

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



Toka Tū Ake EQC has adopted a new name to better represent the role our scheme plays in supporting New Zealanders.

Our new name reflects the whakapapa of our nation.

Our land is constantly changing from earthquakes, volcanic eruptions, landslips and floods. Communities have lived alongside those perils for hundreds of years, and Māori have always believed the relationship and connection of people to land and nature is inseparable.

Our dashboard explained

Our dashboard provides a monthly snapshot of Toka Tū Ake EQC 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 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 Toka Tū Ake ('Insurer Managed').

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

Section 4 - Resilience (Outputs 2.1 and 2.2)

This section monitors progression of the 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 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 Kantar Public.

Section 6 - Media

This section monitors the volume and sentiment of 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 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 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 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 overlaid 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

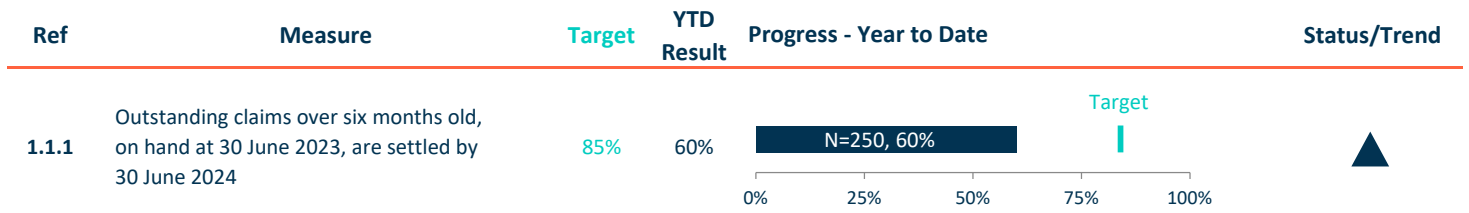
Output 1.1: Settlement of the 2010-11 Canterbury earthquake sequence claims

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

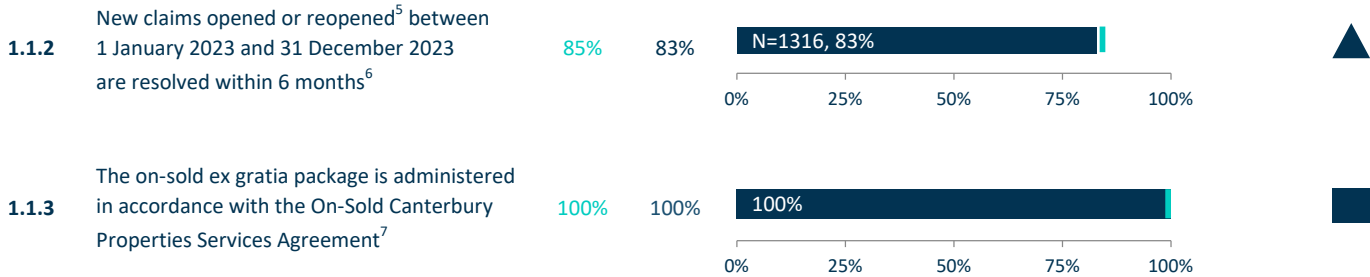
The threshold for homeowner satisfaction is different for Canterbury claims than it is for other claims. This is because damaged homes in Canterbury often have long and complex histories, in part reflective of past processes that have now changed. Also, for this reason, most of our homeowner focus measures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

Performance measures | Timeliness

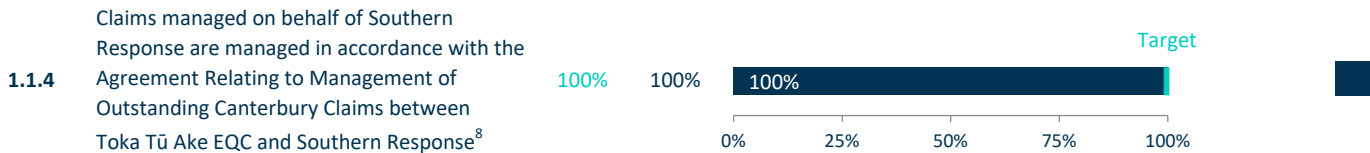


Commentary relating to SoPE measure 1.1.1

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 Toka Tū Ake EQC and our insurer partners are tracking in line with the trajectory expected to achieve the target for this measure by 30 June 2024.



Performance measure	Standard	Result
A decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%
EQC will provide reporting to the Treasury as specified in Schedule 4 of the On-Sold Canterbury Properties Services Agreement.	Achieved	Achieved
Applications for ex gratia payments will be assessed against the criteria specified in the On-Sold Canterbury Properties Services Agreement and a decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%



⁵The open claim has been settled (closed) from the perspective of the home owner and/or Toka Tū Ake EQC. 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, Toka Tū Ake EQC needs to have triaged the request and accepted the possibility of further activity being required.

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

⁷This agreement between the Crown and Toka Tū Ake EQC records the terms and conditions on which Toka Tū Ake EQC 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.

⁸This outlines the agency mandate, terms and principles for Toka Tū Ake EQC 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

Ref	Measure	Target	YTD Result	Progress - Year to Date	Status/Trend
1.1.5	New Southern Response claims opened or reopened between 1 January 2023 and 31 December 2023 are settled within six months	60%	87%		▼

Performance measures | Homeowner focus

1.1.6	Surveyed homeowners are satisfied with their overall claims experience	>60%	68%		
1.1.7	Surveyed homeowners agree or agree strongly that Toka Tū Ake EQC:				
	• was easy to interact with during their claim	>70%	85%		▲
	• was responsive to their individual needs and situation during their recent claim experience	>70%	84%		▲
	• provided clear and concise communication, and homeowners were clear on next steps for their claim	>70%	83%		▲
	• acted as experts with the skills, knowledge and desire to help them	>70%	82%		▲

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).

1.1.8	Timeliness of complaints resolution: complaints are resolved in two months	95%	87%		▲
1.1.9	Toka Tū Ake EQC settlements should be enduring: percentage of settled claims reopened within six months ⁹	≤5%	8%		▲

⁹This 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 & 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

Ref	Measure	Target	YTD Result	Progress - Year to Date	Status/Trend
1.2.1	Claims lodged between 1 January 2023 and 31 December 2023 are settled within six months	≥70%	65%		■

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 Toka Tū Ake EQC 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

Ref	Measure	Target	YTD Result	Progress - Year to Date	Status/Trend
1.2.2	Surveyed homeowners are satisfied with their overall claims experience	≥60%	54%		▲
1.2.3	Surveyed homeowners agreed Toka Tū Ake EQC (or its partner):				
	• was easy to interact with during their claim	≥70%	83%		▲
	• provided clear and concise communication, and homeowners were clear on next steps for their claim	≥70%	66%		▲
	• acted as experts with the skills, knowledge and desire to help them	≥70%	74%		▼
1.2.4 ¹⁰	Complaints are resolved within two months or within such longer period as the complainant and private insurer agree	90%	62%		▲

Commentary relating to SoPE measure 1.2.4

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

¹⁰Excludes 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.)

Ref	Measure	Target	YTD Result	Progress - Year to Date	Status/Trend
1.2.5 ¹¹	Toka Tū Ake EQC settlements should be enduring: percentage of settled claims reopened within six months	≤5%	1%	<p>Threshold</p> <p>Total N=1504, 1%</p> <p>Toka Tū Ake EQC N=70, 6%</p> <p>Insurer Managed N=1434, 1%</p>	■

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

1.2.6	The ratio of claims handling expense to settlement cost for the period is less than the ratio set by the Board	Less than ratio	<ul style="list-style-type: none"> Dec-22: 46% (Actual) vs 54% (Threshold) Jan-23: 45% (Actual) vs 54% (Threshold) Feb-23: 43% (Actual) vs 53% (Threshold) Mar-23: 42% (Actual) vs 53% (Threshold) Apr-23: 41% (Actual) vs 53% (Threshold) May-23: 39% (Actual) vs 53% (Threshold) Jun-23: 34% (Actual) vs 52% (Threshold) Jul-23: 31% (Actual) vs 36% (Threshold) Aug-23: 26% (Actual) vs 29% (Threshold) Sep-23: 24% (Actual) vs 28% (Threshold) Oct-23: 23% (Actual) vs 30% (Threshold) Nov-23: 22% (Actual) vs 30% (Threshold)
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Commentary relating to SoPE measure 1.2.6

As at 30 November 2023, YTD performance against SoPE measure 1.2.6 is tracking in line with expected performance, with a YTD claims handling expense (CHE) ratio of 22% observed vs. the YTD target threshold ratio of 30%.

Our confidence in the underlying data allows us to look at flood, storm, and other event claims on a more granular level for this measure and have recategorized claims prior to applying the agreed methodology. We continue to see increases in settlement amounts, particularly for Flood/Storm/Landslip building claims. While claim handling expenses have also increased, from a ratio standpoint they do not increase in the same proportion as the settlement amounts, which is why our CHE ratio remains within our board set ratio threshold.

- 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.

¹¹Measure excludes administrative reopens.

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

Output One - Recovery after an event (cont.)

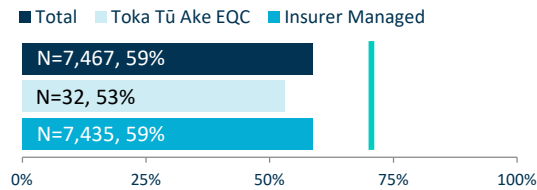
Output 1.3 - Claims relating to Upper North Island weather events: January - February 2023

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% 59%



Commentary relating to SoPE measure 1.3.1

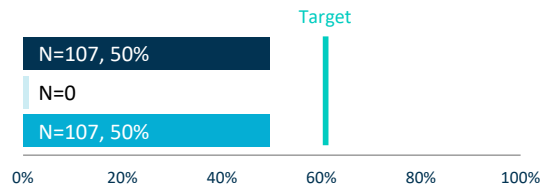
As an indication of settlement progress as at November EOM, almost 60% of over 7,400 claims in progress are currently settled.

Explanatory note: Performance for this measure is based on the final result as at 30 June 2024. Claims come into scope once 12 months have elapsed since their dates of lodgement. The YTD results provide a cumulative record of the trajectory for this measure, but should not be seen as predictive of the end of year result.

