

Christchurch Customers- Earthquake Damage

We are very sorry to hear of the damage our customers may have suffered as a result of the earthquake. In the first instance the protection of life is of utmost importance. Please follow the instruction of authorities and do not attempt to make temporary repairs unless specially authorised to do so by an appropriately authorised agency.

Home and Contents Customers

For our Home and Contents customers please phone the Earthquake Commission (EQC) 0800 652 333, 0800 326 243 or 0800 508 765. Claims can also be lodged on the EQC website www.eqc.govt.nz

Through the EQC levy you pay on your insurance they fund the first \$100,000 of damage for dwellings and \$20,000 contents.

After notifying EQC **you must** still complete an Ansvar Insurance online claim form and send to Ansvar Insurance. Please ensure the post code section is complete as this helps identify the location of your home.

If you have any queries please phone Ansvar Insurance 0800 123 344 or your adviser.

If you need temporary emergency accommodation and have your contents insured with us please keep your receipts and your reasonable costs will be reimbursed up to the sum insured of your policy.

Commercial Customers

For all our Faith, Education, Care, Heritage, Charity and other Commercial Customers firstly please notify the following Loss Adjusters who are acting on our behalf.

Godfrey and Company:

Email eq@godfrey.co.nz

Following this please notify Ansvar Insurance office Ph 0800 123 344. Or complete an on-line claim form. Please also notify your broker or business adviser if applicable.