

CASH SETTLED CLAIM(S)

The following information contains documents relating to claim(s) that were cash settled for the property.

If you require sign off or repair completion documents, they may be obtainable from the contractors who completed the substantive repairs at the property.

Scope of Works



Document explanatory note:

This document provides a summary of the earthquake damage identified by the EQC assessment team. Land, building and room by room damage is listed along with an indication of how this damage is to be repaired. A glossary of terms describing the type of damage that may be listed on your Scope of Works is provided at the end of this document.

Customer: SHJ ENSOR

Assessment of Property at 10 THOMAS LANE, RANGIORA 7400 on 1/02/2013

Site

Element	Damage	Repair
Land (Exposed - Soil - 550.00 m2)		
Land (Under dwelling - Soil - 180.00 m2)		
Main Access (Drive - Concrete - 24.00 m2)	Damaged surface	Not covered by EQC 1.00 item

Services

Element	Damage	Repair
Sewerage (Town Connection - PVC Pipe - 10.00 l/m)	No Earthquake Damage	
Water Supply (Town Connection - Plastic - 10.00 l/m)	No Earthquake Damage	

Main Building

Exterior

Elevation (South wall ground floor 13.3mx2.2m)

Element	Damage	Repair
No Damage		

Elevation (South wall level1 10.0mx2.0m)

Element	Damage	Repair
No Damage		

Elevation (East wall ground floor 18.3mx2.2m)

Element	Damage	Repair
Wall Cladding (Monolithic - Cement sheet - 43.92 m2)	Cracking to paint	Repaint wall with elastomeric paint 21.60 m2
Wall framing (Timber Frame - Timber - 43.92 m2)	No Earthquake Damage	

Elevation (East wall level1 8.0mx2.4m)

Element	Damage	Repair
No Damage		

Elevation (North wall ground floor)

Element	Damage	Repair
No Damage		

Elevation (North wall level1 4.0mx3.0m)

Element	Damage	Repair
No Damage		

Elevation (West wall ground floor 18.3mx2.4m)

Element	Damage	Repair
No Damage		

Elevation (West wall level1 2.7mx2.4m)

Element	Damage	Repair
No Damage		

Roof (Coloursteel rolled metal pitched)

Element	Damage	Repair
No Damage		

Foundations (Concrete slab foundation)

Element	Damage	Repair
No Damage		

Interior**Ground Floor - Kitchen (Dining)**

Room Size: 2.90 x 8.80 = 25.52 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
Built In Oven (Fisher and Paykl - Steel - 1.00 item)	No Earthquake Damage	
Ceiling (Gib - Paint - 25.52 m2)	No Earthquake Damage	
Floor (Concrete - Carpet - 25.52 m2)	No Earthquake Damage	
Heating (Wood - Wood burner - 1.00 item)	No Earthquake Damage	
Kitchen joinery (Medium Spec - MDF - 1.00 item)	No Earthquake Damage	
Range Hood (Over Head - Standard spec - 1.00 item)	No Earthquake Damage	
Trim (Painted MDF - Trim 60mm - 12.00 l/m)	Damaged finish	Gap fill and paint trims 12.00 l/m
Wall covering (Gib - Paint - 56.16 m2)	Cosmetic damage	Rake out and stop 0.80 l/m
	Cosmetic damage	Paint wall 28.80 m2
Window (Aluminium Awning - Pane single glazed - 1.00 No of)	No Earthquake Damage	
Window (Aluminium Casement - Pane single glazed - 2.00 No of)	No Earthquake Damage	
Work top (Kitchen work top - Laminate - 5.50 l/m)	No Earthquake Damage	

Ground Floor - Lounge

Room Size: 4.30 x 8.30 = 35.69 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

Ground Floor - Entry (Hallway)

Room Size: 1.60 x 7.70 = 12.32 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
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Element	Damage	Repair
No Damage		

Ground Floor - Bathroom

Room Size: 1.70 x 4.00 = 6.80 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

Ground Floor - Bedroom (First on left from lounge)