Output 1.3 | Performance measures | Homeowner focus

1.3.2 Surveyed homeowners are satisfied with their overall claims experience

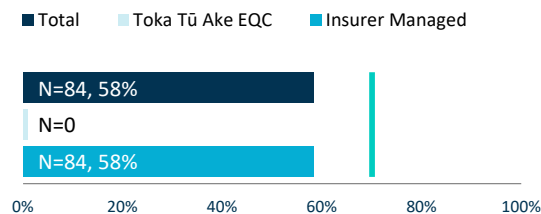
≥60% 50%



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

• were easy to interact with during their claim

≥70% 58%



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

≥70% 46%



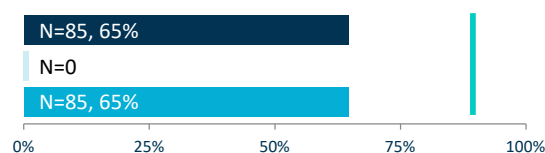
• acted as experts with the skills, knowledge and desire to help them

≥70% 58%



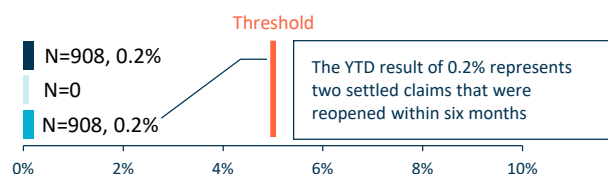
1.3.4¹² Complaints are resolved within two months or within such longer period as the complainant and private insurer agree

90% 65%



1.3.5¹³ Toka Tū Ake EQC settlements should be enduring: percentage of settled claims reopened within six months

≤5% 0.2%



The YTD result of 0.2% represents two settled claims that were reopened within six months

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

¹³Measure excludes administrative reopens.

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 ¹⁵ surveyed ¹⁶ agree or strongly agree that the outputs of the investment by Toka Tū Ake EQC in research are:	>75%	●					Annual measure
	<ul style="list-style-type: none"> of good or excellent quality relevant and focussed on the outcomes of the Resilience Strategy¹⁴ 							
2.1.2	Percentage of stakeholders surveyed agree or strongly agree that Toka Tū Ake EQC:	>75%	●					Annual measure
	<ul style="list-style-type: none"> is contributing to driving progress in resilience to natural hazards is an engaged and supportive partner 							
<p>Percentage of the public surveyed¹⁷ who say:</p>								
2.1.3	<ul style="list-style-type: none"> they thought about potential risks of natural hazards when buying or looking to buy a property 	>75%	89%	Q1 result 89% N=212	Q2 result 00% N=000	Q3 result 00% N=000	Q4 result 00% N=000	▲
	<ul style="list-style-type: none"> they are aware they can take action to make their homes safer and stronger for hazard events 	>60%	72%	Q1 result 72% N=1005	Q2 result 00% N=0000	Q3 result 00% N=0000	Q4 result 00% N=0000	Measured quarterly, next result due Dec-23
	<ul style="list-style-type: none"> where possible, they have taken action as homeowners on any of the six key preparedness actions¹⁸ promoted by Toka Tū Ake EQC¹⁹ 	>55%	61%	Q1 result 61% N=596	Q2 result 00% N=000	Q3 result 00% N=000	Q4 result 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:	5	●					Annual measure
	<ul style="list-style-type: none"> of good quality on matters relevant to natural hazard risk reduction 							

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

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

¹⁶Quantitative surveys are undertaken by Research First Ltd, an independent organisation.

¹⁷Quantitative surveys are undertaken by A C Nielsen, an independent organisation.

¹⁸The 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.

¹⁹This 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	<p>Deliver the following milestones for loss modelling:</p> <ul style="list-style-type: none"> Implement new earthquake fragility models in PRUE²⁰ Deliver exposure assessment capability for tsunami (building only) and rainfall induced landslip 	Achieved		In the FYTD, it was discovered during the implementation of our new set of earthquake fragility models that one model requires some remediation. 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. We are working closely with external partners to promptly address this.	Binary measure
2.2.2	A Business Case for Stage 2 of the Natural Hazards Portal is costed and presented to the Toka Tū Ake EQC Board.	Achieved		Following the successful soft launch of the Natural Hazards Portal in July, feedback from both the public and our stakeholders has been overwhelmingly positive, with over 19,600 users having accessed the site. The average engagement time is around 6 minutes per user, while 15% of visitors to the Portal download an EQCover claims PDF document. The functionality of the Portal is intended to be enhanced in subsequent stages, with a second business case to be delivered to the Board in the first half of 2024.	Binary measure

²⁰PRUE 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 guarantee²¹, 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, \$330.2 \$343.5 Premiums collected YTD (\$m)</p>	Annual measure
3.2.2	The NDF is managed in accordance with directions from the Minister	100%	100%	Oct-23 - fully compliant	Annual measure

²¹Section 16 of the EQC Act provides that, if the assets of Toka Tū Ake EQC are not sufficient to meet its liabilities, the Crown will provide Toka Tū Ake EQC 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 Toka Tū Ake EQC and its partners have the right capability and capacity in place to support New Zealanders, should we be required to respond to an event today. We do this by 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 and the initial findings have been presented to the NDRM subcommittee, CE, Board, ESC, and RLGG. Work for the final stage, Stage 2, commenced from mid-November and will validate early insights, clarify understanding of processes and expectations, and explore potential improvements and adaptations. Stage 2 will involve further discussions with Insurers, Toka Tū Ake, and selected external stakeholder and will be completed by 30 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 will form part of the Insurer's annual assurance reporting, which next takes place in December 2023.	Annual measure
4.3	Toka Tū Ake EQC and NDRM insurers further develop the NDRM's efficiency and effectiveness as a claims model by completing projects in the approved implementation plan ²²	as per measure		At a headline level, the Insurer Engagement Workplan (IEW) remains ON TRACK. In total there are eight projects included in the IEW for FY23-24. The only delayed item is the Indemnity Framework, originally scheduled to go to Board in November, this has been delayed to February 2024.	Annual measure
4.4	New Zealanders have increasing trust and confidence in Toka Tū Ake EQC	as per measure		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

²²The 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:

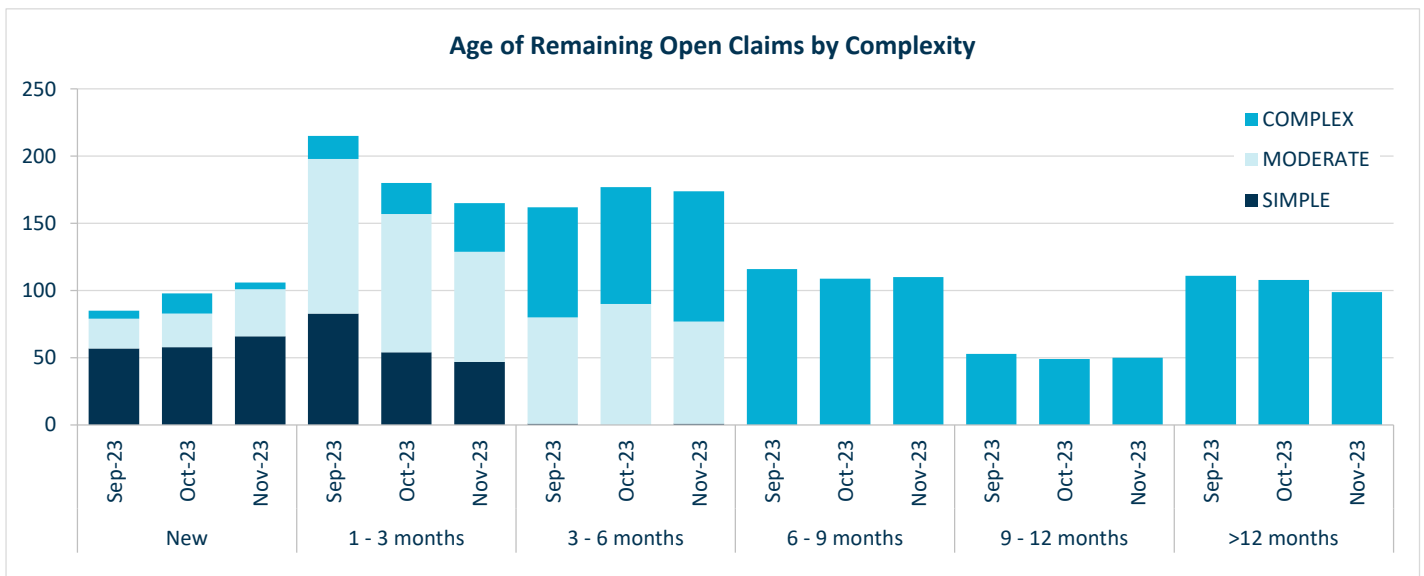
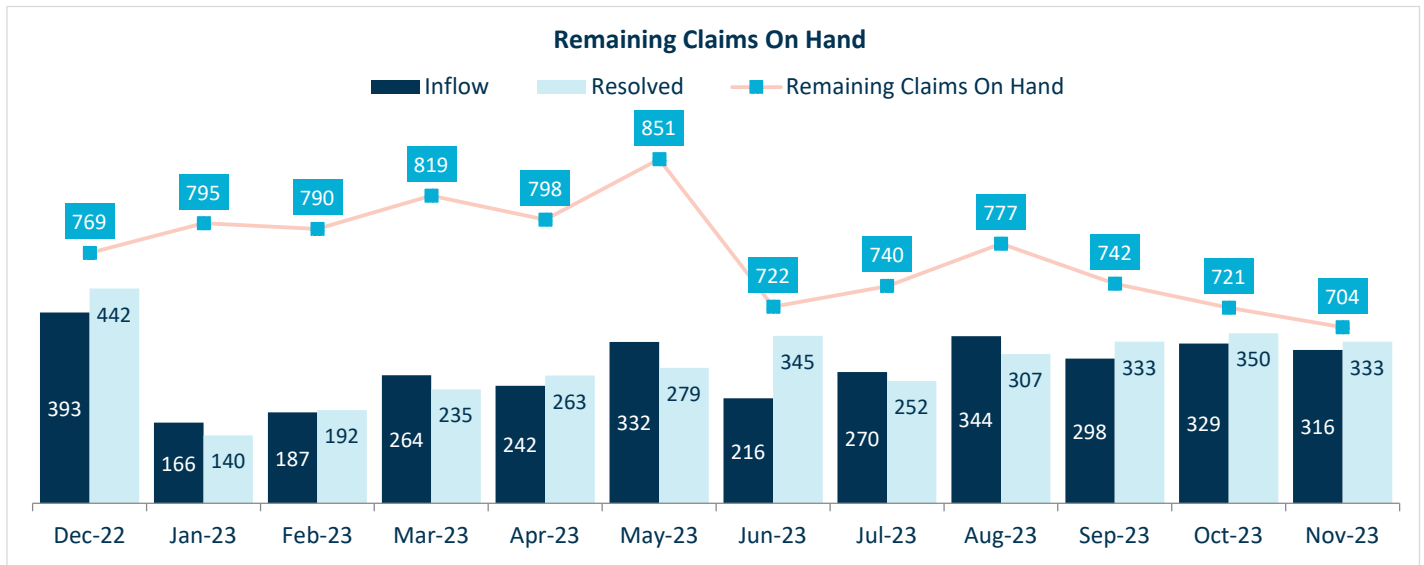
 Result not available for the month

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

During November, 333 claims were settled, offset by inflow of 316 claims. At month end we have 704 open Canterbury claims on hand (cf. 721 at EOM Oct-23), a reduction of 17 from last month.

