



New Zealand  
Claims Resolution Service



# Need independent help resolving your natural disaster insurance claim?

Dealing with residential insurance claims after a natural disaster can be complex and confusing.

The New Zealand Claims Resolution Service (NZCRS) supports homeowners with residential insurance claims after natural disasters to avoid disputes and resolve issues.

Contact us for free, independent advice:



**0508 624 327**



**[www.nzcrs.govt.nz](http://www.nzcrs.govt.nz)**



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI

**Te Kāwanatanga o Aotearoa**  
New Zealand Government

## How to get support



### Check eligibility and register on [www.nzcrs.govt.nz](http://www.nzcrs.govt.nz)

It's important to note that NZCRS is only available to homeowners with a Natural Hazards Commission – Toka Tū Ake or private insurance claim. We cannot help with insurance claims relating to commercial properties and are unable to advise on contents insurance matters.



### Meet with our team

Once you have registered, our team will contact you to discuss your needs and confirm what support we can offer.



### Case manager works with you

If needed a case manager will be assigned to be your single point of contact. They will work with you to make sure you're accessing the right agency, resources and support mechanisms to resolve your claim.



## Services we provide through NZCRS



### Advice

We can provide you independent, free, simple and clear advice on your claim and the likely next steps.



### Case management

If you need more in-depth help, we will assign you a case manager. Your dedicated case manager can liaise with the insurer on your behalf and help with your needs.



### Legal advice

Free, independent advice provided by Community Law.



### Engineering services

We have partnered with Engineering New Zealand to help homeowners get expert engineering advice.



### Wellbeing support

Referral to support services (such as mental health services) where required to support homeowners.

## Why use us?

NZCRS is independent of insurers and Natural Hazards Commission – Toka Tū Ake. This means we can support you to have any difficult conversations and work with the agencies involved in your claim to give you advice and put you on the right path.

Our service is focused on giving you access to independent, transparent and coordinated advice.

Our team will ensure you have the required information to make an informed decision on resolving your insurance claims.

The NZCRS is here to support you to get your life back on track and move forward with confidence.

Get more information and register at:

 [www.nzcrs.govt.nz](http://www.nzcrs.govt.nz)

To speak to one of our staff about your case call:

 **0508 624 327**

You can also contact us by email at:

 [contact@nzcrs.govt.nz](mailto:contact@nzcrs.govt.nz)

NZCRS 9397