Room Size: 3.00 x 4.10 = 12.30 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
Built in wardrobe (Wardrobe - MDF - 9.60 m2)	No Earthquake Damage	
Ceiling (Gib - Paint - 12.30 m2)	No Earthquake Damage	
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	Cosmetic damage	Repaint total door surround 1.00 No of
Floor (Concrete - Carpet - 12.30 m2)	No Earthquake Damage	
Wall covering (Gib - Paint - 34.08 m2)	No Earthquake Damage	
Window (Aluminium Casement - Pane single glazed - 1.00 No of)	No Earthquake Damage	

Ground Floor - Laundry

Room Size: 1.80 x 2.50 = 4.50 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

Ground Floor - Bedroom (Second on left from lounge)

Room Size: 3.00 x 3.20 = 9.60 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

Ground Floor - Bedroom

Room Size: 2.50 x 3.60 = 9.00 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

Ground Floor - Stairwell

Room Size: 0.90 x 5.20 = 4.68 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

Ground Floor - Internal Garage

Room Size: 7.50 x 6.00 = 45.00 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair	
Ceiling (Gib - Paint - 45.00 m2)	No Earthquake Damage		
Door (External) (Single glass door - Aluminium - 1.00 No of)	No Earthquake Damage		
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	No Earthquake Damage		
Floor (Concrete - Concrete - 45.00 m2)	Cosmetic damage	Grind out and epoxy fill (up to 5mm)	1.20 l/m
Garage door (Sectional Metal - Steel - 1.00 No of)	No Earthquake Damage		
Wall covering (Gib - Paint - 64.80 m2)	No Earthquake Damage		
Window (Aluminium Awning - Pane single glazed - 1.00 No of)	No Earthquake Damage		

First Floor - Office/Study

Room Size: 2.00 x 3.40 = 6.80 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair	
Ceiling (Gib - Paint - 6.80 m2)	No Earthquake Damage		
Door (Internal) (Single Hollow Core - MDF - 1.00 No of)	No Earthquake Damage		
Floor (Chipboard - Carpet - 6.80 m2)	No Earthquake Damage		
Wall covering (Gib - Paint - 25.92 m2)	Cosmetic damage	Rake out and stop	1.00 l/m
	Cosmetic damage	Paint wall	20.00 m2
Window (Aluminium Casement - Pane single glazed - 1.00 No of)	No Earthquake Damage		

First Floor - Lounge

Room Size: 3.20 x 5.00 = 16.00 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.80 m

Element	Damage	Repair	
Ceiling (Gib - Paint - 16.00 m2)	No Earthquake Damage		
Door (External) (Sliding / Ranch sliding door - Aluminium - 1.00 No of)	No Earthquake Damage		
Floor (Chipboard - Carpet - 16.00 m2)	No Earthquake Damage		
Wall covering (Gib - Paint - 45.92 m2)	Cosmetic damage	Rake out and stop	0.40 l/m
	Cosmetic damage	Paint wall	40.00 m2

First Floor - Bedroom

Room Size: 4.20 x 4.70 = 19.74 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair	
Built in wardrobe (Wardrobe - MDF - 12.96 m2)	No Earthquake Damage		
	No Earthquake Damage		
Ceiling (Gib - Paint - 19.74 m2)	No Earthquake Damage		
Floor (Chipboard - Carpet - 19.74 m2)	No Earthquake Damage		
Wall covering (Gib - Paint - 42.72 m2)	Cosmetic damage	Rake out and stop	1.20 l/m
	Cosmetic damage	Paint wall	42.72 m2
Window (Aluminium Casement - Pane single glazed - 2.00 No of)	No Earthquake Damage		

First Floor - En Suite

Room Size: 2.00 x 3.80 = 7.60 (length(m) x width(m) = Area Size(m2))

Stud Height: 2.40 m

Element	Damage	Repair
No Damage		

First Floor - Room (Other) (Off lounge storage)

Room Size: 3.10 x 1.60 = 4.96 (length(m) x width(m) = Area Size(m²))