This month, 84% of claims were closed within 3 months of reopening, while 5% of settlements this month were 'aged claims' (claims older than 12 months). Sampling across the month also shows that 78% are categorised as 'simple' claims ie. closed or forecast to close by EOM Dec-23. A further 17% are classified as 'standard' complexity (3-6 month forecast duration) and the remaining 5% are classified as 'complex' (>6 month forecast duration). Missed damage remains the top reopen homeowner-initiated category, accounting for 73% of this month's inflow, with drainage/plumbing related reasons the biggest driver for this category.

The age profile of remaining claims reveals that just over 38% are <3 months old while aged claims (claims >12 months old) account for just over 14%. Settling aged claims remains an ongoing focus. Currently we have 99 aged claims and 160 aging claims (50 aged 9-12 months and 110 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 ▼8% to 99 (cf. 108 last month)
- Claims aged 6-12 months ▲1% to 160 (cf. 158 last month)
- Claims aged 3-6 months ▼2% to 174 (cf. 177 last month)
- Claims aged <3 months ▼3% to 271 (cf. 278 last month)

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

Open Canterbury Claims by Reopen Reason

Missed Damage, 69.7%
 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, 1.6%
 Claim is reopened due to formal expression by the homeowner of dissatisfaction with the management of the claim.

Additional Payment, 4.1%
 Claim has been reopened to make additional payment/s to settle Natural Disaster Damage in accordance with EQC Act, and any other payments required to support resolution of the claim.

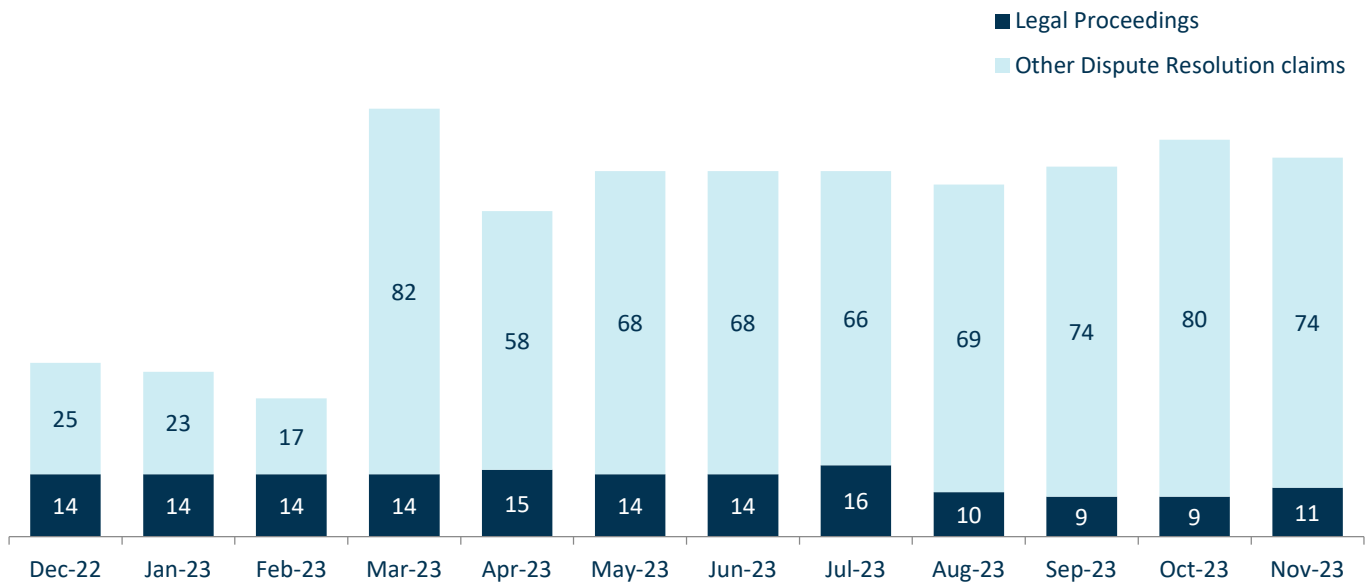
Requested information received from homeowner, 3.6%
 Claim is reopened as the homeowner has returned with information previously requested by Toka Tū Ake EQC to progress the claim.



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.

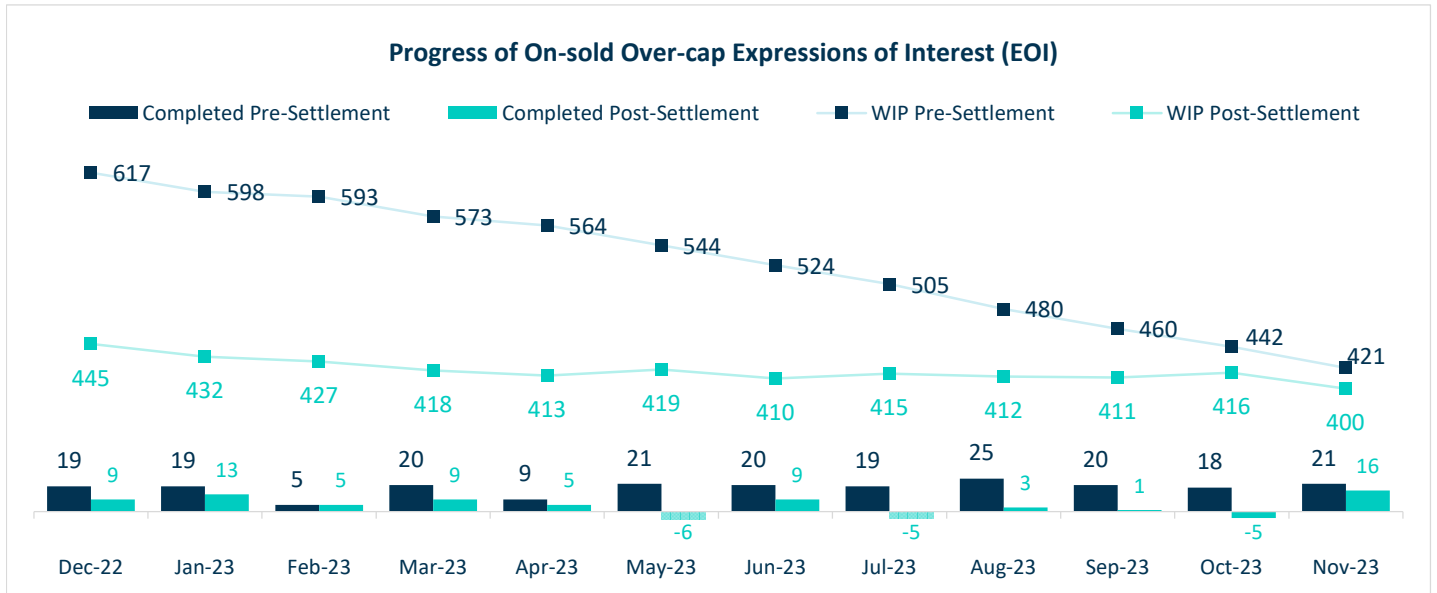
Repair Quality, 12.8%
 The homeowner has identified defects or quality issues with repairs previously completed and managed by Toka Tū Ake EQC* that need to be assessed to settle Natural Disaster Damage in accordance with the EQC Act.
 *Note: Issues with repairs managed by the homeowner following cash settlement need to be resolved directly by the homeowner with the contractor.

Claims in Dispute



As at month end, we have 11 Canterbury claims that are subject to legal proceedings (cf. 9 at EOM Oct-23). Our population of other claims requiring dispute resolution currently stands at 74 (cf. 80 at EOM Oct-23).

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



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.

