction decision making and action.

## PUBLIC EDUCATION

**Objective:**  
Empower individuals, households and communities with information and actions they can take to manage risk and strengthen resilience.

## We report on a quarterly basis what we're doing to progress our Resilience strategy

The quarterly frequency of our progress reporting takes into account that the nature of the work undertaken to progress our Resilience strategy is more suited to quarterly progress reporting.

Our next quarterly update will be provided in the NHC Toka Tū Ake Performance Dashboard - March 2025.

Our updates will focus on what we're doing to advance our Resilience strategy under the following strands.



## Quarterly update

Building knowledge, data and insights on natural hazard impacts and ways to reduce them

- Research
- Loss modelling



## Quarterly update

Enabling, influencing and advocating for natural hazards resilience

- Risk reduction
- Public education

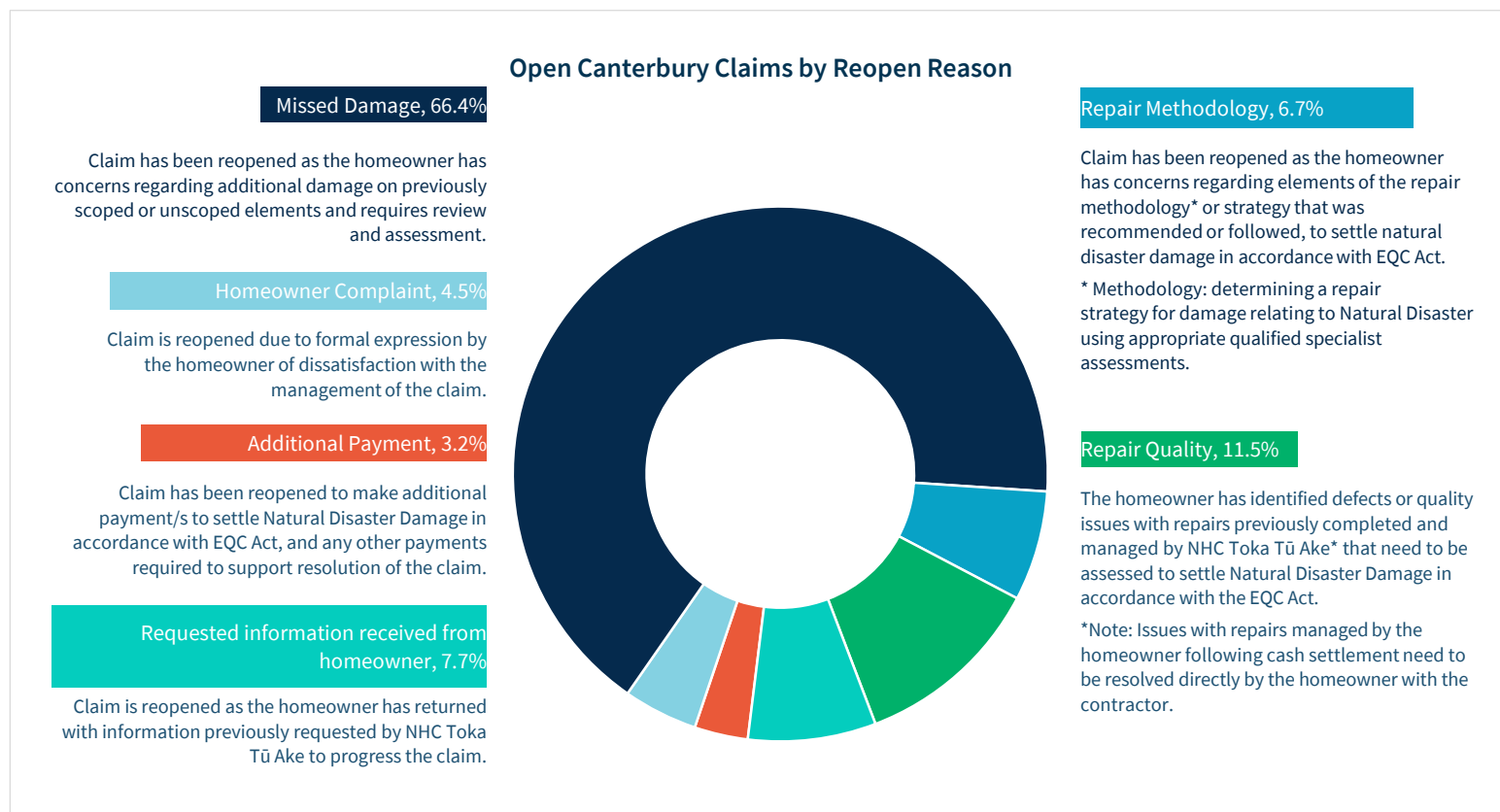
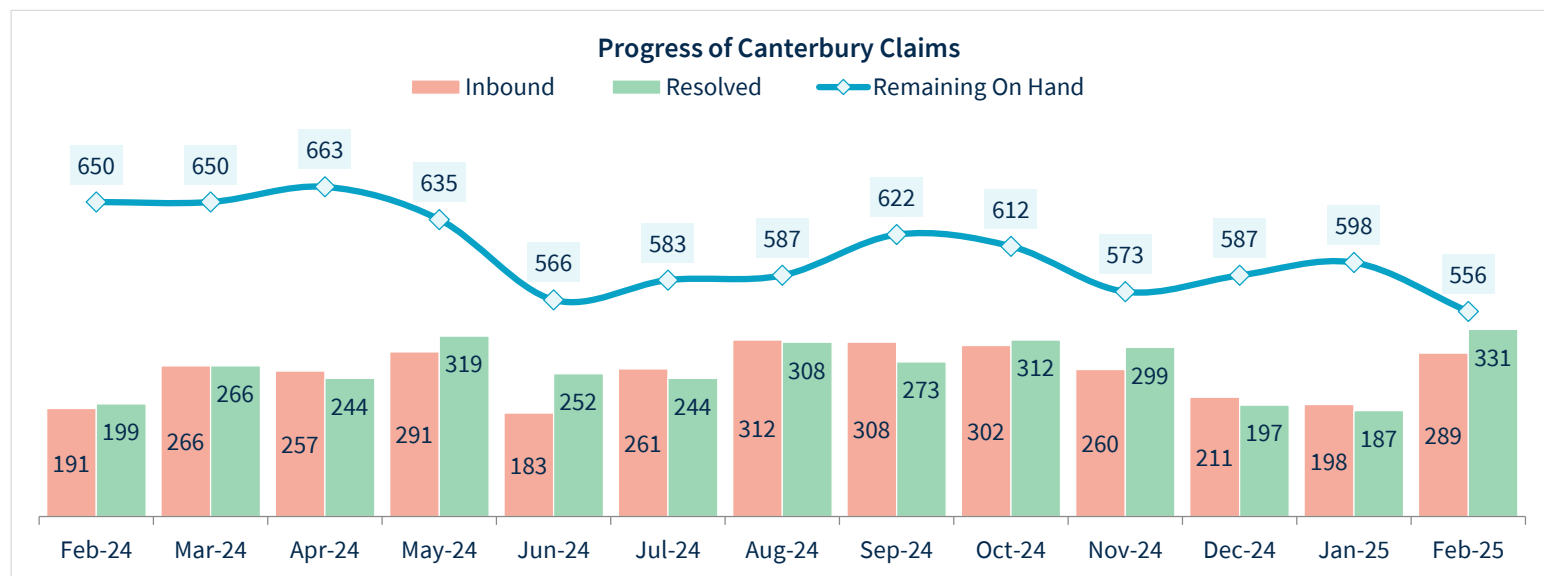
## Section 3 - Recovery | Canterbury earthquake sequence claims

During February, 78% of resolved claims were settled within 3 months of reopening, while 4% were 'aged claims' (claims older than 12 months).

