

# 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:** K J CLANCY

## Assessment of Property at 39 QUINNS ROAD, SHIRLEY, CHRISTCHURCH 8013 on 5/10/2011

### Site

| Element                           | Damage | Repair |
|-----------------------------------|--------|--------|
| Land (Exposed - Soil - 250.00 m2) |        |        |

### Services

| Element   | Damage               | Repair |
|---|----------------------|--------|
| Sewerage (Town Connection - Clay pipes - 19.00 l/m) | No Earthquake Damage |        |
| Water Supply (Town Connection - Steel - 12.00 l/m)  | No Earthquake Damage |        |

## Main Building

### Exterior

#### Elevation (South)

| Element   | Damage               | Repair                                |
|---|----------------------|---------------------------------------|
| Wall Cladding (Brick - Brick - 25.92 m2)        | Cracking             | Grind out and repoint mortar 4.00 l/m |
| Wall framing (Timber Frame - Timber - 25.92 m2) | No Earthquake Damage |                                       |

#### Elevation (West)

| Element   | Damage               | Repair                                |
|---|----------------------|---------------------------------------|
| Wall Cladding (Brick - Brick - 13.68 m2)        | Cracking             | Grind out and repoint mortar 1.00 l/m |
| Wall framing (Timber Frame - Timber - 13.68 m2) | No Earthquake Damage |                                       |

#### Elevation (East)

| Element   | Damage | Repair |
|-----------|--------|--------|
| No Damage |        |        |

#### Roof (Concrete tile)

| Element   | Damage | Repair |
|-----------|--------|--------|
| No Damage |        |        |

#### Foundations (Concrete ring)

| Element   | Damage | Repair |
|-----------|--------|--------|
| No Damage |        |        |

### Interior

**Ground Floor - Kitchen (Dining)**Room Size: 4.60 x 3.10 = 14.26 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

| Element   | Damage               | Repair  |                      |
|---|----------------------|---|----------------------|
| Ceiling (Lath and Plaster - Paint - 14.26 m <sup>2</sup> )              | Cosmetic Damage      | Rake out plaster repair (lath and plaster cracks) | 7.00 l/m             |
|   | Cosmetic Damage      | Paint Ceiling                                     | 14.26 m <sup>2</sup> |
| Door (External) (Single glass door - Timber - 1.00 item)                | Cosmetic damage      | Gap fill and paint jambs / sills                  | 5.00 l/m             |
| Door (Internal) (Single Hollow Core - Timber - 1.00 No of)              | No Earthquake Damage |   |                      |
| Floor (T&G - Carpet - 14.26 m <sup>2</sup> )                            | No Earthquake Damage |   |                      |
| Heating (Electric - Heat pump - 1.00 item)                              | No Earthquake Damage |   |                      |
| Kitchen joinery (Standard Spec - Timber - 1.00 item)                    | No Earthquake Damage |   |                      |
| Range ( Free standing oven ) (Electric - Standard Electric - 1.00 item) | No Earthquake Damage |   |                      |
| Range Hood (Over Head - Standard spec - 1.00 item)                      | No Earthquake Damage |   |                      |
| Wall covering (Lath & Plaster - Paint - 36.96 m <sup>2</sup> )          | Cosmetic damage      | Rake out plaster repair lath and plaster cracks   | 0.30 l/m             |
|   | Cosmetic damage      | Paint wall  | 36.96 m <sup>2</sup> |
| Window (Timber medium - Pane single glazed - 2.00 No of)                | No Earthquake Damage |   |                      |
| Work top (Kitchen work top - Laminate - 1.80 l/m)                       | No Earthquake Damage |   |                      |

**Ground Floor - Hallway**Room Size: 1.00 x 4.05 = 4.05 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

| Element   | Damage | Repair |
|-----------|--------|--------|
| No Damage |        |        |

**Ground Floor - Bedroom**Room Size: 4.00 x 2.70 = 10.80 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

| Element  | Damage               | Repair  |                      |
|--|----------------------|---|----------------------|
| Ceiling (Softboard - Paint - 10.80 m <sup>2</sup> )            | No Earthquake Damage |   |                      |
| Door (Internal) (Single Hollow Core - Timber - 1.00 No of)     | No Earthquake Damage |   |                      |
| Floor (T&G - Carpet - 10.80 m <sup>2</sup> )                   | No Earthquake Damage |   |                      |
| Wall covering (Lath & Plaster - Paint - 32.16 m <sup>2</sup> ) | Cosmetic damage      | Rake out plaster repair lath and plaster cracks | 1.10 l/m             |
|  | Cosmetic damage      | Paint wall                                      | 32.16 m <sup>2</sup> |
| Window (Timber medium - Pane single glazed - 1.00 No of)       | No Earthquake Damage |   |                      |