Stud Height: 2.00 m

Element	Damage	Repair
No Damage		

Scope of Works - Glossary of Terms

Cosmetic Damage	Cosmetic damage is used to record repairs to an element that can be done in situ e.g. minor cracking to plasterboard. For example a repair strategy may state "rake, stop and paint" and this is carried out without needing to remove or replace the damaged element. Where the plasterboard for example needs to be removed and replaced, this will be recorded as 'structural damage'.
Impact Damage	Impact damage is where an element or part of a building sustains earthquake damage and then breaks away or collapses causing damage to another part of the building. An example is a chimney that has collapsed and caused damage to roof tiles.
Structural Damage	The term structural damage is used where a repair requires an element to be removed and replaced e.g. major cracking to plasterboard or external cladding that has been dislodged. This term does not relate to the structural integrity of the building as a whole, but to the individual element only.

Additional Information

Building Terms	The Department of Building and Housing website has a comprehensive list of common building terms: http://www.dbh.govt.nz/building-az-wxyz
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EQC Full Assessment Report

Claim Number: CLM/2012/051848
Claimant: SHJ ENSOR
Property Address: 10 THOMAS LANE
RANGIORA 7400

Assessment Date: 01/02/2013 10:15
Assessor: Burgess, Kelvin
Estimator: Coutts, Bruce

Claimant Setup

Type	Name	Home Number	Mobile Number	Work Number	Email Address
Owner	SHJ, ENSOR	03 3106729	021 437719	03 3492605	

Insurance & Mortgage Details

Insurance Details - From Claim Centre

Insurer	Policy Type	Policy Number	Insurance Sighted	Insurance Valid
FMG (Farmers Mutual)	Dwelling	5941709	Yes	

Insurance Details - Added in COMET

Insurer	Policy Type	Policy Number	Insurance Sighted	Insurance Valid
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Insurance Details - Comments

Mortgage Details - From Claim Centre

Bank

Mortgage Details - Added in COMET

Bank

BANK OF NEW ZEALAND

Mortgage Details - Comments

Opt Out

For repairs costing between \$10,000 and \$100,000 the claimant wishes to manage their own repairs? No

Hazards

Hazards: Nil
Property Sticker: No Sticker

Building Configurations

Leaky Home Syndrome? No

Building Name	Number of floors	Building Finish	Age of house	Footprint	Area (m2)
Main Building	2	Standard	Post 1980	Rectangular	226.33

Full Assessment

Site

Element	Type	Material	Damages	Measure	Rate	Cost
Land	Exposed	Soil	No Earthquake Damage			
Land	Under dwelling	Soil	No Earthquake Damage			
Main Access	Drive	Concrete	Damaged surface			
			Not covered by EQC	1.00 item	0.00	0.00

General Comments:

Services

Element	Type	Material	Damages	Measure	Rate	Cost
Sewerage	Town Connection	PVC Pipe	No Earthquake Damage			
Water Supply	Town Connection	Plastic	No Earthquake Damage			

General Comments:

Main Building

Exterior

Elevation (South wall ground floor 13.3mx2.2m)

Damage: No damage

Require Scaffolding? No

General Comments: Brick veneer and texture over cement sheet 1 metal sectional door 3 aluminium joinery units

Elevation (South wall level1 10.0mx2.0m)

Damage: No damage

Require Scaffolding? No

General Comments: Texture over cement sheet 2 aluminium joinery units

Elevation (East wall ground floor 18.3mx2.2m)

Damage: Earthquake damage

Require Scaffolding? No

Element	Type	Material	Damages	Measure	Rate	Cost
Wall Cladding	Monolithic	Cement sheet	Cracking to paint			
			Repaint wall with elastomeric paint	21.60 m2	69.00	1,490.40
Wall framing	Timber Frame	Timber	No Earthquake Damage			

General Comments:

Elevation (East wall level1 8.0mx2.4m)

Damage: No damage

Require Scaffolding? No

General Comments: Texture over cement sheet deck 1 aluminium joinery unit

Elevation (North wall ground floor)