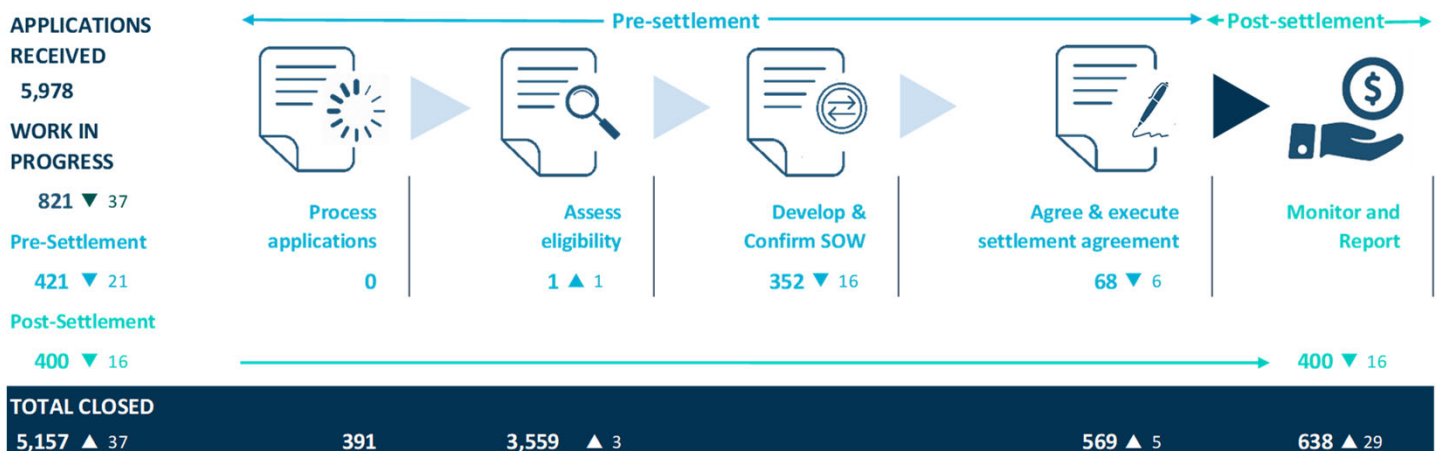
The chart above plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 5,557* applications ('total closed' (5,157) + 'WIP post-settlement' (400)) of which:

- 1,607 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Completed - EQC Payment' (569) + 'Monitor and Report' (1038));
- 719 have been transferred to Toka Tū Ake EQC operations to be managed as they're unlikely to exceed the EQC cap, or do not fit the On-Sold eligibility criteria; and
- 1,036 have been closed due to insufficient information.

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

- **Pre-settlement** - 421 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/settlement process ('Pre-settlement'), including 57 Awaiting Agreements with Customers.
- **Post-settlement** - 400 (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.

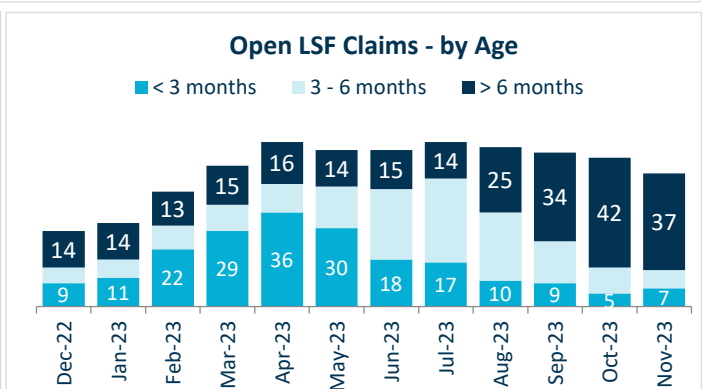
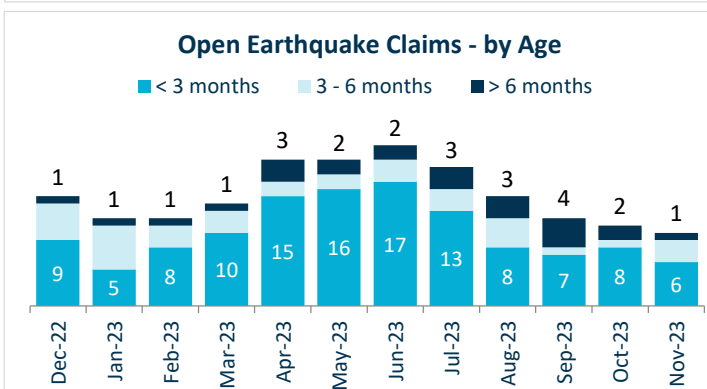
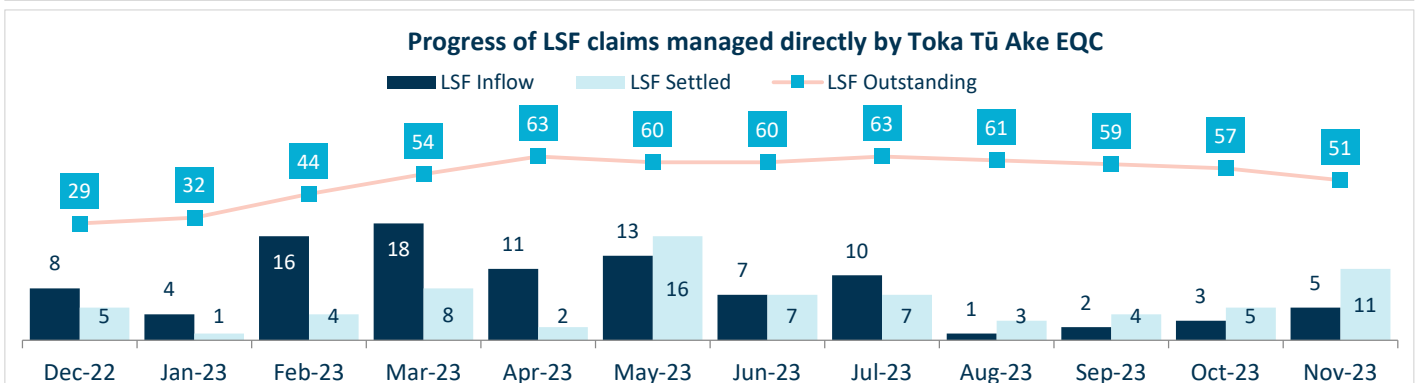
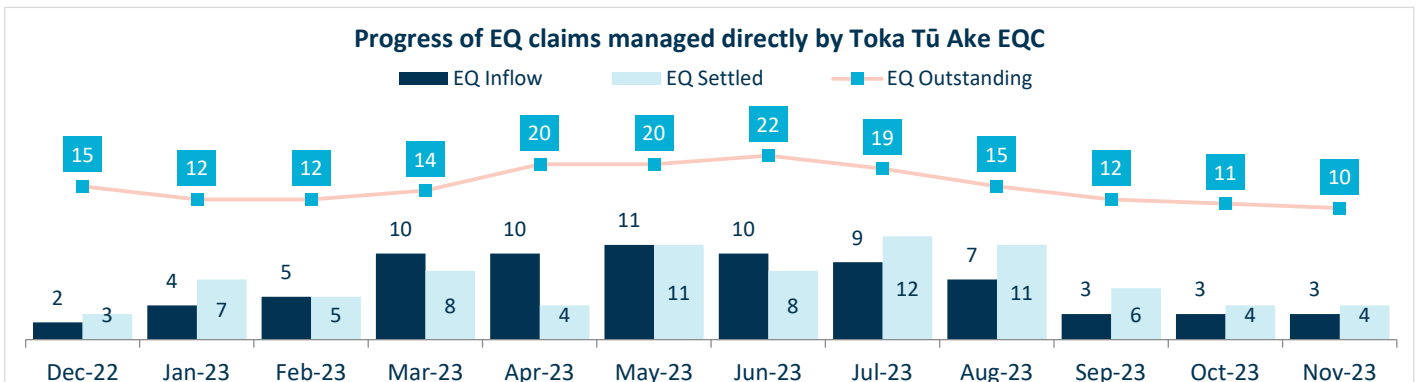
Historic claims managed directly by Toka Tū Ake EQC

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 November, inflow included 8 new and reopened claims (cf. 6 for Oct-23). The loss cause profile of this month's inflow was 38% Earthquake (EQ) related and 62% Landslip, Storms and Flood (LSF) related.

This month we settled 15 claims. Coupled with an on-hand population of 68 at the end of last month, we have 61 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?

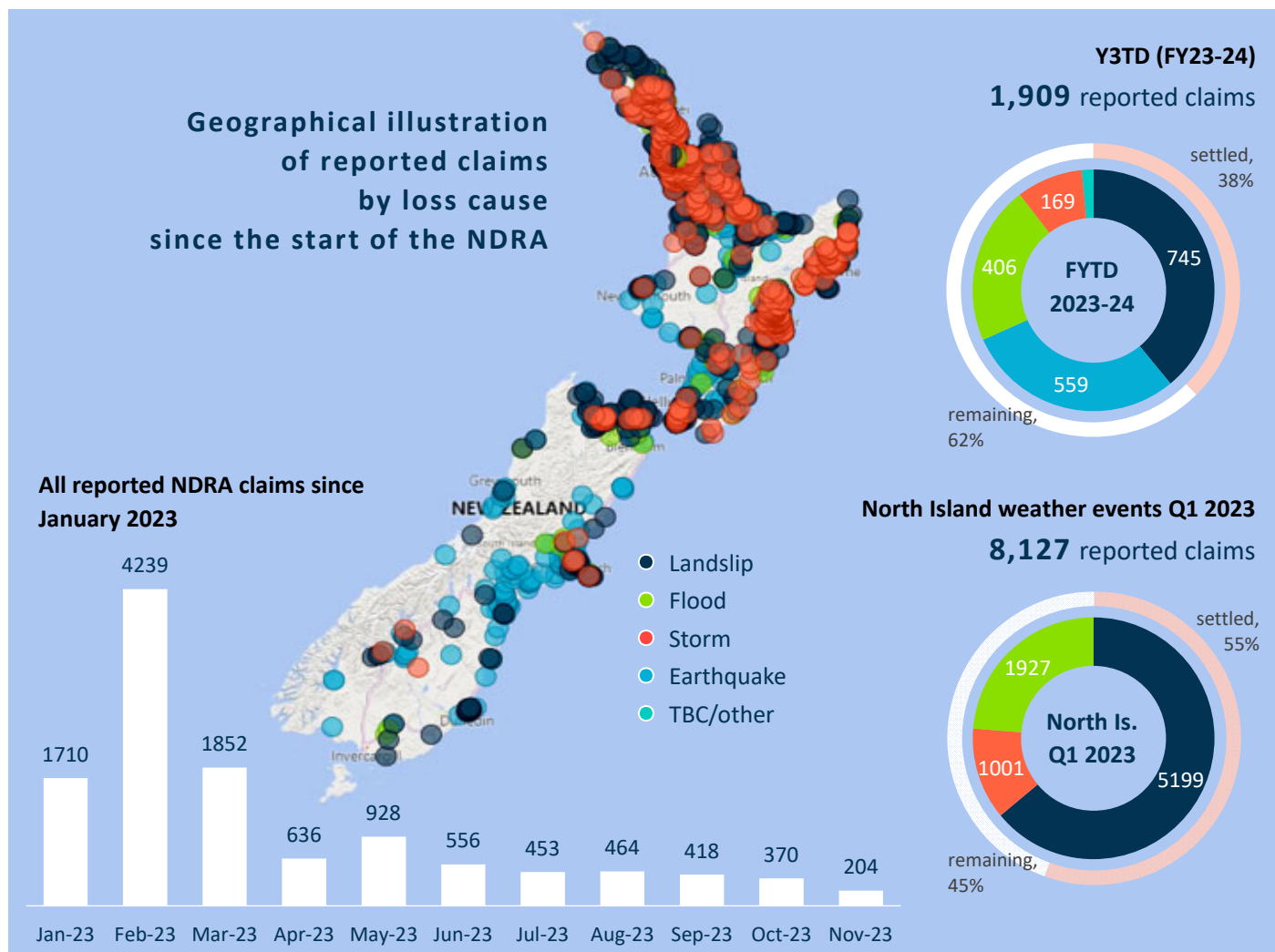
Since the commencement of the NDRA, we've received 17,275 claims (cf. 16,965 reported last month). Over 82% of reported claims are related to a weather event.

