



REINSTATING YOUR HOME: TIMEFRAMES AND OBLIGATIONS

You have chosen to continue in IAG's Rebuild or Repair Programme and your home will be reinstated as per your policy. IAG will cover the costs to reinstate your home to its pre-quake state.



During your settlement, you will need to make a number of decisions and commitments in order to continue in this programme.

Timeframes have been established around these decisions to ensure that we are able to progress the Rebuild and Repair Programme at a speed that is fair to all customers.

In the event that you are unable to meet these timeframes, the reinstatement option through the programme will be withdrawn and IAG will cash settle your claim.

The information that follows details these decision points and corresponding timeframes for you.



Can I make changes to the design of my home within the IAG Rebuild or Repair Programme?

Your insurance policy works to reinstate your home back to its pre-quake state – this means that your policy doesn't allow for any alterations or changes to your home during its repair/rebuild. If you are planning on making changes then we can offer you a cash settlement so that you have the flexibility to select a builder and work with them directly.

Who pays for consents?

Provided you are reinstating your home to its previous state, your policy will cover the cost of consents. Your policy also covers architect, engineer, surveyor and building consultant costs as long as they were necessarily and reasonably incurred.

If your policy is a sum-insured one, that sum reflects the total we can pay for your reinstatement, consents and any other fees.

What other timeframes do I need to be aware of?

Contract signing: You will receive a contract before your reinstatement begins. You have 30 days to seek advice, and return your signed contract.

Design: During the design phase there are several decisions you will need to make - your Loss Adjuster will give you timeframes around each one.

It is essential that you meet these timeframes, otherwise the reinstatement option through the IAG Rebuild or Repair Programme will be withdrawn and IAG will cash settle your claim.

Which builders can I use?

When you are repairing or rebuilding through the IAG Rebuild or Repair Programme your Loss Adjuster will discuss with you builders who have the capacity, availability and skill to reinstate your home. You will then have 14 days to decide which builder you would like to use.

How involved do I have to be day-to-day once the builder has begun?

Your involvement is required upfront in confirming your designs and plans. Your level of involvement from then on is up to you.

What else do I need to do now?

- Re-read your policy document so you understand what is covered.
- Gather any plans and pre-earthquake photos you may have.
- Start researching colours and finishes you'd like to use in your repair or rebuild.
- Discuss your lending options with your bank or other financial institution if you have a mortgage on the property being repaired or rebuilt.



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