Sampling of inbound claims during February indicated 80% were categorised as 'simple' claims i.e., closed or forecast to close by the end of April. A further 17% are classified as 'standard' complexity (3-6 month forecast duration), and 3% classified as 'complex' (>6 month forecast duration). Closure forecast accuracy this month improved to 73% (cf. 66% in January).

Missed damage continued to be the top homeowner-initiated reopen category in February, accounting for 80% of reopens. Drainage/plumbing-related reasons remain the biggest driver of homeowner enquiries (68%).

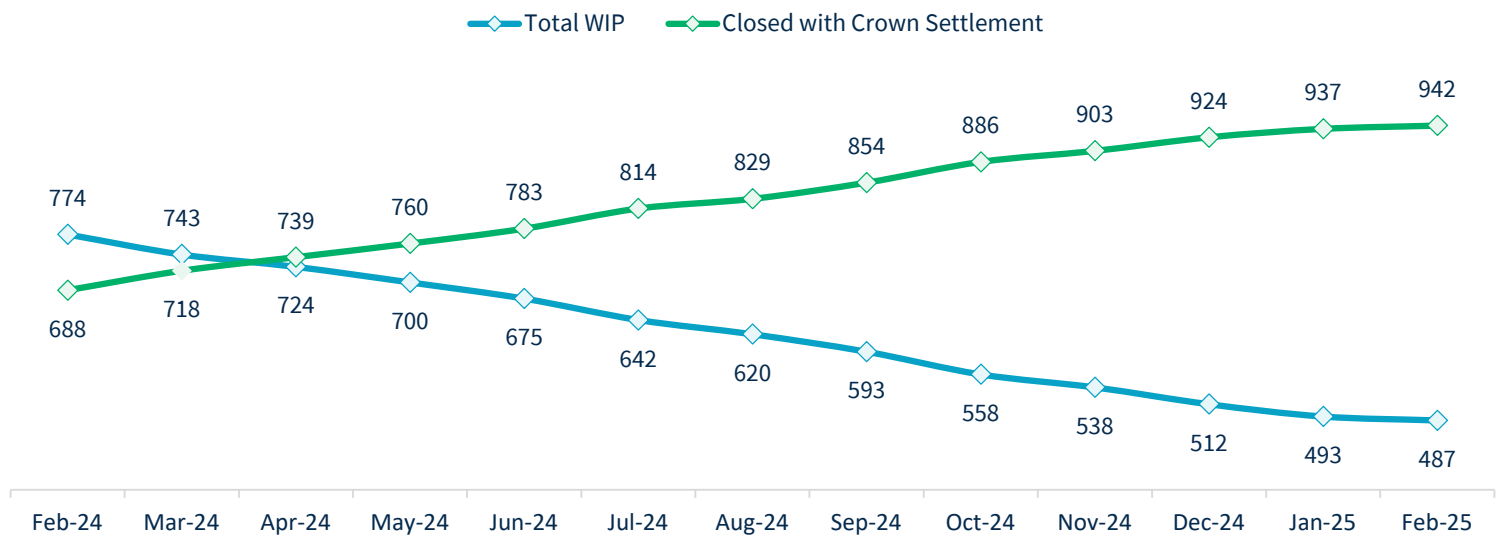
The age profile of remaining claims reveals that 38% are <3 months old while aged claims (>12 months old) account for 16%. Settling aged claims remains an ongoing focus. Currently we have 89 aged claims (cf. 89 last month) and 119 aging claims (50 claims aged 9-12 months and 69 claims aged 6-9 months).





## Section 3 - Recovery | Canterbury earthquake sequence claims (cont.)

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



At the end of February, our On-sold WIP includes:

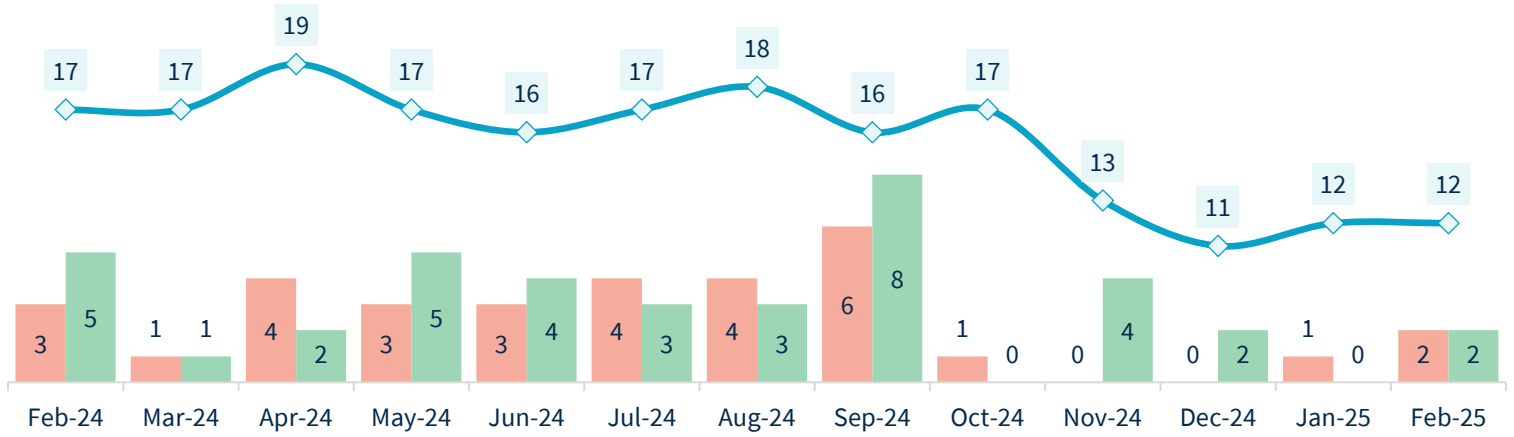
- **Pre-settlement** - 180 EOIs on hand that are being managed through our On-Sold assessment/settlement process ('Pre-settlement'), including 57 Awaiting Agreement with Homeowners.
- **Post-settlement** - 307 applications with customer acceptance of settlement offer, being prepared for payment, or with tranche payments in progress for homeowner-managed repairs.

