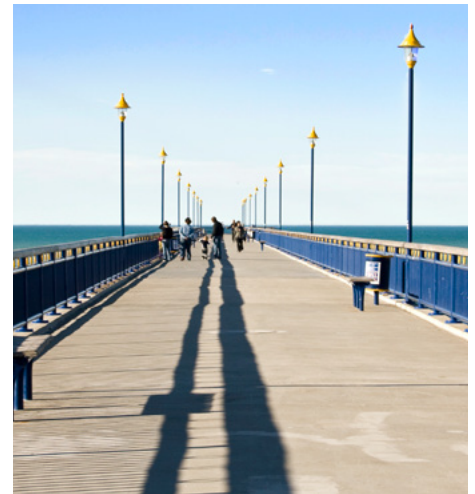


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Welcome to the August earthquake information update from NZI

In this issue, we answer some of the most common questions you're asking us.

There's information about what will be in the residential red zone settlement letters, details on our current insurance information and conditions for Canterbury, and a quick update on the progress we're making on our residential assessment timetable.

We're looking forward to being able to give each of you more certainty as we work our way through the residential assessment zones, however, don't forget your broker is only a phone call away if you need to talk to someone now.

Talk to you again in September.

Karl Armstrong

Executive General Manager, NZI

Offers to residential red zone customers are on their way

By the end of September offers will be posted to our customers with homes in the current residential red zone.

The offer will outline:

- ▶ whether the home has been assessed as a repair or rebuild
- ▶ the cost to repair or rebuild the home (and how these figures were calculated)
- ▶ an outline of the next steps in the claim process, and
- ▶ settlement options.

As the offer letters go out, brokers will call residential red zone customers to check they have received their offers and answer any questions they might have.

We encourage customers to take their time to consider our offer, and to consider getting financial advice from a financial adviser, accountant or lawyer before making any decision.

Home and contents cover in Canterbury

We've had a lot of calls from customers wanting to know whether we'll insure new or additional homes, and their contents, in the Canterbury region.

For existing customers, the short answer is 'yes', but there are a few conditions.

Within the local councils of Christchurch City, Selwyn District or Waimakariri District, NZI will currently consider new home and contents business:

- ▶ where a property in the residential green zone previously insured by NZI is being transferred to a new or existing NZI customer

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Residential assessment progress

We've substantially completed assessments of the residential red zones identified in June and are planning our next assessment areas.

We will keep you up-to-date with our assessment timetable as we move into new areas, so keep a look out for our advertisements.

Contracts Works cover

When NZI authorises your rebuilding or repair work, we will allow contract works cover to be taken out with us for any premises we authorise to be repaired or rebuilt.

A contract works policy provides cover on the construction of a new building or structure, such as a house or garage, for the physical loss (eg: theft, fire) or damage to the materials and work being performed at the construction site.

State Insurance, NZI, IAG and Lantern Insurance are working very closely to provide a unified approach for new contract works cover in the Canterbury region.

In the Hurunui and Ashburton Districts we can consider contract works insurance for new and existing customers, subject to our usual underwriting information.

In the green residential zones of Christchurch City, Selwyn District and Waimakariri District, we can currently consider new contract works risks for our existing customers, subject to a recent geotechnical report and a copy of the building consent, along with our usual underwriting information.

At the present time, we are not offering contracts work cover in any of the red, orange or white zones.

If you would like to know more about NZI's contract works cover in Canterbury for your specific situation, please call your broker.

Residential green zone claims

We know it's frustrating waiting for your home to be rebuilt or repaired.

We are completing repairs and rebuilding where we are able, depending on land assessments and the Department of Building and Housing's new building codes. We are giving highest priority to severely damaged homes, but we are also taking into account other factors such as elderly or infirm people, and families with young children.

All rebuilds and most repairs will need a council consent before we can authorise work to begin, and to complicate things, not all green residential land is good to build on straight away.

Regardless of all of these factors, we are committed to authorising your claim as soon as we are able. Thanks for your patience, and remember that your claims case manager can answer any questions you have.

- ▶ for insuring other residential green zone properties, please call your broker to discuss your particular situation
- ▶ NZI is not taking on any new business in the residential orange and white zones
- ▶ and, NZI will not insure houses bought in the residential red zone or contents moved into these zones, even for existing customers.

In the local council areas of Hurunui and Ashburton Districts, NZI will consider home and contents insurance for new and existing customers.

In these districts, house insurance is subject to NZI accepting the information supplied in a completed Canterbury Earthquake Damage Declaration form.

Please note that these underwriting guidelines are correct at the time of printing, but may change in the future.

CERA consent forms

Just a quick reminder – if you haven't sent back your CERA consent form, pop it in the post today.

CERA needs your permission before we can share any of your insurance information with them.

If you have questions about the consent form, please call the government helpline on 0800 77 99 97.