**Ground Floor - Bedroom (Closest to bathroom)**Room Size: 2.90 x 2.70 = 7.83 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

| Element   | Damage | Repair |
|-----------|--------|--------|
| No Damage |        |        |

**Ground Floor - Bathroom**

Room Size: 1.70 x 1.96 = 3.32 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.20 m

| Element   | Damage | Repair |
|-----------|--------|--------|
| No Damage |        |        |

#### Ground Floor - Toilet

Room Size: 1.66 x 0.92 = 1.53 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

| Element  | Damage               | Repair   |
|--|----------------------|--|
| Ceiling (Lath and Plaster - Paint - 1.53 m <sup>2</sup> )      | No Earthquake Damage |  |
| Door (Internal) (Single Hollow Core - Timber - 1.00 No of)     | No Earthquake Damage |  |
| Floor (T&G - Vinyl - 1.53 m <sup>2</sup> )                     | No Earthquake Damage |  |
| Toilet (Standard - Standard Spec - 1.00 item)                  | No Earthquake Damage |  |
| Wall covering (Lath & Plaster - Paint - 12.38 m <sup>2</sup> ) | Cosmetic damage      | Rake out plaster repair lath and plaster cracks 0.90 l/m |
| Window (Timber small - Pane single glazed - 1.00 No of)        | Broken glass         | Remove and reglaze 4mm single 0.32 m <sup>2</sup>        |

#### Ground Floor - Laundry

Room Size: 1.60 x 2.30 = 3.68 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

| Element   | Damage | Repair |
|-----------|--------|--------|
| No Damage |        |        |

#### Ground Floor - Entry (Front)

Room Size: 1.60 x 1.40 = 2.24 (length(m) x width(m) = Area Size(m<sup>2</sup>))

Stud Height: 2.40 m

| Element   | Damage               | Repair  |
|---|----------------------|---|
| Ceiling (Hardboard - Paint - 2.24 m <sup>2</sup> )        | Cosmetic Damage      | Sand, gap fill and paint 2.24 m <sup>2</sup>  |
| Door (External) (Single glass door - Timber - 1.00 item)  | No Earthquake Damage |   |
| Floor (Concrete - Vinyl - 2.24 m <sup>2</sup> )           | No Earthquake Damage |   |
| Wall covering (Hardboard - Paint - 14.40 m <sup>2</sup> ) | Cosmetic damage      | Sand, gap fill and paint 14.40 m <sup>2</sup> |

#### Scope of Works - Glossary of Terms

|                          |   |
|--------------------------|---|
| <b>Cosmetic Damage</b>   | 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'. |
| <b>Impact Damage</b>     | 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.  |
| <b>Structural Damage</b> | 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

|                       |   |
|-----------------------|---|
| <b>Building Terms</b> | The Department of Building and Housing website has a comprehensive list of common building terms: <a href="http://www.dbh.govt.nz/building-az-wxyz">http://www.dbh.govt.nz/building-az-wxyz</a> |
|-----------------------|---|

# EQC Full Assessment Report

**Claim Number:** CLM/2011/053969  
**Claimant:** K J CLANCY  
**Property Address:** 39 QUINNS ROAD  
 SHIRLEY  
 CHRISTCHURCH 8013

**Assessment Date:** 05/10/2011 17:41  
**Assessor:** spence, steven  
**Estimator:** Corkran, Blair  
**Property Occupied By:** Owner Occupied

## Claimant Setup

| Type  | Name        | Home Number | Mobile Number | Work Number | Email Address |
|-------|-------------|-------------|---------------|-------------|---------------|
| Owner | K J, CLANCY | 03 9420078  | 021 2522510   | 03 9420078  |               |

## Insurance & Mortgage Details

### Insurance Details - From Claim Centre

| Insurer                 | Policy Type | Policy Number   | Insurance Sighted | Insurance Valid |
|-------------------------|-------------|-----------------|-------------------|-----------------|
| Tower Insurance Limited | Dwelling    | 21495932/Z4H005 | Yes               |                 |

### Insurance Details - Added in COMET

| Insurer | Policy Type | Policy Number | Insurance Sighted | Insurance Valid |
|---------|-------------|---------------|-------------------|-----------------|
|---------|-------------|---------------|-------------------|-----------------|