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, the reported claims total for Oct-23 has been revised in November 2023.

Section 4 - Resilience

Progress summary

On our Resilience Three Year Priorities (2019-22)

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

The quarterly frequency of our progress reporting takes into account that the nature of the work undertaken to progress our *Resilience Three Year Priorities* is more suited to quarterly progress reporting. Our next quarterly update will be provided in the Toka Tū Ake EQC Performance Dashboard - December 2023.

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 Toka Tū Ake EQC

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

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

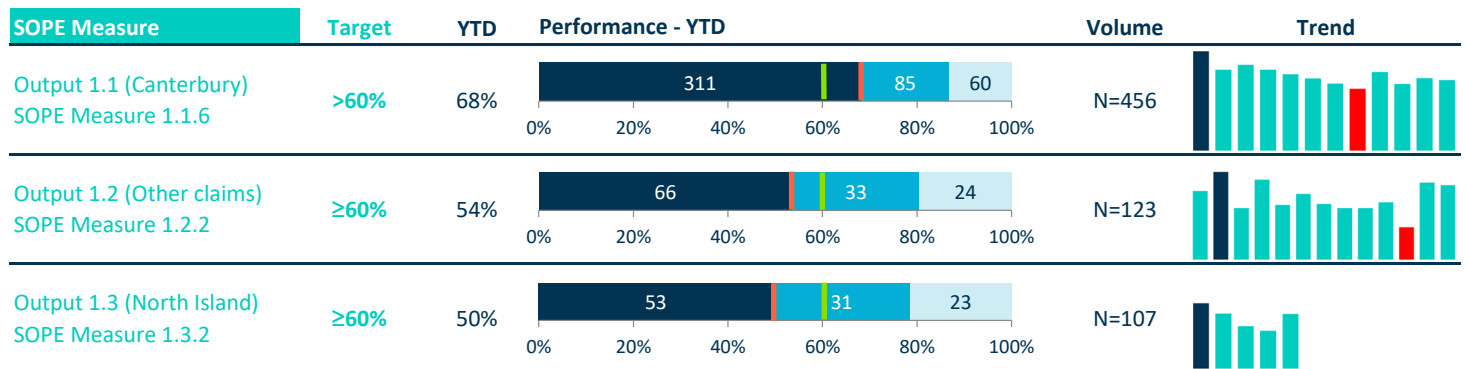
With the introduction of Output Class 1.3, we'll be measuring homeowner satisfaction for homeowners impacted by the severe weather events in the Upper North Island (including the Auckland Anniversary Weekend floods) in January 2023 and Cyclone Gabrielle in February 2023.

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:

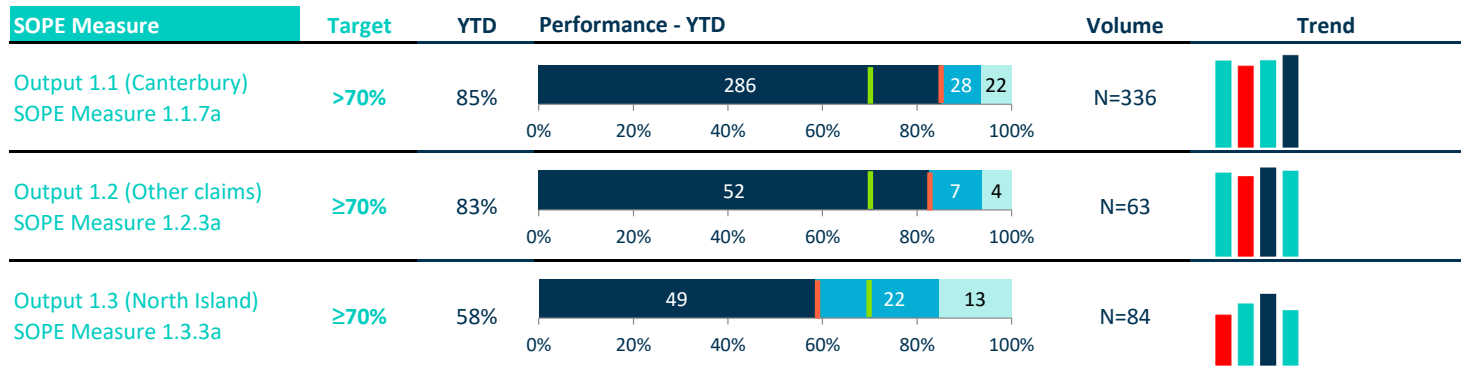
Surveyed homeowners are satisfied with their overall claims experience

KEY	Homeowner responses FYTD			Line markers		Trendline
	Rating 4-5 Target	Rating 3 Neutral	Rating 1-2 Below target	Year end Target	YTD result	High Point Low Point



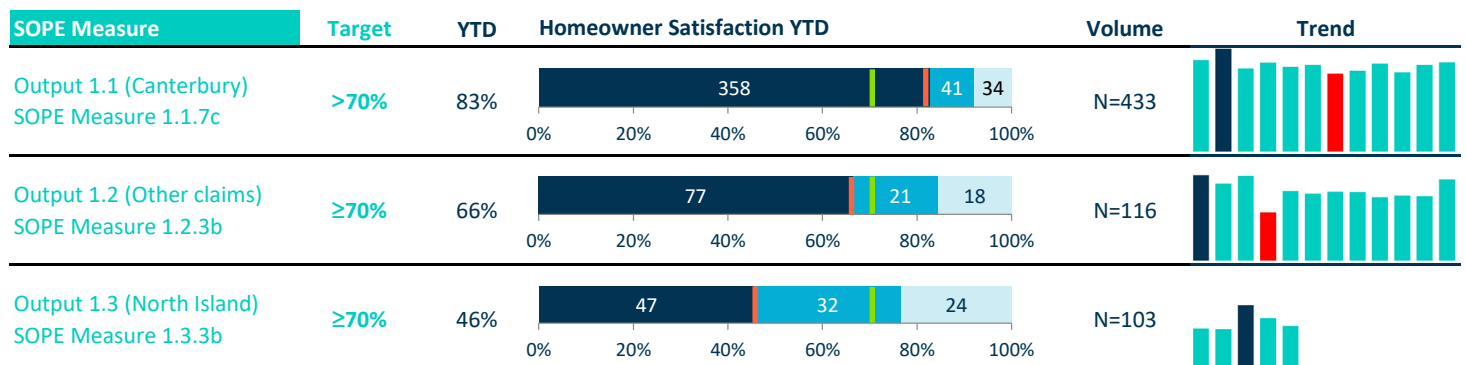
Ease of interaction:

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



Quality of communication:

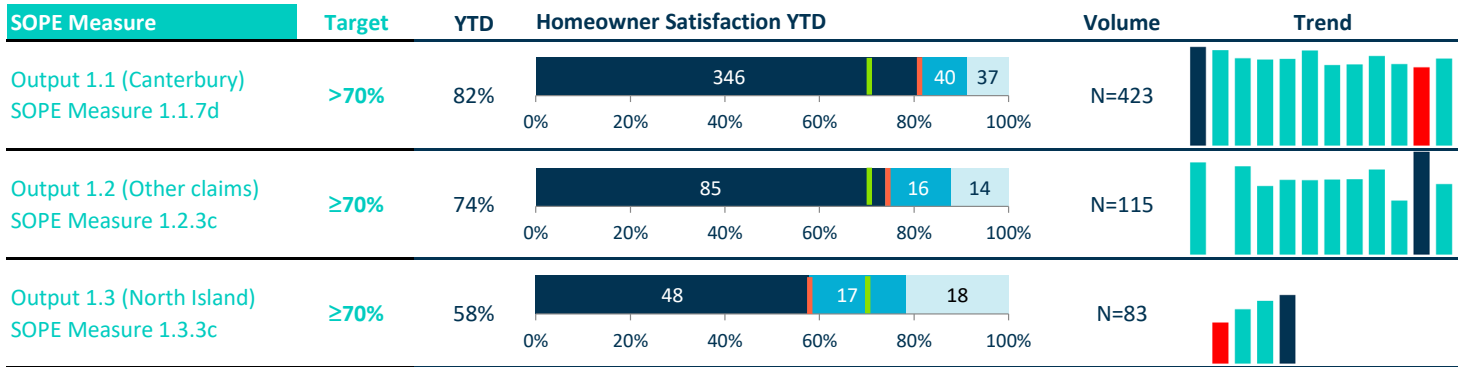
Surveyed homeowners agree Toka Tū Ake EQC (or its partner (Outputs 1.2-3)) provided clear and concise communication and homeowners were clear on next steps for their claim



Section 5 - Homeowner Focus (cont.)