## Section 3 - Recovery | Claims relating to natural hazard events (excl. Canterbury)

## Kaikōura

Progress of Kaikōura Claims

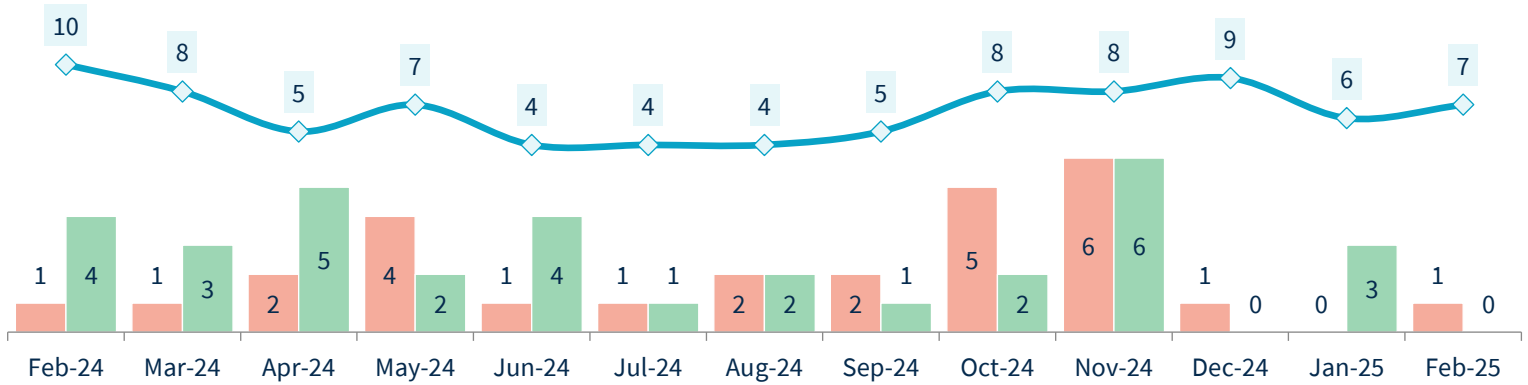
Inbound Resolved Remaining On Hand



## NHC Toka Tū Ake managed Earthquake and LSF Claims

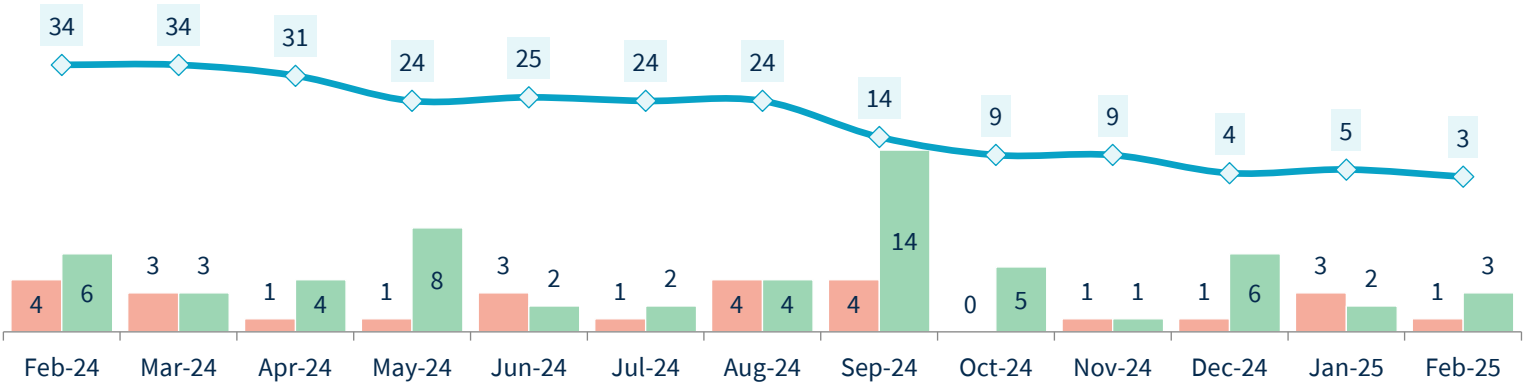
Progress of EQ claims managed directly by NHC Toka Tū Ake

Inbound Resolved Remaining On Hand



Progress of LSF claims managed directly by NHC Toka Tū Ake

Inbound Resolved Remaining On Hand



## Section 3 - Recovery | Claims relating to natural hazard events (excl. Canterbury)

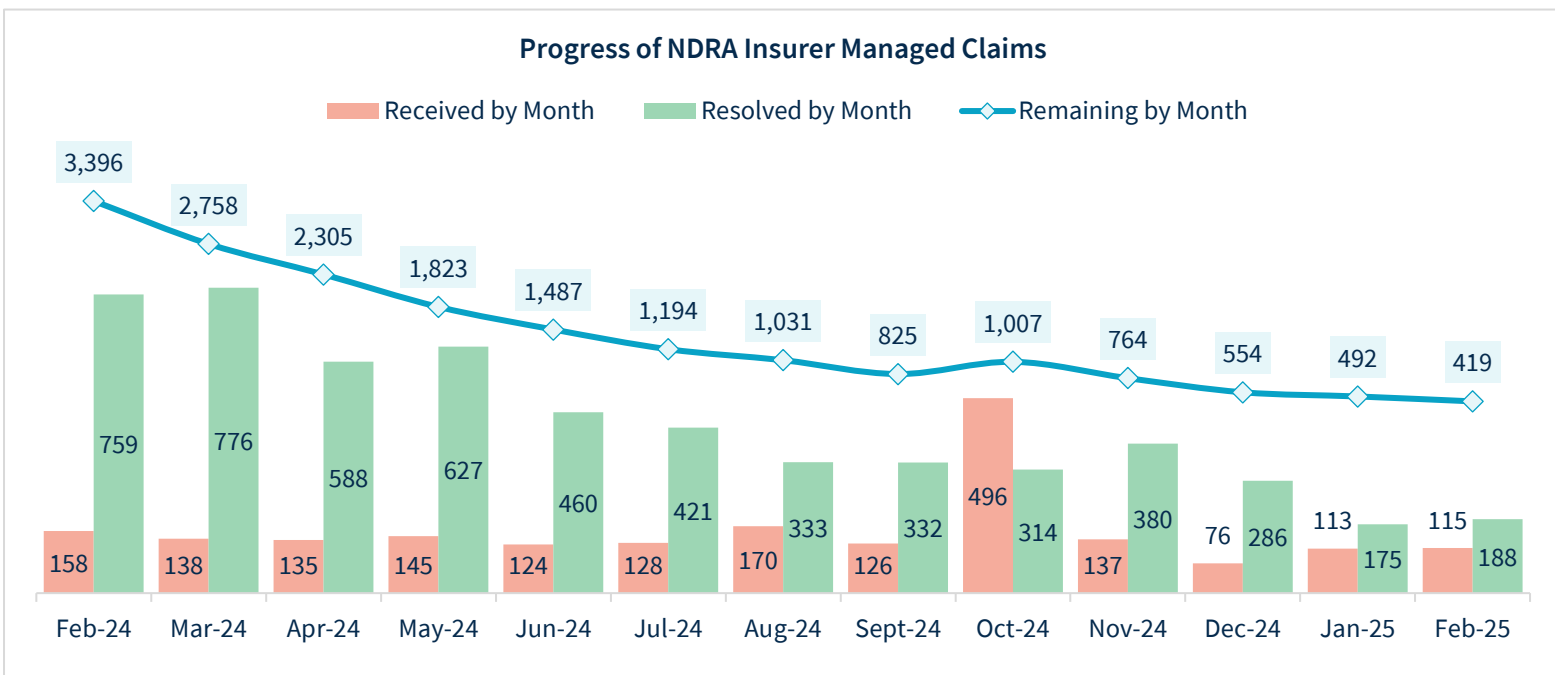
**How many claims have we received since the start of the NDRA?**

Since commencement of the NDRA, we've received 20,205 claims (cf. 20,016 reported last month). Just under 78% of reported claims are related to a weather event. We've received 8,664 claims to date for the Jan-Feb 2023 Upper North Island weather events, almost 99% of which are resolved.

**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 NDRM insurers, as a whole, are making on claims lodged in this financial year.

The following visual provides a 13 month rolling view of progress that our NDRM insurers have made on settling claims under the NDRA.



## Section 4 - Resolving alternate homeowner pathways

### Complaints

In this section we monitor the resolution of complaints made against NHC Toka Tū Ake and its NDRM insurers. Specifically we report on whether we're resolving complaints in a timely manner.