Damage: No damage

Require Scaffolding? No

General Comments: Texture over cement sheet and brick veneer 3 aluminium joinery units

Elevation (North wall level1 4.0mx3.0m)

Damage: No damage

Require Scaffolding? No

General Comments: Texture over cement sheet 1 aluminium joinery unit

Elevation (West wall ground floor 18.3mx2.4m)

Damage: No damage

Require Scaffolding? No

General Comments: Brick veneer 3 aluminium joinery units

Elevation (West wall level1 2.7mx2.4m)

Damage: No damage

Require Scaffolding? No

General Comments: Texture over cement sheet 1 aluminium joinery unit

Roof (Coloursteel rolled metal pitched)

Damage: No damage

Require Scaffolding? No

General Comments:

Foundations (Concrete slab foundation)

Damage: No damage

Require Scaffolding? No

General Comments:

Ground Floor - Kitchen (Dining)

Damage: Earthquake damage

Require Scaffolding? No

Element	Type	Material	Damages	Measure	Rate	Cost
Built In Oven	Fisher and Paykl	Steel	No Earthquake Damage			
Ceiling	Gib	Paint	No Earthquake Damage			
Floor	Concrete	Carpet	No Earthquake Damage			
Heating	Wood	Wood burner	No Earthquake Damage			
Kitchen joinery	Medium Spec	MDF	No Earthquake Damage			
Range Hood	Over Head	Standard spec	No Earthquake Damage			
Trim	Painted MDF	Trim 60mm	Damaged finish			
			Gap fill and paint trims	12.00 l/m	12.00	144.00
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out and stop	0.80 l/m	10.00	8.00
			Cosmetic damage			
			Paint wall	28.80 m2	24.00	691.20
Window	Aluminium Awning	Pane single glazed	No Earthquake Damage			
Window	Aluminium Casement	Pane single glazed	No Earthquake Damage			
Work top	Kitchen work top	Laminate	No Earthquake Damage			

General Comments: Open plant to lounge. Cracks above windows

Ground Floor - Lounge

Damage: No damage

Require Scaffolding? No

General Comments:

Ground Floor - Entry (Hallway)

Damage: No damage

Require Scaffolding? No

General Comments:

Ground Floor - Bathroom

Damage: No damage

Require Scaffolding? No

General Comments: C. Gib paint
W. gib paint
F concrete vinyl
1 door

Ground Floor - Bedroom (First on left from lounge)

Damage: Earthquake damage

Require Scaffolding? No

Element	Type	Material	Damages	Measure	Rate	Cost
Built in wardrobe	Wardrobe	MDF	No Earthquake Damage			
Ceiling	Gib	Paint	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	Cosmetic damage			

Door (Internal)	Single Hollow Core	MDF	Repaint total door surround	1.00	No of	63.00	63.00
Floor	Concrete	Carpet	No Earthquake Damage				
Wall covering	Gib	Paint	No Earthquake Damage				
Window	Aluminium Casement	Pane single glazed	No Earthquake Damage				

General Comments:**Ground Floor - Laundry****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Bedroom (Second on left from lounge)****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Bedroom****Damage:** Damage but not earthquake related**Require Scaffolding?** No**Non Earthquake Notes:** Crack above window historic**General Comments:**
C. Gib paint
W. gib paint
F concrete carpet
1 door**Ground Floor - Stairwell****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Internal Garage****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	No Earthquake Damage			
Door (External)	Single glass door	Aluminium	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	No Earthquake Damage			
Floor	Concrete	Concrete	Cosmetic damage			
			Grind out and epoxy fill (up to 5mm)	1.20 l/m	60.00	72.00
Garage door	Sectional Metal	Steel	No Earthquake Damage			
Wall covering	Gib	Paint	No Earthquake Damage			
Window	Aluminium Awning	Pane single glazed	No Earthquake Damage			

General Comments: Painted gib walls and ceiling Concrete floor**First Floor - Office/Study****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	No Earthquake Damage			
Door (Internal)	Single Hollow Core	MDF	No Earthquake Damage			
Floor	Chipboard	Carpet	No Earthquake Damage			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out and stop	1.00 l/m	10.00	10.00
			Cosmetic damage			
			Paint wall	20.00 m2	24.00	480.00
Window	Aluminium Casement	Pane single glazed	No Earthquake Damage			