### Insurance Details - Comments

### Mortgage Details - From Claim Centre

| Bank |
|------|
|------|

### Mortgage Details - Added in COMET

| Bank     |
|----------|
| TSB BANK |

### 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:** Tenants have dog on site  
**Property Sticker:** Green

## Building Configurations

Leaky Home Syndrome? No

| Building Name | Number of floors | Building Finish | Age of house | Footprint   | Area (m2) |
|---------------|------------------|-----------------|--------------|-------------|-----------|
| Main Building | 1                | Standard        | 1935 - 1960  | Rectangular | 49.64     |

## Full Assessment

### Site

| Element | Type    | Material | Damages              | Measure | Rate | Cost |
|---------|---------|----------|----------------------|---------|------|------|
| Land    | Exposed | Soil     | No Earthquake Damage |         |      |      |

**General Comments:** 50m2 of concrete drive and paths with pre earthquake damage.

### Services

| Element      | Type            | Material   | Damages              | Measure | Rate | Cost |
|--------------|-----------------|------------|----------------------|---------|------|------|
| Sewerage     | Town Connection | Clay pipes | No Earthquake Damage |         |      |      |
| Water Supply | Town Connection | Steel      | No Earthquake Damage |         |      |      |

**General Comments:**

### Main Building

#### Exterior

#### Elevation (South)

**Damage:** Earthquake damage

**Require Scaffolding?** No

| Element       | Type  | Material | Damages                      | Measure  | Rate  | Cost   |
|---------------|-------|----------|------------------------------|----------|-------|--------|
| Wall Cladding | Brick | Brick    | Cracking                     |          |       |        |
|               |       |          | Grind out and repoint mortar | 4.00 l/m | 30.00 | 120.00 |

Wall framing Timber Frame Timber No Earthquake Damage

**General Comments:** This is a single storey red brick clad rectangular house that has bit split into 2 seperate flats. There are only 3 elevations on this house south, west and east.

#### Elevation (West)

**Damage:** Earthquake damage

**Require Scaffolding?** No

| Element       | Type  | Material | Damages                      | Measure  | Rate  | Cost  |
|---------------|-------|----------|------------------------------|----------|-------|-------|
| Wall Cladding | Brick | Brick    | Cracking                     |          |       |       |
|               |       |          | Grind out and repoint mortar | 1.00 l/m | 30.00 | 30.00 |

Wall framing Timber Frame Timber No Earthquake Damage

**General Comments:** This is a single storey red brick clad rectangular house that has bit split into 2 seperate flats. There are only 3 elevations on this house south, west and east.

#### Elevation (East)

**Damage:** No damage

**Require Scaffolding?** No

**General Comments:** This is a single storey red brick clad rectangular house that has bit split into 2 seperate flats. There are only 3 elevations on this house south, west and east.

#### Roof (Concrete tile)

**Damage:** No damage

**Require Scaffolding?** No

**General Comments:** Concrete tile framed hip roof with wooden fascia and plastic spouting. 300mm soffit.

#### Foundations (Concrete ring)

**Damage:** Damage but not earthquake related

**Require Scaffolding?** No

**Non Earthquake Notes:** Pre existing foundation cracks.

**General Comments:** Plastered concrete ring foundation with concrete piles and T and G flooring.

#### Ground Floor - Kitchen (Dining)

**Damage:** Earthquake damage

**Require Scaffolding?** No

| Element | Type             | Material | Damages   | Measure  | Rate  | Cost   |
|---------|------------------|----------|---|----------|-------|--------|
| Ceiling | Lath and Plaster | Paint    | Cosmetic Damage                                   |          |       |        |
|         |                  |          | Rake out plaster repair (lath and plaster cracks) | 7.00 l/m | 25.00 | 175.00 |

|                              |                    |                    |   |          |       |        |
|------------------------------|--------------------|--------------------|---|----------|-------|--------|
| Ceiling                      | Lath and Plaster   | Paint              | Cosmetic Damage                                 |          |       |        |
|                              |                    |                    | Paint Ceiling                                   | 14.26 m2 | 24.00 | 342.24 |
| Door (External)              | Single glass door  | Timber             | Cosmetic damage                                 |          |       |        |
|                              |                    |                    | Gap fill and paint jambs / sills                | 5.00 l/m | 13.00 | 65.00  |
| Door (Internal)              | Single Hollow Core | Timber             | No Earthquake Damage                            |          |       |        |
| Floor                        | T&G                | Carpet             | No Earthquake Damage                            |          |       |        |
| Heating                      | Electric           | Heat pump          | No Earthquake Damage                            |          |       |        |
| Kitchen joinery              | Standard Spec      | Timber             | No Earthquake Damage                            |          |       |        |
| Range ( Free standing oven ) | Electric           | Standard Electric  | No Earthquake Damage                            |          |       |        |
| Range Hood                   | Over Head          | Standard spec      | No Earthquake Damage                            |          |       |        |
| Wall covering                | Lath & Plaster     | Paint              | Cosmetic damage                                 |          |       |        |
|                              |                    |                    | Rake out plaster repair lath and plaster cracks | 0.30 l/m | 25.00 | 7.50   |
|                              |                    |                    | Cosmetic damage                                 |          |       |        |
|                              |                    |                    | Paint wall                                      | 36.96 m2 | 24.00 | 887.04 |
| Window                       | Timber medium      | Pane single glazed | No Earthquake Damage                            |          |       |        |
| Work top                     | Kitchen work top   | Laminate           | No Earthquake Damage                            |          |       |        |