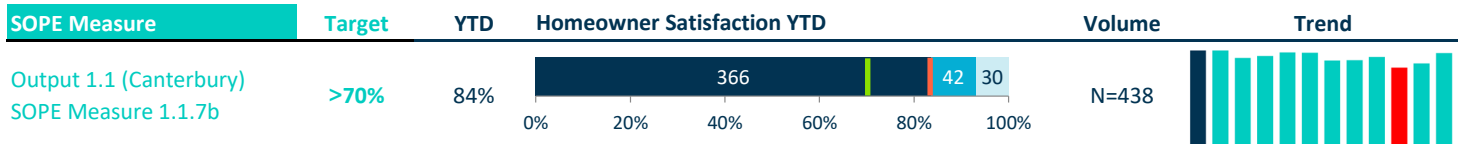
Acted as experts:

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

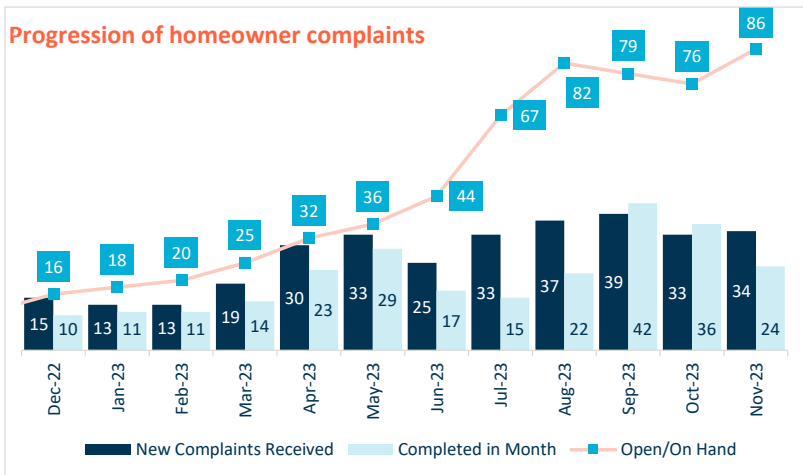
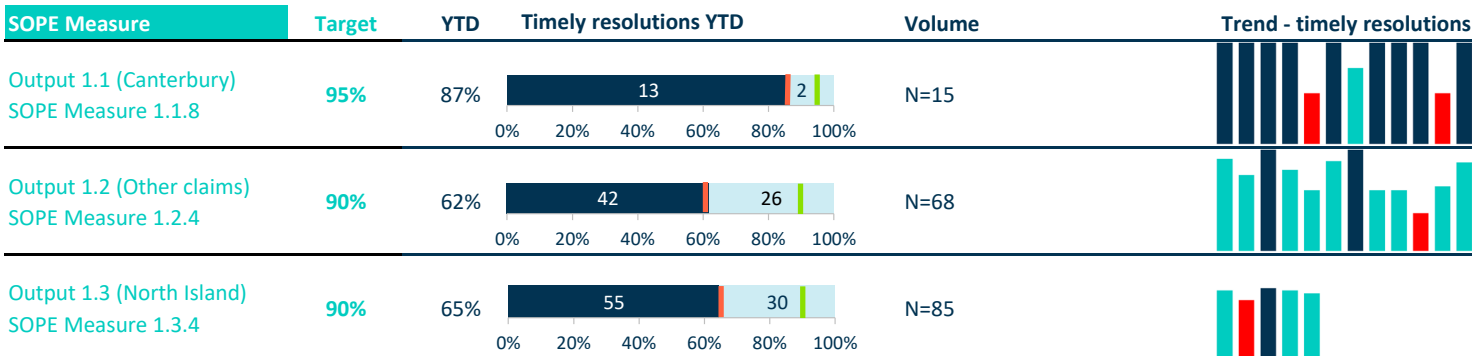
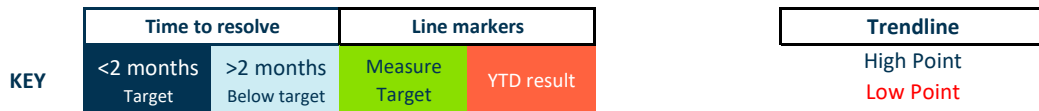


Why are there differences in the trendlines for the above SOPE measures?

- 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.)

Timeliness of complaint resolution



Overall this month

We received 34 new complaints offset by 24 resolved, leaving 86 open on hand at month end.

Canterbury

6 new complaints received this month and 2 resolved, 8 open on hand at month end.

Other claims, including NDRA*

We received 28 new complaints offset by 22 resolved, leaving 78 open on hand at month end.

*Oct-23 figures revised to include changes in status' of complaints as well as any additional complaints, as advised by insurers in Nov-23.

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 later this financial year with more detailed information expected to be provided by insurers.

For claims that we are directly managing

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

Total call, email and post volume

	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Outbound - Inbound Ratio	13:87	12:88	10:90	12:88	12:88	9:91
Grade of Service	97%	96%	96%	92%	92%	91%
Abandonment Rate	0.2%	1%	0.2%	0.5%	0.5%	0.6%
Roll Over No Answer	3	16	3	8	9	10
Total Calls	1,763	1,928	1,939	1,897	1,988	1,897
Total Email and Post	2,294	2,338	2,985	2,844	2,997	3,017

Customer calls service

Across November, our grade of service was 91% (cf. 92% last month). Actual inbound calls for the month (N=1,718) was lower than forecast (N=1,754).

Customer experience

The customer experience this month remains stable and high at 95% (cf. 95% for Oct-23) across 366 customers surveyed this month (cf. 309 surveyed 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.

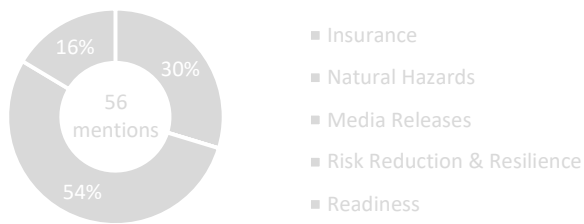
Overall rating is the total positive ratings divided by total responses.

Section 6 - Media Coverage

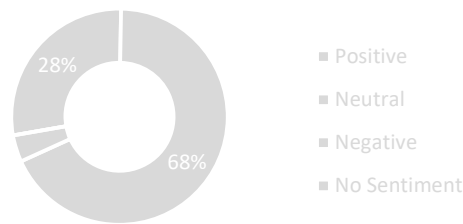
Traditional media coverage across the month

Tokā Tū Ake EQC was mentioned in 56 media articles this month (cf. 72 last month). Coverage this month was predominantly neutral at 68% while 28% was positive (cf. 84% last month was either positive or neutral). There were 2 articles this month that attracted negative sentiment, accounting for the remaining 4% of coverage this month.

Coverage by theme across the month



Sentiment of coverage across the month



Note: To calculate the coverage volume, we count the number of theme tags that each story attracts.

Note: Some stories will have multiple theme tags assigned.

28% of coverage this month attracted positive sentiment (cf. 17% last month)

Positive sentiment across the month centred on this year's iteration of the our national ShakeOut event and high participation in a cross-industry forum for the \$50,000 top prize. This month, Tokā Tū Ake EQC's Security Team also attracted coverage as a finalist in the Security team category of the [S&A Awards](#) ceremony honouring outstanding performance in Aotearoa New Zealand's cybersecurity and information security sector. Coverage also included funding that we recently awarded to a team of researchers from the University of Canterbury to investigate [how climate change could increase the risk of damage triggered by earthquakes and landslides](#).

68% of coverage this month attracted neutral sentiment (cf. 67% last month)

Neutral sentiment this month centred around two topics - reinsurance coverage and articles that focused on customer usage of the Natural Hazards Portal.

4% of coverage this month attracted negative sentiment (cf. 5% last month)

Coverage which attracted negative sentiment, included an article, titled 'Muriwai residents fear buyouts on council valuations, not market could drive them out'. A resident was quoted as saying that "homeowners are being offered far less by Easysale to purchase than what the actual replacement cost is for their properties".

Media releases this month

Tokā Tū Ake EQC put out the following media releases this month:

- [Thousands ShakeOut in 2023 with support from Tokā Tū Ake EQC](#)
- [Research reveals why earthquake shaking varies across Wellington](#)
- [Consultation opens on Code of Insured Persons' Rights](#)

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.

Social media reporting

LinkedIn is our fastest growing social media channel (+637 followers in the last 12 months). Facebook is also actively growing (+290 in the last year) and has our largest reach (total reach 685,616 in the last year). This month, we put out five posts on each platform, including sharing partner's posts.

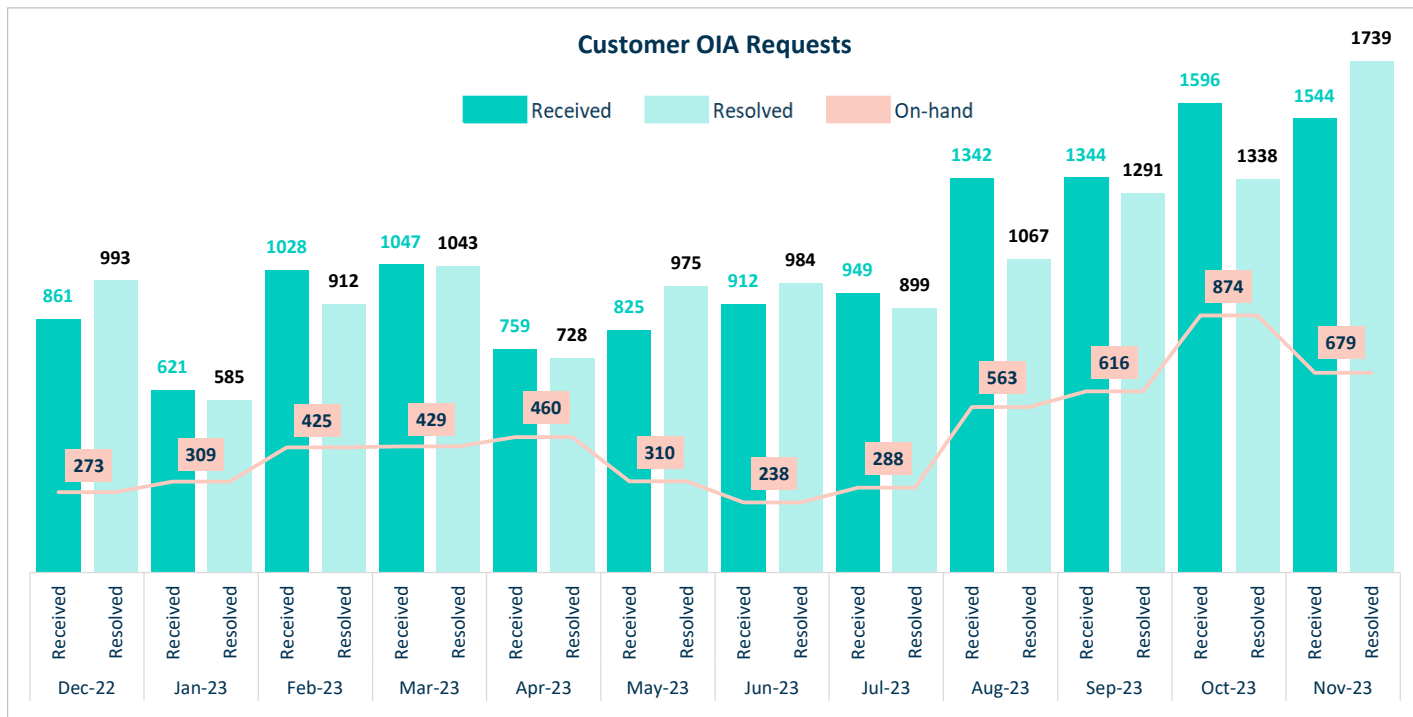
**No report this month
Next month's media
coverage reporting
will also encompass the
November period.**