General Comments:**First Floor - Lounge**

Damage: Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Ceiling	Gib	Paint	No Earthquake Damage			
Door (External)	Sliding / Ranch sliding door	Aluminium	No Earthquake Damage			
Floor	Chipboard	Carpet	No Earthquake Damage			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out and stop	0.40 l/m	10.00	4.00
			Cosmetic damage			
			Paint wall	40.00 m2	24.00	960.00

General Comments: Pitched ceiling**First Floor - Bedroom****Damage:** Earthquake damage**Require Scaffolding?** No

Element	Type	Material	Damages	Measure	Rate	Cost
Built in wardrobe	Wardrobe	MDF	No Earthquake Damage			
			No Earthquake Damage			
Ceiling	Gib	Paint	No Earthquake Damage			
Floor	Chipboard	Carpet	No Earthquake Damage			
Wall covering	Gib	Paint	Cosmetic damage			
			Rake out and stop	1.20 l/m	10.00	12.00
			Cosmetic damage			
			Paint wall	42.72 m2	24.00	1,025.28
Window	Aluminium Casement	Pane single glazed	No Earthquake Damage			

General Comments: Cracks above windows and doors? His / her wardrobes**First Floor - En Suite****Damage:** No damage**Require Scaffolding?** No

General Comments:

C. Gib paint
W. gib wallpaper
F chip board vinyl
1 door
1 window

First Floor - Room (Other) (Off lounge storage)**Damage:** No damage**Require Scaffolding?** No**General Comments:****Fees****Fees**

Name	Duration	Estimate
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Overheads

Name	Estimate
Preliminary and general	396.79
Margin	535.67
GST	883.85

Scope Of Works Estimate

Property

Description	Estimate
Site	0.00
Services	0.00
	0.00

Main Building

Name	Description	Estimate
Exterior	Roof (Coloursteel rolled metal pitched)	0.00
	Foundations (Concrete slab foundation)	0.00
	Elevation (East wall ground floor 18.3mx2.2m)	1,490.40
	Elevation (East wall level1 8.0mx2.4m)	0.00
	Elevation (North wall ground floor)	0.00
	Elevation (North wall level1 4.0mx3.0m)	0.00
	Elevation (South wall ground floor 13.3mx2.2m)	0.00
	Elevation (South wall level1 10.0mx2.0m)	0.00
	Elevation (West wall ground floor 18.3mx2.4m)	0.00
	Elevation (West wall level1 2.7mx2.4m)	0.00
		1,490.40

Floor	Description	Estimate
First Floor	Bedroom	1,037.28
	En Suite	0.00
	Lounge	964.00
	Office/Study	490.00
	Room (Other) (Off lounge storage)	0.00
		2,491.28
Ground Floor	Bathroom	0.00
	Bedroom	0.00
	Bedroom (First on left from lounge)	63.00
	Bedroom (Second on left from lounge)	0.00
	Entry (Hallway)	0.00
	Internal Garage	72.00
	Kitchen (Dining)	843.20
	Laundry	0.00
	Lounge	0.00
	Stairwell	0.00
		978.20
		3,469.48

Fees

Description	Estimate
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Overheads

Description	Estimate
Preliminary and general	396.79
Margin	535.67
GST	883.85
	1,816.31
Total Estimate	6,776.19

Inspection Sign Off

Description	Answer	comments
Contents Damage		
Has the contents schedule been left with claimant?	No	
Have the contents been sighted?	No	
Land Damage		
Is there land damage?	No	
Landslip damage has been assessed on paper	No	
Was a full inspection done?		
In roof space	Yes	
On roof?	No	Two story
Under sub floor?	No	Concrete slab
Decline Claim		
Recommend Declining Claim	No	
Next Action:		
No event for June 2012 earthquake		

Previous Claim Numbers (recorded manually in field)

