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**Natural Hazards
Commission**
Toka Tū Ake

Get to know your natural hazards cover

Adapted in 2024 by Accessible Formats Service, Blind
Low Vision NZ, Auckland

TN: The logo on the top of the page is Natural Hazards
Commission Toka Tū Ake

Get to know your natural hazards cover

Our beautiful country is at high risk of natural hazards. It's good to know our national natural hazards insurance scheme has you covered, and to understand its limits.

EQC has changed to NHC Toka Tū Ake

On 1 July 2024 EQC became the Natural Hazards Commission Toka Tū Ake.

We have new legislation, the Natural Hazards Insurance Act, and any new claims for natural hazards damage that occurred on or after 1 July 2024 will be managed under this new Act. Our cover is called Natural Hazards Cover (NHCover). Any damage that occurred before 1 July 2024 would be covered under the Earthquake Commission Act 1993.

The cover is similar under both Acts, and you can read more about the changes at our website:

www.naturalhazards.govt.nz

We cover you for a range of natural hazards

We cover damage to your home and land from a range of hazards, including earthquakes, landslides, volcanic activity, hydrothermal activity, and tsunamis.

We also cover damage to your insured land from storms and floods (home cover for these events is usually provided through your private insurance policy).

And we cover damage from fire that occurs because of any of the above natural hazards.

Your Natural Hazards Insurance levy ensures you have access to NHCover

If your property is damaged by a natural hazard, NHCover provides the first \$300,000 of insurance for your insured home and cover for certain areas of land under and around it. We use the term “home” in this information, while the Act uses the term “dwelling”.

Anyone with a valid private insurance policy that has fire cover has access to this cover and pays a levy through their private insurance premium. Generally, everyone with valid private insurance for their home or holiday home that

includes fire insurance pays the Natural Hazards Insurance levy and has access to our insurance cover.

Talk to your insurer to make a claim

Insurers work on our behalf to assess and manage claims to make the process simpler for customers.

If you need to make a claim, or have questions about your cover (including what's covered and what's not), your insurer is usually your best point of contact.

Know your cover

Your home – the first \$300,000

For your home, we provide cover for:

- your home or holiday home
- separate buildings or structures that you use as part of your day-to-day living (for example sheds, garages, pergolas)
- some essential services that serve your home, such as water supply, drainage, sewerage, gas, electricity, heating, or telecommunications.

How much we cover

If your home is damaged by a natural hazard, we can generally provide up to the first **\$300,000 + GST** towards repairing or replacing your home and related buildings.

Any cover over this amount is provided through your private insurance policy.

It's a good idea to regularly check that the amount of home cover you are purchasing from your insurer is enough to rebuild your home.

Your land – unique cover with limits

Aotearoa New Zealand is one of the only countries in the world with access to residential land insurance, provided by the Natural Hazards Commission. This cover is generally a contribution to repairs, and you can't buy extra land cover through your insurer. Some insurers may offer additional top-up cover for land structures such as retaining walls, bridges and culverts. Talk to your insurer to find out what cover is available.

For your land, we cover a limited area:

- the land under and up to **8m** around your home and related buildings and structures
- the land under your main accessway up to **60m** from the house
- some retaining walls, bridges and culverts, to a limit.

Your land cover is capped

We can only provide cover for repair costs up to the land cap, which is based on the value of your insured, damaged land.

Because it is a contribution, our cover sometimes won't be enough to fully repair the damage to your property. It's important to understand these limits and how you can manage the risks to your property.

You can find more detail about cover on our website:

www.naturalhazards.govt.nz/know-your-cover

This information provides a general summary of the insurance we provide under the Natural Hazards Insurance Act. The Act will always prevail over the content of this flyer.

Information in this flyer is valid for homeowners who pay the Natural Hazards Insurance levy through a private insurer that is a member of the insurance partnership with

us. For Direct NHCover customers or those whose private insurer does not partner with us, details on how you access NHCover or make a claim may be different. For more information visit

www.naturalhazards.govt.nz/insurance-and-claims/

About Natural Hazards Commission Toka Tū Ake

The Natural Hazards Commission Toka Tū Ake is Aotearoa New Zealand's natural hazards insurance scheme for when your home is damaged by a natural disaster.

The scheme was first established in 1945 to ensure all New Zealanders could access natural hazards cover.

Nearly 80 years on, we've made big changes but stay committed to our work to reduce the impact of natural hazards on people, property and the community by:

1. managing our country's natural hazard cover insurance scheme
2. investing in research and education to build more resilient communities
3. helping build New Zealand's readiness to natural hazards, so we're here when you need us.

Contact us

You can contact us by emailing

info@naturalhazards.govt.nz

You can write to NHC Toka Tū Ake, PO Box 311,
Wellington 6140

You can also phone 0800 DAMAGE (0800 326 243)

If English is not your first language you can ask for an interpreter, at no cost to you,

If you are Deaf, hard of hearing, deafblind, speech impaired or find it hard to talk, you can use the New Zealand Relay Service. www.nzrelay.co.nz

End of Get to know your natural hazards cover