

# Smarter

## vero

Home insurance claims following natural hazards can feel complicated. To make it easier to understand, we've taken a few common scenarios that show how Vero and EQC work together to settle your claim.

### Scenario:

- Approximately 40% of a customer's home suffered damage due to a landslide.
- Contents were damaged or lost due to the landslide.
- A significant portion of the land has been lost due to the landslide.

### How the customer is insured



**VERO CONTENTS:**  
**\$65,000**

Vero will provide a settlement of \$65,000 to the customer for items damaged due to the landslide, this is either cash or replacement of the damaged items.

+



**VERO HOUSE:**  
**\$1,032,500**

Total sum insured. However, as only 40% of the house has been damaged Vero will provide the customer with a cash settlement for the repair costs above the EQC cap (\$345,000).

+

Toka  
Tū Ake **EQC**

**EQC LAND:**  
**\$UP TO VALUE**

Land is insured by EQC and not covered by house insurance.

TOTAL AMOUNT =

**\$1,097,500 + \$EQC land value**

### How the claim is settled



**VERO CONTENTS:**  
**\$65,000**

LESS HOME & CONTENTS EXCESS

+

Toka  
Tū Ake **EQC**

**EQC HOUSE:**  
**\$345,000**

LESS EQC DWELLING EXCESS

+



**VERO HOUSE:**  
**\$68,000**

LESS HOME & CONTENTS EXCESS

+

Toka  
Tū Ake **EQC**

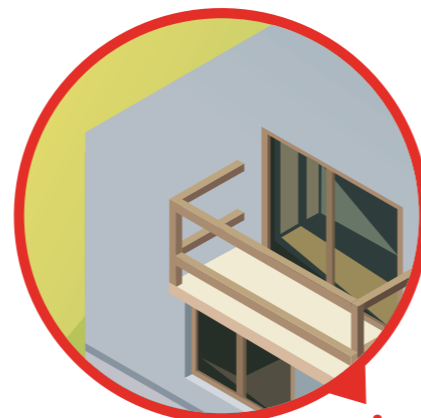
**EQC LAND:**  
**\$480,000**

LESS EQC LAND EXCESS

TOTAL AMOUNT =

**\$958,000** INCL. GST LESS APPLICABLE EXCESSES

HEAD TO THE EQC WEBSITE FOR MORE INFORMATION ON WHAT CUSTOMER'S ARE COVERED FOR UNDER EQCOVER: [WWW.EQC.GOV.TZ/WHAT-WE-DO/WHAT-YOURE-COVERED-FOR](http://WWW.EQC.GOV.TZ/WHAT-WE-DO/WHAT-YOURE-COVERED-FOR)



**VERO HOUSE:**

**\$68,000**

Vero will provide a cash settlement of \$68,000 to the customer for the repair costs above the EQC cap of \$345,000.



**EQC HOUSE:**

**\$345,000**

EQC will cover up to \$345,000 for the damages to the house. The estimated cost to repair the damage to the house is \$413,000, EQC will pay the max amount of \$345,000.

Vero will pay this to the customer on behalf of EQC.



**LAND:**

**\$480,000**

As a significant portion of the land around the house has been lost due to a landslide, EQC will pay the cost to repair the land OR the value of the damaged land – whichever is the lesser amount.

The repair of the land exceeds the value of the land damaged, therefore EQC will settle this claim at the land value.



**CONTENTS:**

**\$65,000**

Vero will provide a settlement of \$65,000 to the customer for items damaged or lost due to the landslide.