



Home and Contents Insurance

May 2025

What are the Canstar Outstanding Value Home and Contents Insurance Awards?

Canstar's Home and Contents Outstanding Value Awards use a sophisticated and unique methodology that compares home and contents insurance policies available to New Zealand consumers. Canstar's Awards represent a shortlist of policies, enabling consumers to narrow their search to policies that have been assessed and ranked.

It's important to understand that our Awards are informed opinions from Canstar's Research Committee and not policy recommendations. Canstar provides general advice based on our comprehensive criteria, we do not recommend that any particular policy is suitable for anyone's individual circumstances. Our Awards are crafted to be as informative and helpful as possible, evolving with the market and continuing to serve as a trusted guide for consumers navigating complex product landscapes. The cost and feature information used to assess each eligible policy was collected during the four month period leading up to the Award release date.

What types of policies are evaluated?

Eligibility for Canstar's Home and Contents Insurance Awards is overseen by the Research Committee. The following criteria are used to determine policy eligibility:

- Available directly to consumers
- For comparison purposes, a quote must be available:
 - Directly from the provider, online or via phone
 - For all addresses considered within each profile
- Providers must have been in the market for at least 12 months
- Coverage for accidental damage or the option to add accidental damage to the policy

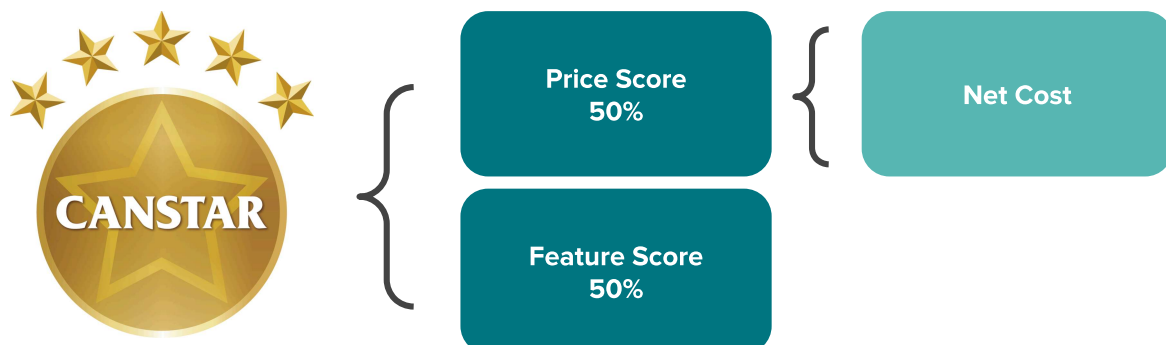
The Research Committee can exercise its discretion to determine whether a policy is eligible for review.

How are the Canstar Outstanding Value Home and Contents Insurance Awards Calculated?

Each eligible home and contents insurance policy reviewed is awarded points for its comparative pricing and for the array of features attached to the policy. Points are aggregated to achieve a price score and a feature score.

To arrive at the total score, Canstar applies a weight against the price score and the feature score. The weights reflect the relative importance of costs and features in determining the policies offering outstanding value. This method can be summarised as:

$$\text{Total Score} = \text{Price Score} + \text{Feature Score}$$



Profile Description

Home and Contents insurance policies are scored across 3 profiles. The cover types and the sum insured amounts considered within each profile are as follows:

Cover Type	Sum Insured Amounts
Home	Building sum insured is based on property rebuild costs informed by Core Logic Sum Sure estimates.*
Contents	\$50,000
Home and Contents Package	Building sum insured & \$50,000 contents

*For those insurers who would not insure for building sum insured, the next closest sum insured amount was used for quoting purposes.