**General Comments:****Ground Floor - Hallway****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Bedroom****Damage:** Earthquake damage**Require Scaffolding?** No

| Element         | Type               | Material           | Damages   | Measure  | Rate  | Cost   |
|-----------------|--------------------|--------------------|---|----------|-------|--------|
| Ceiling         | Softboard          | Paint              | No Earthquake Damage                            |          |       |        |
| Door (Internal) | Single Hollow Core | Timber             | No Earthquake Damage                            |          |       |        |
| Floor           | T&G                | Carpet             | No Earthquake Damage                            |          |       |        |
| Wall covering   | Lath & Plaster     | Paint              | Cosmetic damage                                 |          |       |        |
|                 |                    |                    | Rake out plaster repair lath and plaster cracks | 1.10 l/m | 25.00 | 27.50  |
|                 |                    |                    | Cosmetic damage                                 |          |       |        |
|                 |                    |                    | Paint wall                                      | 32.16 m2 | 24.00 | 771.84 |
| Window          | Timber medium      | Pane single glazed | No Earthquake Damage                            |          |       |        |

**General Comments:****Ground Floor - Bedroom (Closest to bathroom)****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Bathroom****Damage:** No damage**Require Scaffolding?** No**General Comments:****Ground Floor - Toilet****Damage:** Earthquake damage**Require Scaffolding?** No

| Element         | Type               | Material      | Damages              | Measure | Rate | Cost |
|-----------------|--------------------|---------------|----------------------|---------|------|------|
| Ceiling         | Lath and Plaster   | Paint         | No Earthquake Damage |         |      |      |
| Door (Internal) | Single Hollow Core | Timber        | No Earthquake Damage |         |      |      |
| Floor           | T&G                | Vinyl         | No Earthquake Damage |         |      |      |
| Toilet          | Standard           | Standard Spec | No Earthquake Damage |         |      |      |
| Wall covering   | Lath & Plaster     | Paint         | Cosmetic damage      |         |      |      |

|               |                |                    |   |          |        |        |
|---------------|----------------|--------------------|---|----------|--------|--------|
| Wall covering | Lath & Plaster | Paint              | Rake out plaster repair lath and plaster cracks | 0.90 l/m | 25.00  | 22.50  |
| Window        | Timber small   | Pane single glazed | Broken glass                                    |          |        |        |
|               |                |                    | Remove and reglaze 4mm single                   | 0.32 m2  | 360.00 | 116.64 |

**General Comments:** Toilet wall has pre existing damages to lath and plaster. Not EQ related.

#### **Ground Floor - Laundry**

**Damage:** No damage

**Require Scaffolding?** No

**General Comments:**

#### **Ground Floor - Entry (Front)**

**Damage:** Earthquake damage

**Require Scaffolding?** No

| Element         | Type              | Material | Damages                  | Measure  | Rate  | Cost   |
|-----------------|-------------------|----------|--------------------------|----------|-------|--------|
| Ceiling         | Hardboard         | Paint    | Cosmetic Damage          |          |       |        |
|                 |                   |          | Sand, gap fill and paint | 2.24 m2  | 29.00 | 64.96  |
| Door (External) | Single glass door | Timber   | No Earthquake Damage     |          |       |        |
| Floor           | Concrete          | Vinyl    | No Earthquake Damage     |          |       |        |
| Wall covering   | Hardboard         | Paint    | Cosmetic damage          |          |       |        |
|                 |                   |          | Sand, gap fill and paint | 14.40 m2 | 39.00 | 561.60 |

**General Comments:**

#### **Fees**

##### **Fees**

| Name | Duration | Estimate |
|------|----------|----------|
|------|----------|----------|

##### **Overheads**

| Name                    | Estimate |
|-------------------------|----------|
| Preliminary and general | 255.35   |
| Margin                  | 344.72   |
| GST                     | 568.78   |