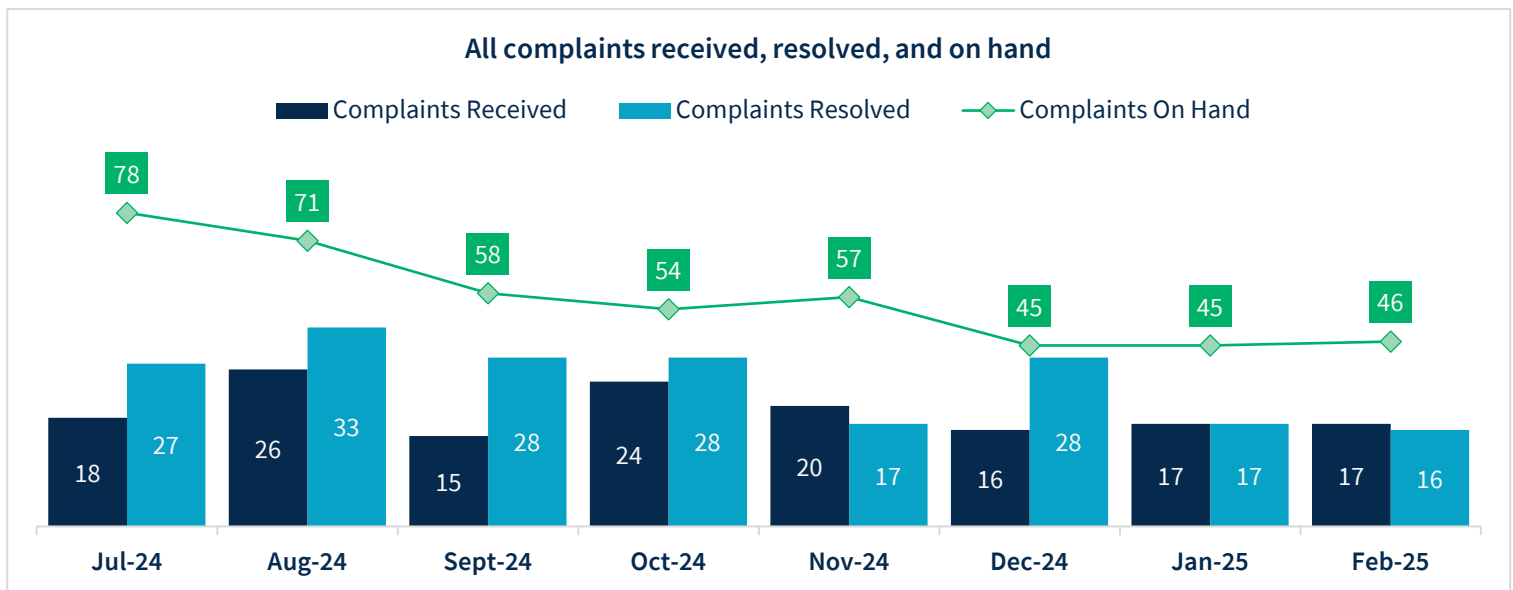
Insured persons can make a complaint when they are unhappy with:

- the outcome of their claim.
- the way they have been treated, for example if they feel the [Code of Insured Persons' Rights](#) has been breached
- the way their claim has been managed.

This section also provides visibility on the uptake of other resolution avenues available to insured persons.

### All complaints received, resolved, and on hand year-to-date

		pre FY2024-25	FY2024-25		
		On hand Jun-24 EOM	CES	BAU	TOTAL
On hand Jun-24 EOM & Received during FY2024-25	EQC Act	87	62	130	279
	NHC Act	-	-	12	12
	TOTAL	87	62	142	291
Resolved	TOTAL	75	58	112	245
On hand	TOTAL	12	4	30	46



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

From the information received to date, the predominant complaint themes are:

- damage not covered by the Act
- assessment outcome (repair strategy or costs)
- communication, and
- timeframes.

We are looking at access to additional information that will provide richer insights.

### Explained: Why do some of our previously published complaint figures change?

Previously published figures changes occur due to notification from NDRM insurers, post report period, of changes in complaints statuses and any additional complaints.

## Section 4 - Resolving alternate homeowner pathways (cont.)

## Code of Insured Person's Rights

## You're protected by the Code of Insured Persons' Rights

The [Code of Insured Persons' Rights](#) (Code) supports homeowners to have their claim managed and settled in a fair and timely manner. Their rights and the obligations of NHC Toka Tū Ake and NDRM insurers are outlined in full in the Code. The Code applies to any interactions from 1 July 2024 for new or existing claims. NHC Toka Tū Ake, or anyone working on our behalf, must follow the Code.

If homeowners believe we have not followed the Code during the claims process, they can make a complaint. We or the NDRM insurer (depending on who the complaint was made against) will investigate the complaint and advise homeowners of the outcome. If there is a breach, we or the NDRM insurer may take one of the actions listed in the Code.

## Reporting on Code related complaints

This section monitors complaints made by insured persons. Specifically we report on whether we're resolving complaints in a timely manner and reporting on the uptake of other resolution avenues available under the Code.

The Code is a requirement under the NHI Act and addresses the lessons learned from previous natural hazard events.

## All Code complaints - received, resolved, and on hand FY2024-25

		CES	BAU	TOTAL
Received	EQC Act	5	11	16
	NHC Act	-	-	0
	TOTAL	5	11	16
Resolved	TOTAL	5	11	16
On hand	TOTAL	0	0	0

## All independent reviews of Code complaints conducted by Fair Way

Insured persons can apply to have the outcome of a complaint about a breach of the Code independently reviewed by independent service provider, Fair Way Resolution. The following charts look at the uptake of this option.

		CES	BAU	TOTAL			Challenge Upheld	Challenge Not Upheld
Received	EQC Act	-	-	-	Review Decisions	NHC Toka Tū Ake	-	-
	NHC Act	-	-	-		NDRM Insurers	-	-
	TOTAL	-	-	-				
Resolved	TOTAL	-	-	-				
On hand	TOTAL	-	-	-				

## Fair Way Dispute Resolution

Insured persons can enter an independent dispute resolution process with Fair Way in respect of referable decisions. The table to the right summarises progress of insured persons who have opted for this independent dispute resolution process.

		CES	BAU	TOTAL
Reviewing	Initial Review	-	-	0
	Adjudication	-	4	4
	Mediation	-	-	0
	TOTAL	-	4	4
Reviewed	TOTAL	-	0	0
On Hand	TOTAL	-	4	4