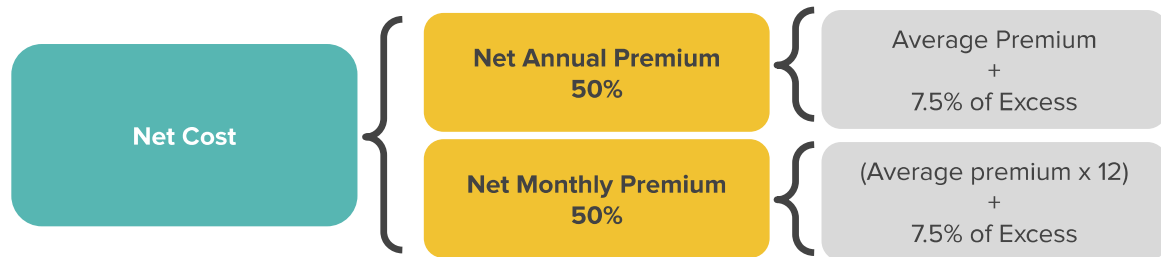
Price Score

The quotes used for the Canstar Outstanding Value Home and Contents Insurance Awards are for new policies as opposed to renewal prices, which can differ.

Peer policies are compared and the policy with the lowest cost is awarded the highest price score, with all remaining policies indexed against it.

Net Cost

The price score takes into consideration annual and monthly insurance premiums as well as the policy excess.



Weight distribution between net monthly premium and net annual premium is informed by the most recent customer satisfaction data.

7.5% of the total excess is applied to the premium. Applying this loading ensures that the impact on the net cost of the policy in the instance where a claim is made is accounted for in the price score.

Excess

For comparison purposes, an excess amount is used for quotes (i.e. the "target excess"). When the target excess amount is not offered as an option for a policy, the closest excess amount is instead selected. When there is more than one excess amount of equal distance from the target excess, the lower excess amount is selected.

Target Excess
\$500

Quoting Assumptions

For quoting purposes, thirty addresses are selected. Some key assumptions are made when obtaining premium quotes. A selection of these assumptions are as follows:

Details	Assumptions
Details about each property, including but not limited to: <ul style="list-style-type: none">• Construction year• Slope of land• Number of bedrooms, bathrooms, living rooms, veranah, carports etc.• Construction materials used for walls and roofing• Building area• Number of occupants	These details are specific to each of the 30 addresses and are maintained on a yearly basis in order to be able to be comparable with the previous year
Amount of contents insurance required	The target contents insurance is \$50,000
Details about the policyholder such as date of birth and gender	These details have been assigned to each address and are maintained each year in order to offer a like for like comparison with the previous year

Feature Score

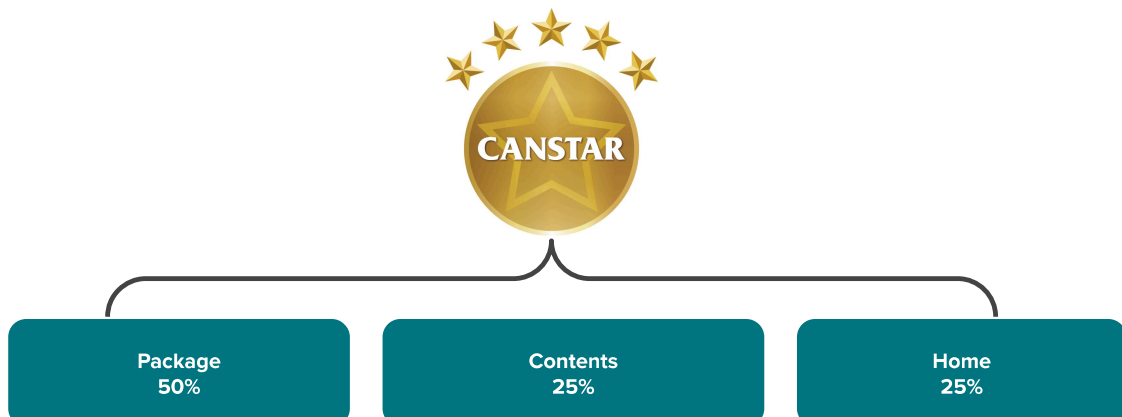
The feature score takes into account a number of features within six different categories, with individual features allocated points and each category, and subcategory, assigned a weighting. The policy with the highest feature score is allocated the maximum score with all remaining policies within the profile indexed against it.