## Scope Of Works Estimate

### Property

| Description | Estimate |
|-------------|----------|
| Site        | 0.00     |
| Services    | 0.00     |
|             | 0.00     |

### Main Building

| Name     | Description                 | Estimate |
|----------|-----------------------------|----------|
| Exterior | Foundations (Concrete ring) | 0.00     |
|          | Roof (Concrete tile)        | 0.00     |
|          | Elevation (East)            | 0.00     |
|          | Elevation (South)           | 120.00   |
|          | Elevation (West)            | 30.00    |
|          |                             | 150.00   |

| Floor        | Description                   | Estimate |
|--------------|-------------------------------|----------|
| Ground Floor | Bathroom                      | 0.00     |
|              | Bedroom                       | 799.34   |
|              | Bedroom (Closest to bathroom) | 0.00     |
|              | Entry (Front)                 | 626.56   |
|              | Hallway                       | 0.00     |
|              | Kitchen (Dining)              | 1,476.78 |
|              | Laundry                       | 0.00     |
|              | Toilet                        | 139.14   |
|              |                               | 3,041.82 |

3,041.82

### Fees

| Description | Estimate |
|-------------|----------|
|-------------|----------|

### Overheads

| Description             | Estimate |
|-------------------------|----------|
| Preliminary and general | 255.35   |
| Margin                  | 344.72   |
| GST                     | 568.78   |
|                         | 1,168.84 |

|                       |                 |
|-----------------------|-----------------|
| <b>Total Estimate</b> | <b>4,360.66</b> |
|-----------------------|-----------------|

## Inspection Sign Off

| Description  | Answer | comments |
|--|--------|----------|
| <b>Contents Damage</b>                             |        |          |
| Has the contents schedule been left with claimant? | No     |          |
| Have the contents been sighted?                    | No     |          |
| <b>Land Damage</b>                                 |        |          |
| Is there land damage?                              | No     |          |
| Landslip damage has been assessed on paper         | No     |          |
| <b>Was a full inspection done?</b>                 |        |          |
| In roof space                                      | Yes    |          |
| On roof?   | Yes    |          |
| Under sub floor?                                   | Yes    |          |
| <b>Decline Claim</b>                               |        |          |
| Recommend Declining Claim                          | No     |          |
| <b>Next Action:</b>                                |        |          |
| Only one claim made for property                   |        |          |

### Previous Claim Numbers (recorded manually in field)

- CLM/2011/053969

### File Notes

**Date Created:** 05/10/2011 14:46  
**Created :** spence, steven  
**Subject:** Payment to claimant  
**Note:** The claimant made a claim to EQC for emergency repairs to hot water cylinder after Feb 2011 EQ for approx \$2400.  
**Next Action:**

**Date Created:** 05/10/2011 14:49  
**Created :** spence, steven  
**Subject:** Description of property  
**Note:** The dwelling is a single level brick veneer home with a concrete tile roof and SG timber joinery throughout. The home has been divided in two and is being rented as two completely separate dwellings. The damages to the interior are minor cosmetic cracking to the lath and plaster walls. The dwelling is habitable and weather tight.  
**Next Action:**

### Urgent Works Items



0800 DAMAGE (0800 32 62 43)

11 March 2014

Claim No. CLM/2011/053969

Mr Kevin Clancy  
39 Wharenui Road  
Upper Riccarton  
Christchurch 8041

Dear Mr Clancy,

**Your settlement calculation: 39 Quinns Road, Shirley, Christchurch 8013**

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

| Item  | Amount     | Excess | Balance           |
|---|------------|--------|-------------------|
| Emergency Works (CLM2011/053969 - already paid) | \$2,397.90 | \$0.00 | \$2,397.90        |
| Dwelling (CLM/2011/053969)                      | \$4,360.66 | 200.00 | \$4,160.66        |
| <b>Total</b>                                    |            |        | <b>\$6,558.56</b> |

Total amount of this payment is **\$4,160.66**.**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

IN CONFIDENCE-CUSTOMER

Earthquake Commission Corporate Mail: PO  
Level 11, Majestic Centre Claims Mail: PO Box  
100 Willis Street  
Wellington 6011, New Zealand

Box 790, Wellington 6140  
311, Wellington 6140  
Telephone: (04) 978-6400 Fax: (04) 978-6431  
[www.eqc.govt.nz](http://www.eqc.govt.nz)



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.

**How to contact us**

If you have any concerns about your claim please contact us either by sending an email to [claims@eqc.govt.nz](mailto: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 sincerely

*Bruce Emson*

General Manager, Customer Services