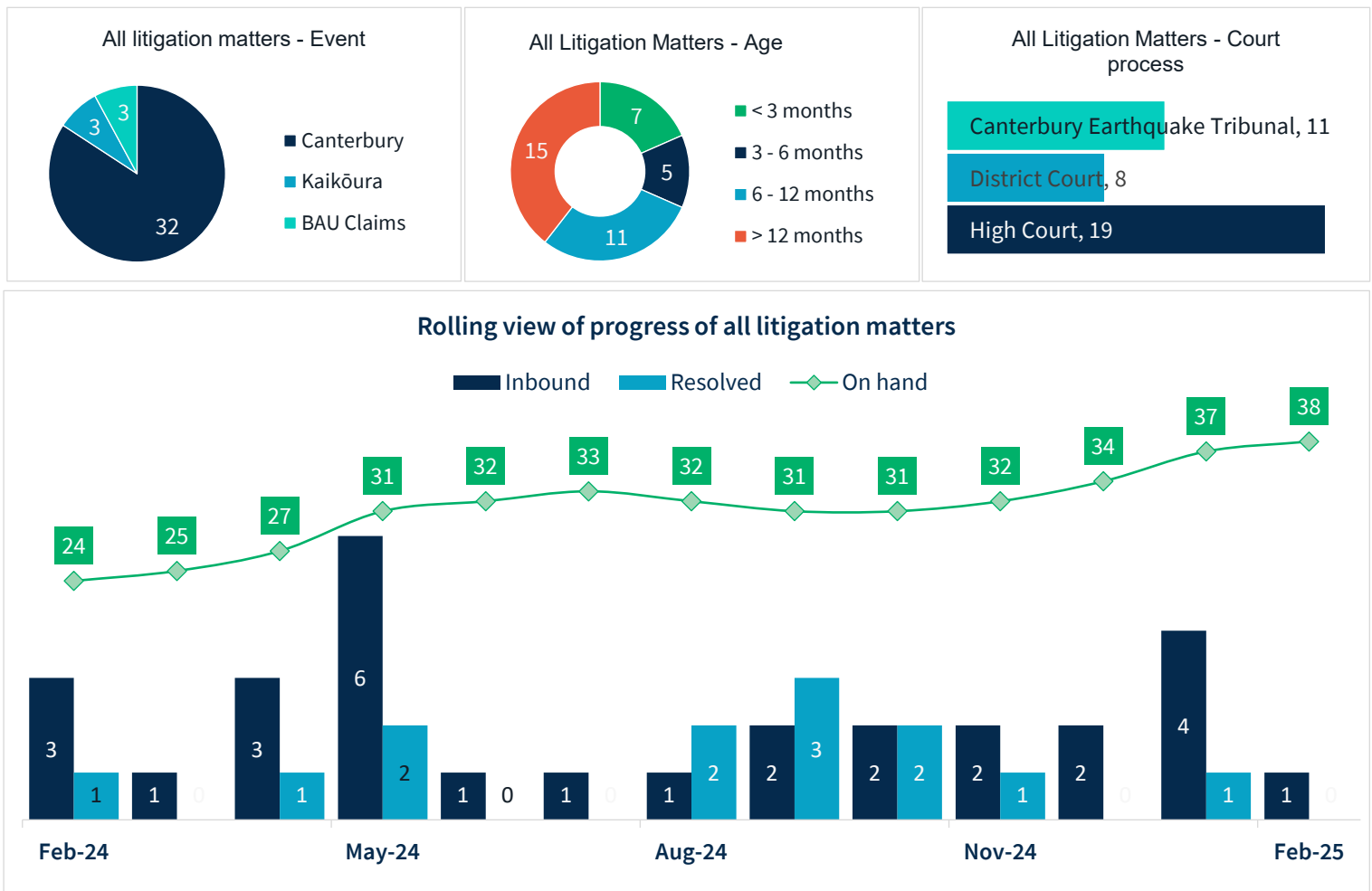
## Section 4 - Resolving alternate homeowner pathways (cont.)

### Claims subject to litigation matters

Insured persons can raise a dispute if they are in disagreement or conflict about a decision on their claim. The last part of this section looks at litigation matters as they're referred to in our reporting.

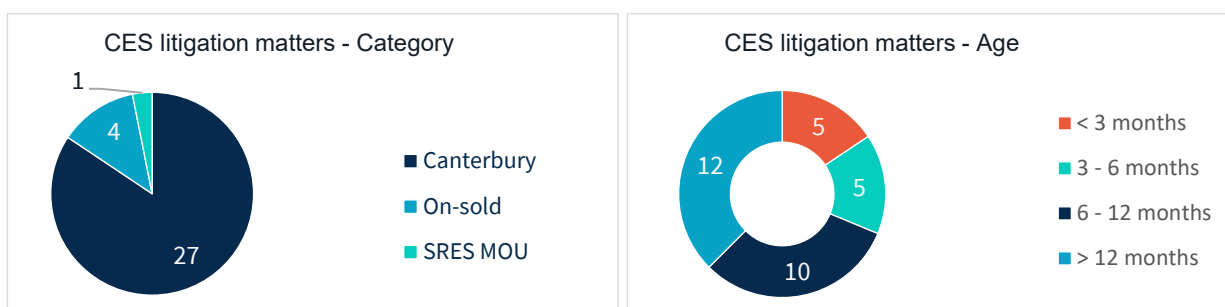
More information about how to raise a dispute can be found [here](#).

Overall, we currently have 38 litigation matters in progress. The following visuals look at these litigation matters through a number of lenses.



### Canterbury Earthquake Sequence 2010-11 (CES) claims subject to litigation matters

Litigation matters relating to CES claims account for 32 of the 38 litigation matters currently in progress. The following visuals provide a breakdown by work programme and by age.



## Section 5 - Coverage and engagement through media

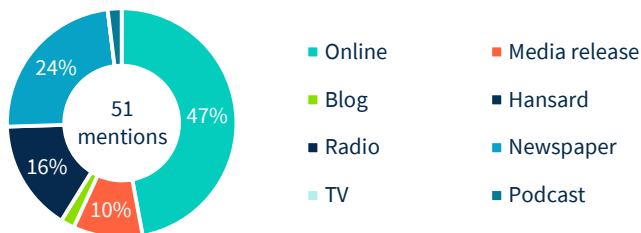
### Traditional media coverage across February

Media coverage of NHC Toka Tū Ake across February remained similar in volume to last month, with 51 mentions recorded across the month (cf. 50 last month).

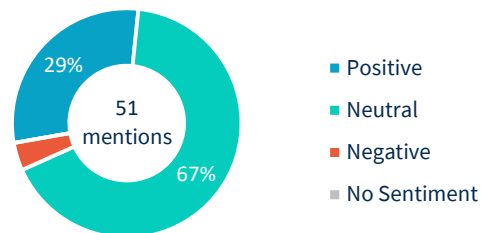
Sentiment attracted by mentions of NHC this month was predominantly neutral at 67%, while 29% of sentiment was positive. The balance of sentiment across the month was negative at 4%.

Coverage by channel this month shows that seven out of every ten mentions this month occurred either online or via newspaper.

Coverage by channel across February



Sentiment of coverage across February



#### 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.

### 29% of mentions in the media this month attracted positive coverage, including:

- Insurance Business Magazine: [How is New Zealand strengthening its defences against natural hazards?](#)
- RNZ: [Graham Leonard on landslides](#)
- Stuff: [Napier sites not suitable for development - Natural Hazards Commission](#)
- The Post: [How to check if your potential dream home is a natural disaster risk](#)

### 47% of mentions in the media this month attracted neutral coverage, including:

- Newsroom: [Let the Natural Hazards Commission charge risktakers higher premiums](#)
- The Post: [Public left out in hazard levies consultation](#)

### 4% of mentions in the media this month attracted negative coverage, including:

- The Press: [Homeowners still battling for compensation 14 years after earthquakes](#)

### Media releases this month

We distributed two media releases in February:

- [Homebuyers encouraged to check their risk with NHC's new buying a home checklist \(05 February\)](#)
- [New report reveals research and initiatives boosting resilience to natural hazards \(25 February\)](#)

We also published two website stories:

- [Disaster research shines at Disastrous Doctorates](#)
- [Researcher profile: Indriana Apriani](#)

### Media enquiries

Across February, we received four media enquiries unrelated to the above media releases.

## Section 5 - Coverage and engagement through media (cont.)

### Our social media profiles

This month we shared posts across our four content buckets with five posts about our workplace/people, four research/resilience related posts, five safer homes posts, and two insurance posts.