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:

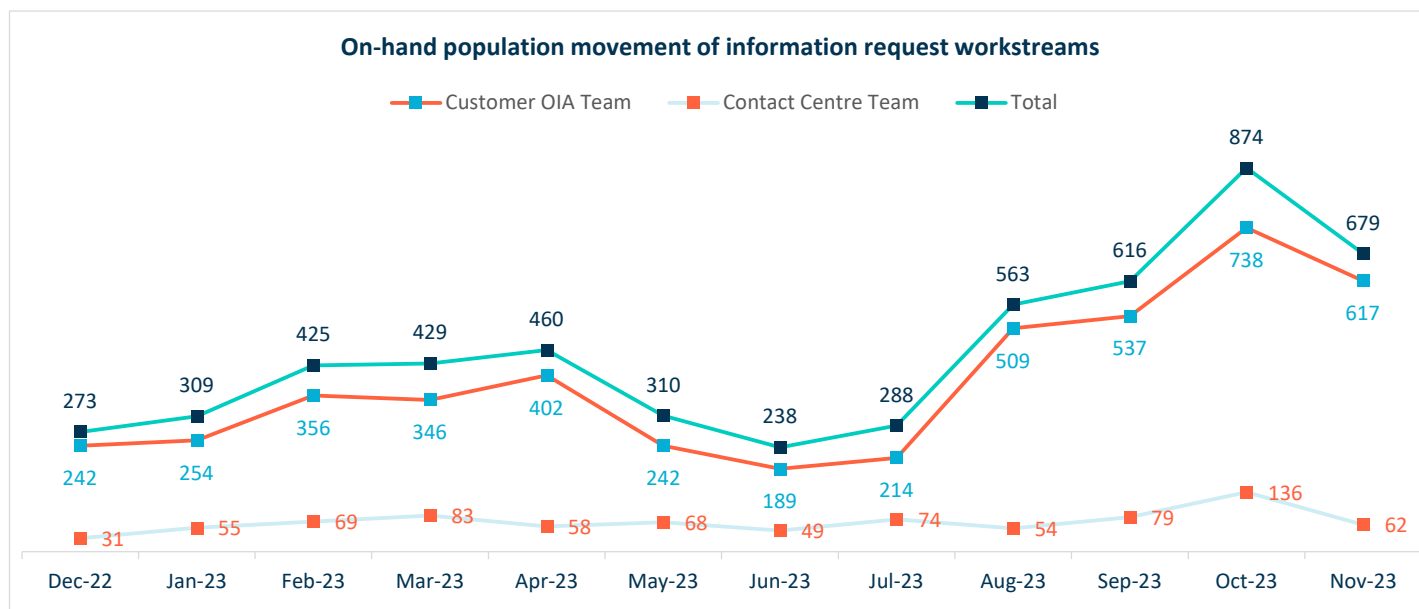
- One of our workstreams is for information requests for property related files, which is processed under either section 31A of the Earthquake Commission Act 1993 or the Official Information Act 1982; and
- Our other workstream covers information requests that our Contact Centre are able to resolve directly.



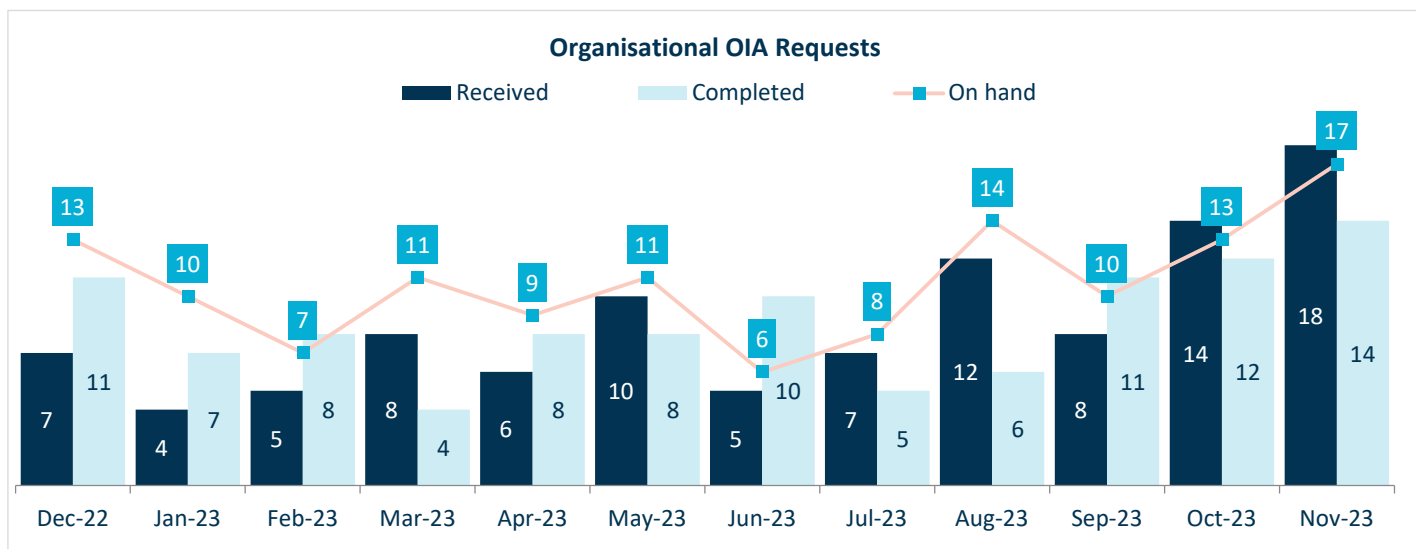
Across November, our Customer OIA and Contact Centre Teams received 1,544 new OIA requests (cf. 1,596 for Oct-23). Coupled with the 874 requests on hand from last month and resolution of 1,739 requests this month, we have 679 requests on hand at month end.

This month, we continued to experience a high volume of OIA requests. Driving this increase are requests generated through the Natural Hazards Portal ('Portal') which was launched in July 2023. The number of information requests this month remains similar in volume to last month, which was our highest month across the calendar year. We are closely monitoring these volumes to ensure that we continue to exceed the expectations of our customers and meet our obligations under the Official Information Act.

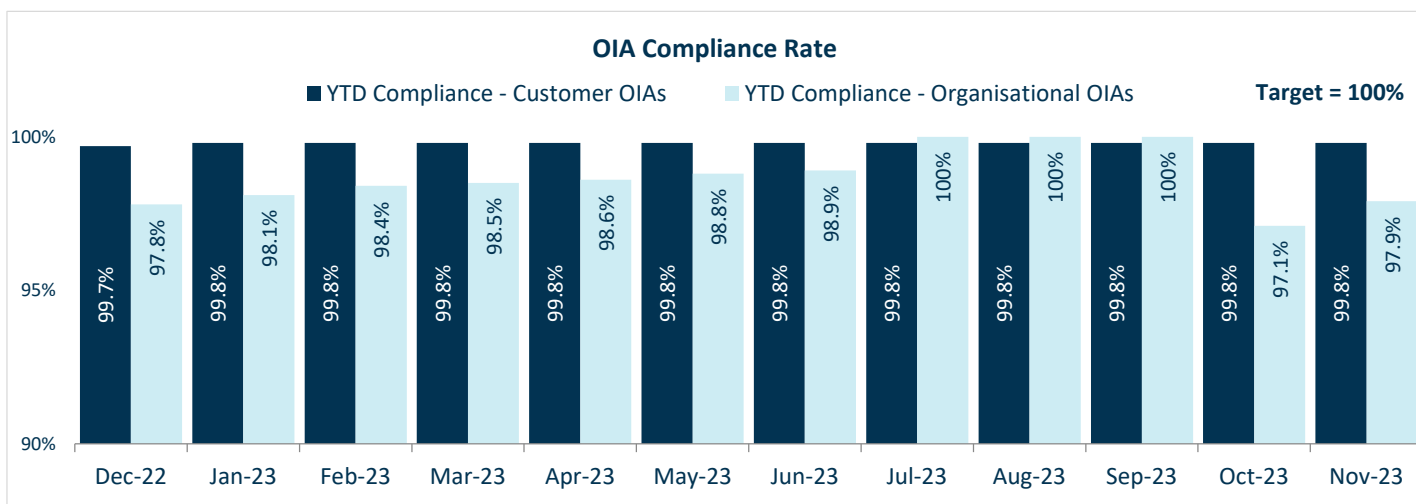
The chart below shows the monthly on hand population movement of our two customer information request workstreams.



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



Across November, our Government Relations Team received 18 new high level OIA requests (cf. 14 in Oct-23). Coupled with the 13 requests on hand from last month and 14 completed requests this month, the team have 17 requests on hand at month end.



Across November, our Customer OIA and Contact Centre teams achieved a compliance rate of 99.8% across 1,739 completed responses, with three non-compliant response reported this month. Given the large volume of information requests managed by the team, the compliance rate for the FYTD remains unchanged on 99.8%.

During the month, our Government Relations Team achieved a compliance rate of 100%. Across the FYTD, the compliance rate now sits at 97.9%.