The feature categories and subcategories, with assigned weights, are:

Category	New Zealand		
	Home	Contents	Package
Application	5%	5%	5%
Payment	5%	5%	5%
Cover	75%	75%	75%
Building Cover	55%	-	30%
<i>Building Inclusions</i>	40%	-	40%
<i>Post-Event Inflation Protection</i>	30%	-	30%
<i>Settlement Options</i>	15%	-	15%
<i>Fusion of Electric Motor (Building)</i>	10%	-	10%
<i>Other Benefits (Building)</i>	5%	-	5%
Contents Cover	-	55%	30%
<i>Contents Inclusions</i>	-	50%	50%
<i>Fusion of Electric Motor (Contents)</i>	-	20%	20%
<i>Portable Items Cover</i>	-	20%	20%
<i>Contents Inclusion Limits</i>	-	10%	10%
Accidental Damage & Breakage	15%	15%	10%
Events Cover	25%	25%	25%
<i>Flood</i>	30%	30%	30%
<i>Storm</i>	25%	25%	25%
<i>Defined Events</i>	20%	20%	20%
<i>Theft or Attempted Theft</i>	20%	20%	20%
<i>Additional Earthquake (NZ)</i>	5%	5%	5%
Liability Cover	5%	5%	5%
Service	5%	5%	5%
Customer Self Service	50%	50%	50%
Insurer Support Services	50%	50%	50%
Claim	5%	5%	5%
Cancellation	5%	5%	5%

Outstanding Value Award

The Outstanding Value Award is awarded based on the cumulative score across all profiles, as follows:



What is the Canstar Home and Contents Insurer of the Year Award?

The Home and Contents Insurer of the Year Award recognises the insurer that provides their customers outstanding value through their product and service offering, as well as their customer satisfaction. The customer satisfaction component uses survey responses from home and contents insurance customers where customers are asked to rate their satisfaction with their insurer across 5 key areas.

What types of policies are evaluated?

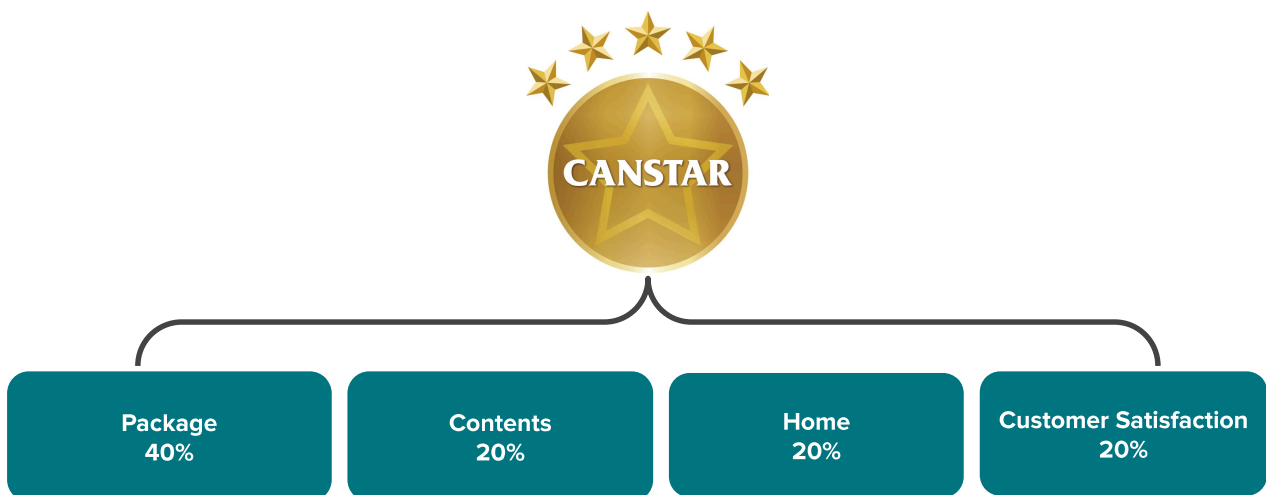
Eligibility for Canstar's Home and Contents Insurer of the Year Award is overseen by the Research Committee. The following criteria are used to determine a policies eligibility:

- Be available directly to consumers
- For comparison purposes, a quote must be available:
 - Directly from the provider, online or via phone
 - For all addresses considered within each profile
- Providers must have been in the market for at least 12 months
- Provide cover for Accidental Damage or the option to add Accidental Damage to the policy
- The institution must underwrite its own insurance or be a wholly owned subsidiary of a general insurer

The Research Committee can exercise its discretion to determine whether a policy is eligible for review.

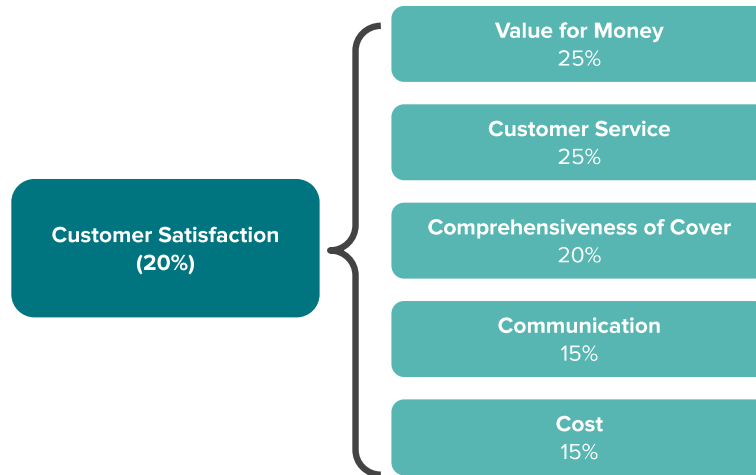
How is the Canstar Home and Contents Insurer of the Year Award Calculated?

The title of Home and Contents Insurer of the Year is awarded to the insurer that provides their customers the strongest combination of performance in the Outstanding Value Home and Contents Awards as well as customer satisfaction, summarised below with respective weights:



Customer Satisfaction

The following weights are applied to each satisfaction metric considered within the customer satisfaction component of the methodology:



Canstar measures and tracks customer satisfaction amongst New Zealand Home and content insurance policyholders via ISO 26362 accredited research panels. Customers are asked to assess their satisfaction across a range of metrics, with overall satisfaction asked as a specific question. A regression analysis is conducted to determine the relative importance of each metric to overall satisfaction. Canstar uses this analysis to inform the weights outlined above.

List of Providers Assessed

- AA Insurance Limited
- IAG New Zealand Limited as AMI Insurance
- Vero Insurance New Zealand Limited as ANZ Bank New Zealand Limited
- FMG Insurance Limited trading as FMG
- IAG New Zealand Limited as Initio Insurance
- Medical Assurance Society New Zealand Limited
- IAG New Zealand Limited as State Insurance
- Tower Limited
- Tower Limited as Trade Me Insurance
- IAG New Zealand Limited as Westpac New Zealand Limited

How often are policies reviewed for Star Ratings and Award purposes?

Ratings and Awards are recalculated annually based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazine, television, websites, etc.).

Does Canstar rate all policies available in the market?

We endeavour to include the majority of policy providers in the market and to compare the policy features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every policy in the market is included in the rating nor every feature compared that is relevant to you.

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These Star Ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the Star Ratings as a guide to product excellence. The use of similar Star Ratings logos also builds consumer recognition of quality products across all categories.

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