LinkedIn showed strong growth this month, and high levels of reach and engagement. Facebook saw overall reach and impression numbers being lower than average. Our most successful post this month was about the Disastrous Doctorates conference with 4,269 impressions and 614 clicks.



### What's the difference between 'views' and 'reach'?

Views are when people come to our social media page and 'view' it. Reach is how many people saw the social media post/posts

### Social media coverage analysis

#### New followers

Across February, we gained 120 ▲ new followers on LinkedIn (monthly avg. is 105) and 32 ▼ new followers on Facebook (monthly avg. is 38).

#### Profile views, reach, and engagement compared to the monthly average

- **Views** - we received 662 ▼ profile views on LinkedIn (monthly avg. is 793) and 662 ▼ profile views on Facebook (monthly avg. is 2,409).
- **Reach** - we reached 16,417 ▲ people on LinkedIn (monthly avg. is 13,456) and 147,130 ▼ people on Facebook (monthly avg. is 256,000).
- **Engagement** - we received 2,776 ▲ interactions on LinkedIn (monthly avg. is 2,113) and 445 ▼ interactions on Facebook (monthly avg. is 707)

### Website engagement

With the summer holiday we saw lower overall traffic to our website. This month news items were popular, accounting for a greater than usual proportion of traffic to the site.

**Views: 65,218 (▼5% of average)**

**Users: 28,919 (▼8% of average)**

**AVG engagement time: 40 seconds (▼5% of average)**

#### Top pages

- 1.) Buying a home
- 2.) News
- 3.) Homepage
- 4.) Know your cover
- 5.) About NHCover

#### Sources of traffic

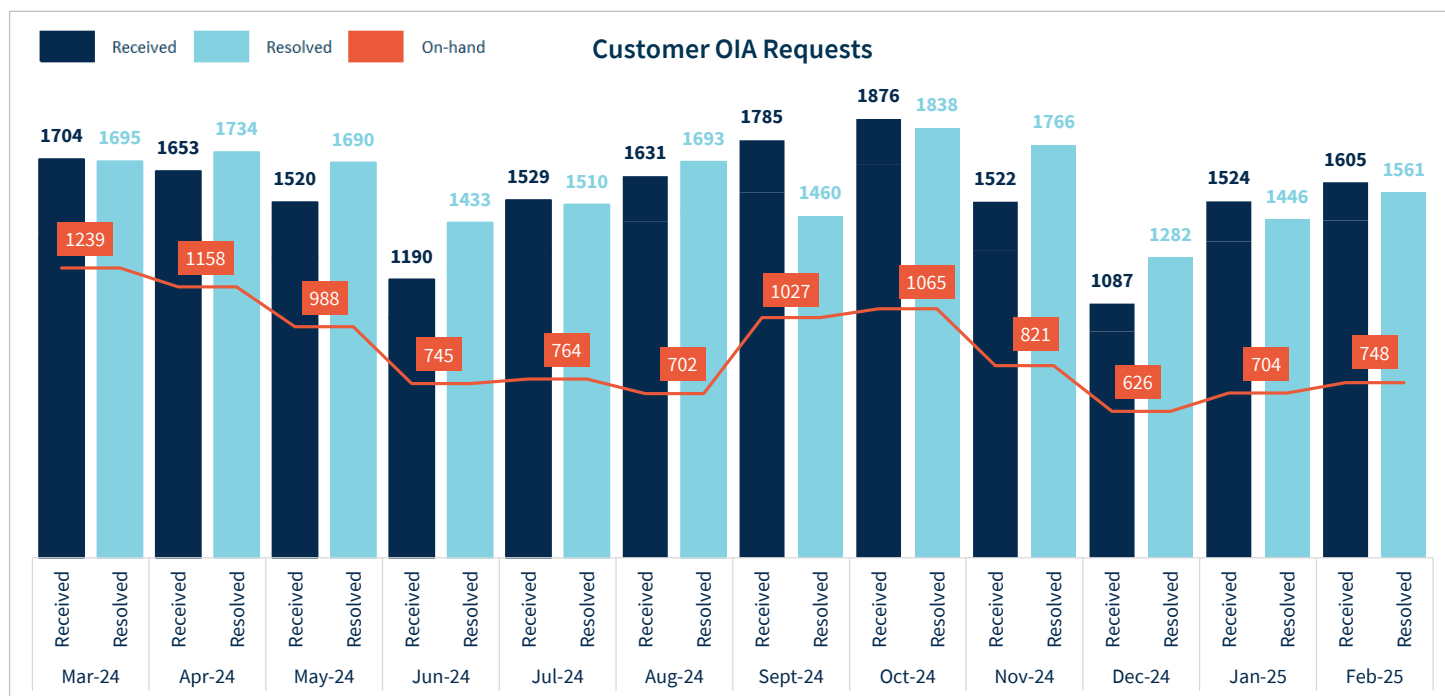
Source	Paid Search	Direct	Organic search	Organic social
February	21%	32%	25%	9%
Average	22.5%	25.5%	18.6%	16.6%

## Section 6 - Official Information Act (OIA) requests

Our OIA team supports the work of NHC Toka Tū Ake by responding to requests for information covered by the Official Information Act and the Privacy Act. This requires investigating requests for information, communicating with the requestor and producing logical and factual reports.

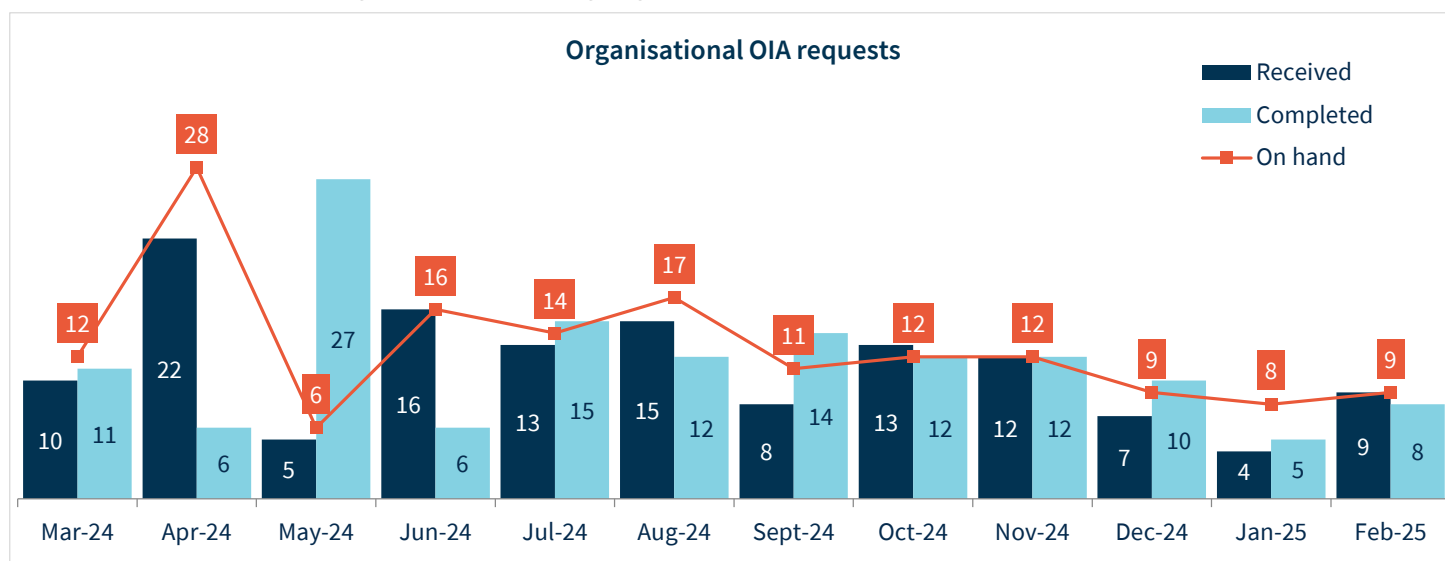
Our reporting encompasses our two information request workstreams:

- Customer OIA requests (claim related information requests)
- Organisational OIA requests (all other information requests).