- Nil

File Notes

Date Created:	01/02/2013 10:25
Created :	Burgess, Kelvin
Subject:	File Note
Note:	Post 1980s, two story, four bedroom dwelling on concrete slab. Rolled metal roof. Monolithic cement sheet exterior cladding. Gib interior walls. Minor cosmetic damage to interior linings and exterior cladding. Painting and Prep. Apportionment: Claim put in for June 2012 earthquake but most damage in Rangiora from Feb. event. Customer did not look for damage until pointed out by friends.
	House is watertight and habitable.
Next Action:	

Urgent Works Items

Scope of Works

Claim Number	CLM/2012/051848	Damage Location	10 THOMAS LANE, RANGIORA 7400
Claimant	SIMON ENSOR		

Element type	Description	Total Cost
Land		\$0.00
Land		\$0.00
Main Access		\$0.00
Water Supply		\$0.00
Sewerage		\$0.00
Elevation	Main Building - South wall ground floor 13.3mx2.2m	\$0.00
Elevation	Main Building - South wall level1 10.0mx2.0m	\$0.00
Elevation	Main Building - East wall ground floor 18.3mx2.2m	\$2,036.18
Elevation	Main Building - East wall level1 8.0mx2.4m	\$0.00
Elevation	Main Building - North wall ground floor	\$0.00
Elevation	Main Building - North wall level1 4.0mx3.0m	\$0.00
Elevation	Main Building - West wall ground floor 18.3mx2.4m	\$0.00
Elevation	Main Building - West wall level1 2.7mx2.4m	\$0.00
Roof	Main Building - Coloursteel rolled metal pitched	\$0.00
Foundations	Main Building - Concrete slab foundation	\$0.00
Kitchen	Main Building - Dining	\$1,151.98
Lounge	Main Building -	\$0.00
Entry	Main Building - Hallway	\$0.00
Bathroom	Main Building -	\$0.00
Bedroom	Main Building - First on left from lounge	\$86.07
Laundry	Main Building -	\$0.00
Bedroom	Main Building - Second on left from lounge	\$0.00
Bedroom	Main Building -	\$0.00
Stairwell	Main Building -	\$0.00
Internal Garage	Main Building -	\$98.37
Office/Study	Main Building -	\$669.44
Lounge	Main Building -	\$1,317.01
Bedroom	Main Building -	\$1,417.13

En Suite	Main Building -	\$0.00
Room (Other)	Main Building - Off lounge storage	\$0.00



Claim No. CLM/2012/051848

6th March 2013

Simon Ensor
10 Thomas Lane
Rangiora 7400

Dear Simon Ensor

Your settlement calculation

EQC has now calculated your claim entitlement and paid the following amount(s).

Item	Amount	Excess	Balance
Dwelling CLM/2012/051848	\$6,776.18	\$200.00	\$6,576.18
Total			\$6,576.18

Total amount of this payment is **\$6,576.18**

Payment

It is important that the payment(s) made to you are used for the purpose of repair or replacement of damaged property.

If you have not provided EQC with a bank deposit slip (to enable electronic payment) your payment will be made by cheque. If you are expecting further payments from EQC and would prefer payment by direct credit, please send us a bank deposit slip, or a letter from your bank identifying your bank account number. We can accept these electronically if they are scanned and emailed. Please include your claim number in any correspondence to us.

If you believe there are outstanding aspects of your claim, you should bank your cheque(s) and EQC will continue to respond to your queries. Banking your claim settlement cheque does not affect your current or any future entitlement(s).

Your obligations

By accepting this payment from EQC, you are agreeing that the claim information that you submitted was true and accurate; that you have not withheld any material information; that you will inform EQC if any information provided later becomes incorrect; and that you will provide any further information required for EQC to assess your claim.

Further contact

If you have any concerns about your claim please contact us either by sending an email to claims@eqc.govt.nz or call our free phone number 0800 DAMAGE (0800 326243) international call +64 4 978 6400 or +64 4 978 6401.

Yours faithfully

Bruce Emson

General Manager, Customer Services