Ombudsman review of complaints received

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

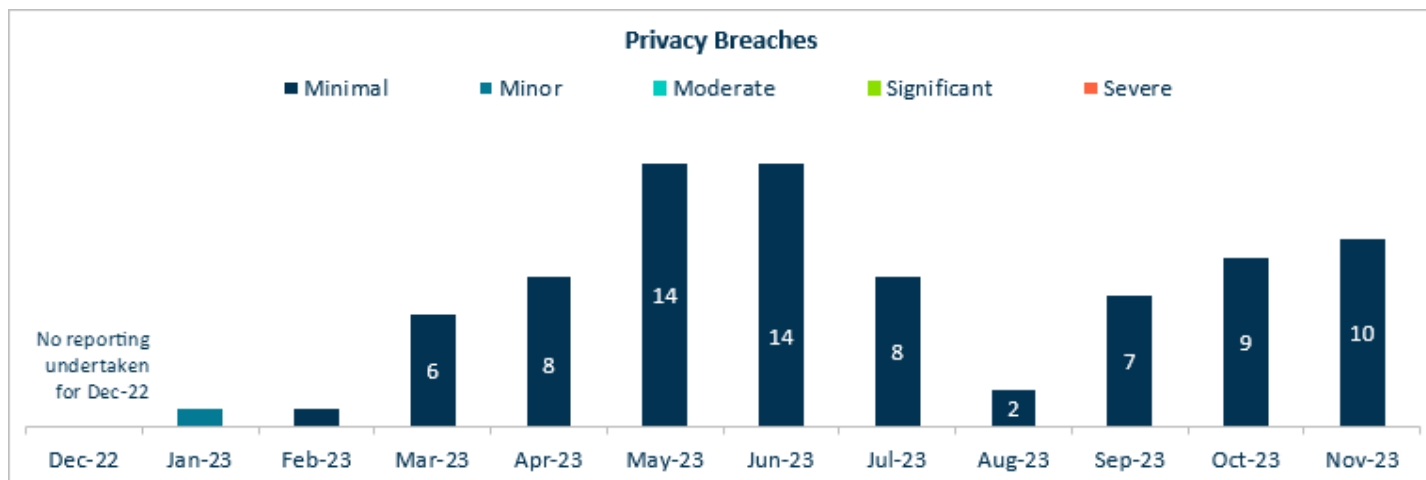
During the same period, the Ombudsman has not formed any formal investigation opinions that Toka Tū Ake was found to be deficient.

Ministerial correspondence

Across November, we received no requests to draft a response for the Minister's Office. Across the FYTD, we have received a total of 9 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 November, 10 privacy breaches (cf. 9 for Oct-23), all rated as of minimal severity, were recorded by the Risk and Compliance Team. All reported breaches was 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

Across November, 7 reported breaches occurred within Toka Tū Ake EQC and 3 were attributable to our 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 near the end of Q3 FY23-24.

Privacy Assessments

This month, 17 new privacy assessments were received by the Risk & Compliance team, and 10 assessments were completed. There are currently 14 assessments either in progress or on-hold.

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.

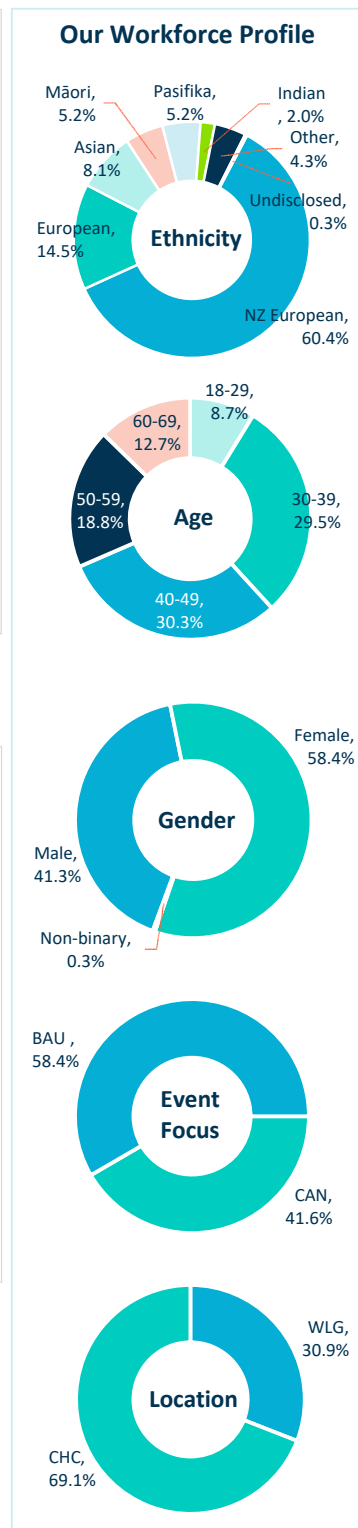
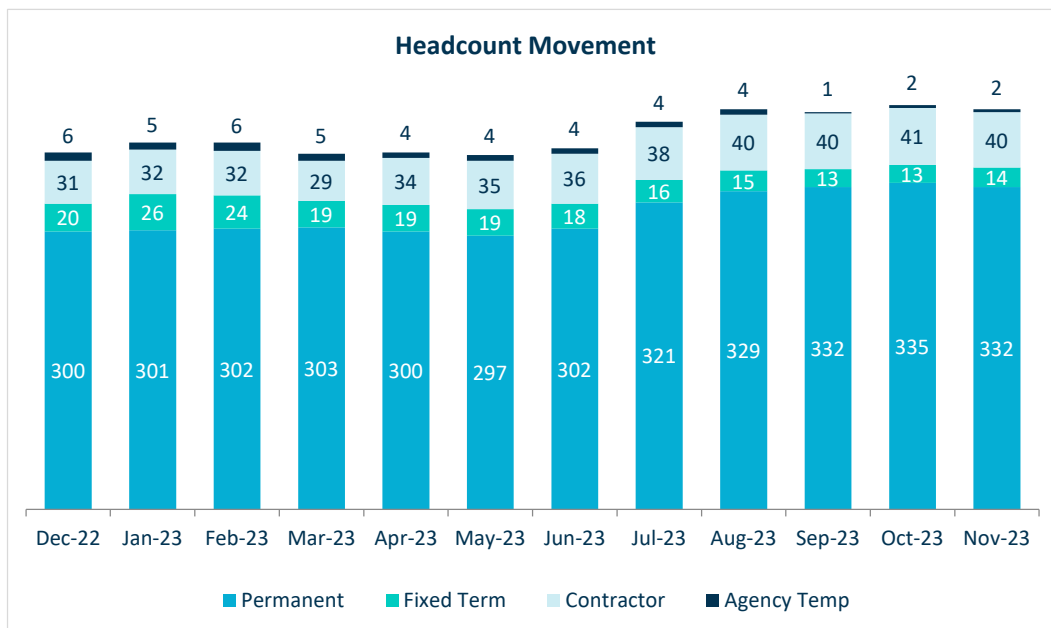
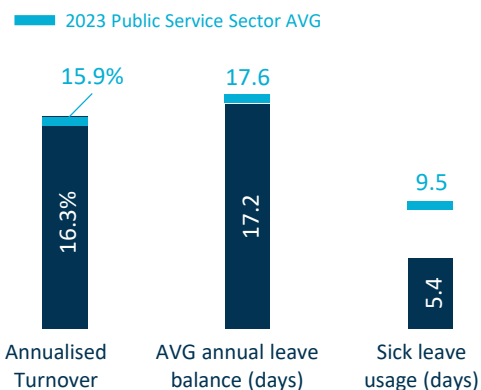
Section 9 - Our People

Across November, our permanent workforce headcount decreased by 3, while our temporary headcount rose by 1.

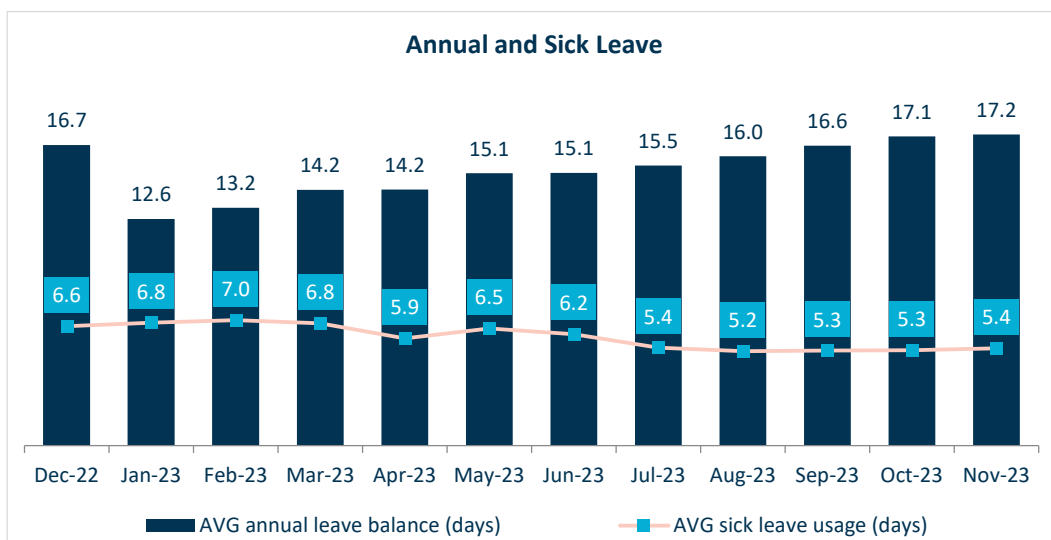
Across the month, our average annual leave balance rose slightly by 0.1 days to 17.2 days, remaining slightly below the 2023 public sector average ('sector average') of 17.6 days. Meanwhile, average sick leave usage remained stable at 5.4 days and also remains below the sector average of 9.5 days. Annualised turnover ('voluntary turnover') increased by 0.5% across the month to 16.3%, which is now slightly above 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 Toka Tū Ake EQC's averages against Public Service Sector averages



The decrease in our permanent headcount this month is not attributable to a specific programme of work, with the decrease spread across our organisation.



Similar to last month, the increase in the average annual leave balance to 17.2 days is expected, as our staff anticipate using their leave balance over the Christmas-New Year period. As a result, annual leave balances will drop early in 2024.

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