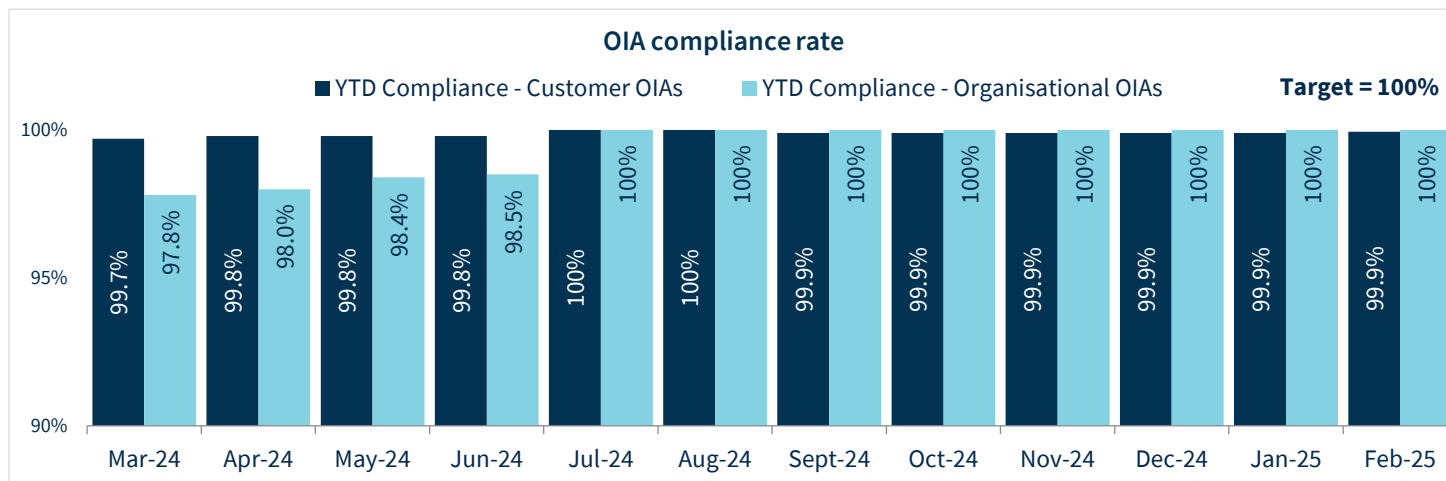
Across February, our Customer OIA and Contact Centre Teams received 1,605 new OIA requests (cf. 1,524 for Jan-25). Combined with the 704 requests on hand from last month and resolution of 1,561 requests this month, we have 748 requests on hand at month end.

Following on from last month's increase in information requests, the volume of received information requests continues to climb upwards towards the high levels seen during Aug-24 and Oct-24.



Across February, our Government Relations Team received 9 new organisational OIA requests (cf. 4 in Jan-25). Coupled with the 8 requests on hand from last month and 8 completed requests this month, the team had 9 requests on hand at month end.

## Section 6 - Official Information Act (OIA) Requests (cont.)



Across February, our Customer OIA and Contact Centre teams achieved a compliance rate of 100% across 1,561 completed responses. Similarly, across the month, our Government Relations Team achieved a 100% compliance rate across 8 completed responses.

### Ombudsman review of complaints received

Across February, we received no notices of formal investigation from the Ombudsman.

During the same period, the Ombudsman did not deliver any formal investigation opinions.

### Ministerial correspondence

Across February, we received 1 request to draft a response for the Minister's Office. Across the FYTD, we have provided responses to 19 requests from the Minister.

### Contact centre performance - Phone Calls

	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25
Outbound - Inbound Ratio	9:91	5:95	10:90	11:89	6:94
Grade of Service	100%	92%	92%	90%	87%
Abandonment Rate	0.5%	0.3%	0.4%	0.6%	0.6%
Roll Over No Answer	9	6	4	7	8
<b>Total Calls</b>	<b>2,038</b>	<b>1,828</b>	<b>1,239</b>	<b>1,323</b>	<b>1,520</b>
Total Email and Post	3,599	3,169	2,433	2,812	2,997

### Contact centre performance - Grade of Service (GoS)

#### Grade of Service this month

Across February, our Grade of Service (GoS) for emails was 100% (unchanged from last month), while 87% GoS was achieved for phone calls (90% last month).

#### Quality of the customer experience this month

The customer experience this month remains very positive at 97% (97% last month) across 457 surveyed customers (cf. 386 surveyed last month).

#### Received

1,425 calls via 0800 DAMAGE

(cf. 1,184 last month)

1,392 emails via info@naturalhazards.govt.nz

#### Explained: Grade of service

Grade of service is defined as calls answered within 20 seconds and emails responded to within 7 working days.

#### 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:

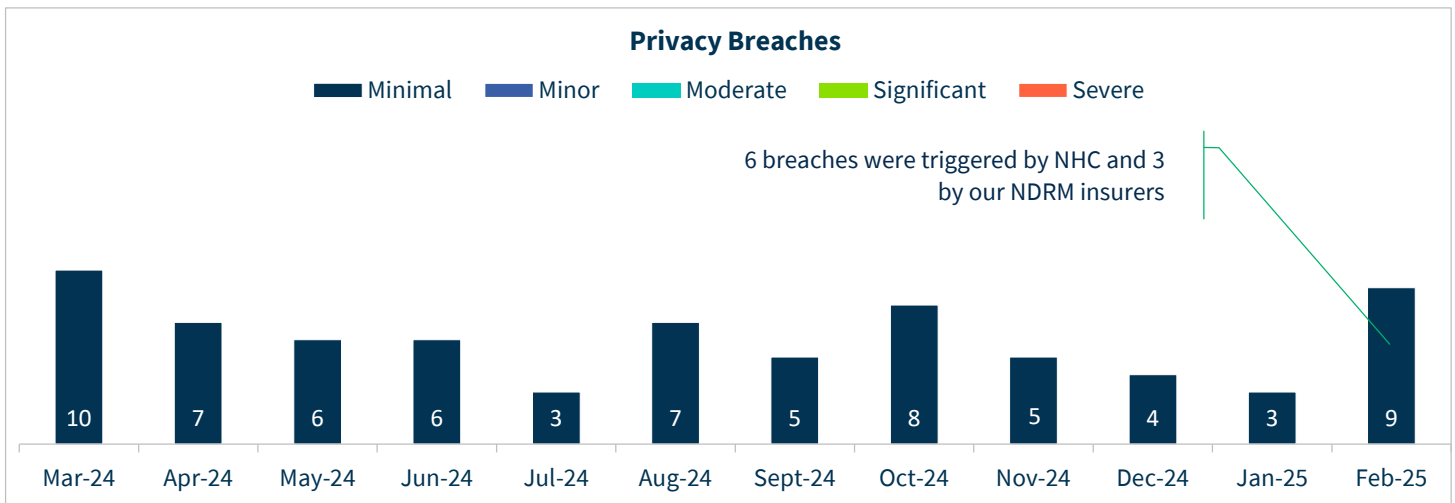
1 and 2 = negative; 3 and 4 = neutral; and 5,6,7 = positive.

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



## Section 7 - Data Protection

Across February, 9 privacy breaches (cf. 3 for Jan-25) were reported by our Risk and Compliance Team. None of the privacy breaches reported this month met the notification threshold requiring us to report the breach to the Office of the Privacy Commissioner.



### Privacy breaches

Of the 9 reported breaches this month, 6 were triggered by NHC Toka Tū Ake while 3 were attributed to our NDRM insurers. The 44 reported breaches across the current FYTD represents a decrease in breaches for both NHC and NDRM insurers when compared to the 65 breaches reported during the corresponding period in the previous FY.

### Breach severity categories

In accordance with the 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 8 - Our People

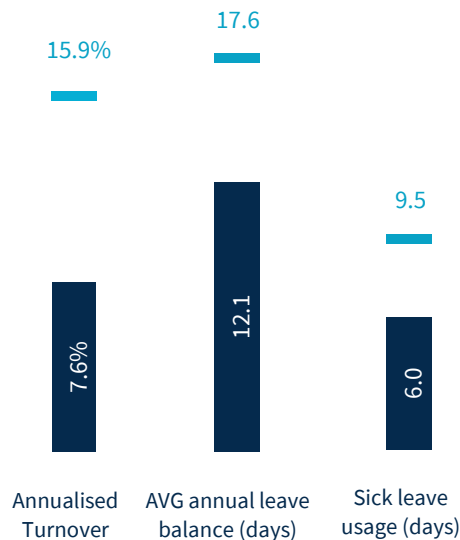
Across February, our permanent workforce headcount decreased by 2 to 361. In terms of full time equivalent (FTE) units, our permanent workforce headcount equates to 356.5 FTEs.

Across the month, our average annual leave balance increased by 0.5 days. Sick leave usage and our annualised turnover rate ('voluntary turnover') remain stable and continue to compare favourably to public sector averages.

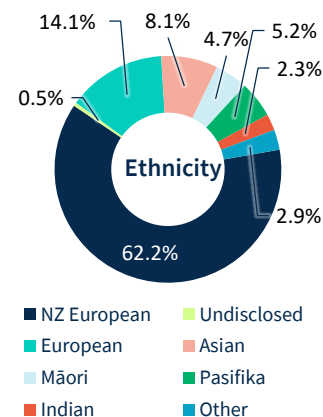
Our People, Culture, and Capability team continues to actively work with our people leaders to understand employee departure causes, future requirements, and the importance of productive conversations to retain our talent. Regular feedback from people leaders is also part of staff development plans to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

## Comparison of NHC Toka Tū Ake averages against sector averages

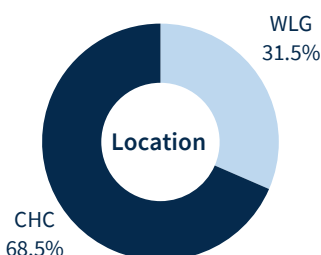
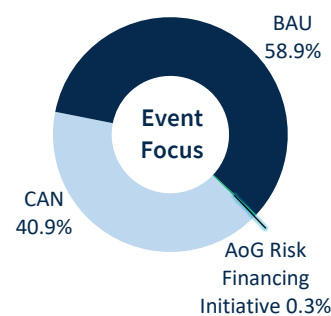
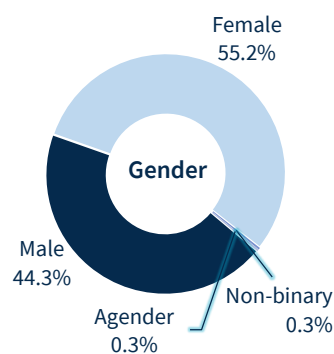
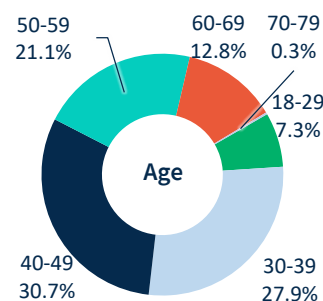
2023 Public Service Sector AVG



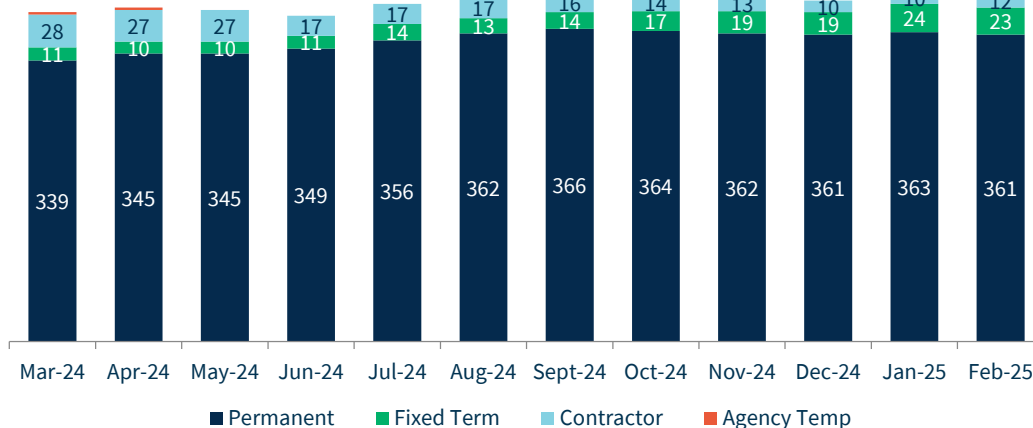
## Our people at a glance



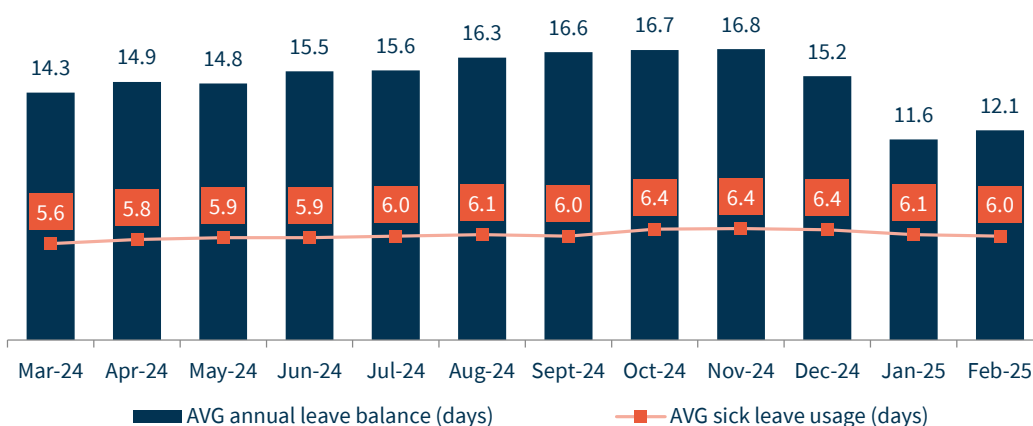
Note: 'Other' includes the category MELAA - Middle Eastern, Latin American, African



## Headcount Movement



## Annual and Sick Leave



Across the month, our average annual leave balance increased to 12.1 days. Currently, less than 20% of our people have an annual leave balance greater than 20 days. To support the health and wellness of our people, we continue to implement and actively manage leave plans for our people with larger annual leave balances.