

Vehicle Claims - Flood Damage

A step-by-step overview to help you understand the process of resolving your claim. Please note that this is a general guide only and is subject to the terms, conditions, and exclusions in your policy.



Step 1: Making your claim

If your vehicle has been damaged by flood, **please get in touch** as straight away. If there's any unrepaired damage to your vehicle that is unrelated to flood damage, please let us know.

Any water inside your vehicle?

Please don't drive it as it could be unsafe. Airbags can deploy without warning, and it may stop functioning suddenly. Your policy may entitle you to towing costs, if necessary. [Find out more.](#)



Step 2: Arranging a tow

Please remove all your personal belongings. Lock the car and keep the keys with you. The tow driver will collect the keys when they tow your vehicle.

Any personal items damaged?

Please take care when handling these as they may be contaminated.



Step 3: Assessing your vehicle and its repair costs

We need to know what the damage is, how best to repair it and whether your vehicle is economic to repair. We will work with you by appointing a Motor Vehicle Assessor to review your claim, assess the damage and work out the scope and cost to repair it. There may be a delay if a large number of customers have been impacted by the same event and specialist repairers may be needed depending on the nature of any water damage involved.

We'll review the estimated repair cost against your sum insured or agreed value (depending on your policy cover) to work out if the vehicle is economic to repair or if it is considered uneconomic to repair and pay it out as a total loss.

Depending on the nature of any water damage involved, we may have an obligation to notify Waka Kotahi NZ Transport Agency of the water damage and/or deregister the vehicle.



Step 4: Settling your claim

If your vehicle is economic to repair

We'll review your claim against your policy coverage. If we believe your car is economic to repair, we'll either pay you as a lump sum upfront payment our estimate of the

reasonable costs to repair the covered damage or arrange repairs of the vehicle on your behalf – depending on your policy. We'll discuss and confirm these settlement options with you.

See next step overleaf →



If we agree to arrange the repairs, we'll send a referral to the repairer, and they'll contact you about the repair and expected timeframes. Specialist repairers may be required, depending on the nature of any water damage involved.

Your repairer will manage the repair job and timeframes. Your policy may provide rental car cover or ask your repairer if they have alternative transport options available while your vehicle is being repaired.

If you want to use your own repairer and we agree (or your policy entitles you to this), we'll pay a lump sum cash settlement based on our estimate to repair the covered damage.

Sometimes, additional repairs that aren't covered by your policy may be required to complete your repairs. For example, worn out brake pads may need to be remediated to fix damage covered by your policy. In addition, vehicle repairers may be obligated to ensure your vehicle is returned to you in a roadworthy and safe condition. In these circumstances, you will need to pay for any additional repairs required to make the vehicle roadworthy that are not covered by your policy, such as replacement of tyres.

If we have arranged the repairs, we will endeavour to find out from the repairer what extra work needs to be done and the costs you will have to pay, before the work starts. If you have arranged your own repairs, ask your repairer if any additional work is required that may exceed your lump sum cash settlement.

If you do not repair your vehicle, we may decide not to continue to insure your vehicle or any future claim you make under your policy may be prejudiced.

If your repairer is IAG approved, your policy may provide a guarantee for the repair work. Check your policy schedule and wording to see whether you have this benefit and the conditions that apply.

If your vehicle is uneconomic to repair

Our assessor will refer your claim back to your Claim Manager, who will review your policy coverage and get in touch to discuss settlement options. Settlement options differ depending on your policy.



Step 5: Completing your claim

If your vehicle is economic to repair

If we arrange the repairs, you'll pay your policy excess to your repairer, and we'll pay the repairer the rest, up to the limits outlined in your policy documents. At that point, we will close your claim.

If we've paid you the repair cost estimate, we'll close your claim once the lump sum payment has been made to you (less your excess).

If your vehicle is uneconomic to repair

We will pay your cash settlement, less your excess, to you and/or your finance company.

When payment is processed, your policy will be cancelled.

At this point, we'll take ownership of the vehicle and arrange a tow for it. Please remove all your personal items before the tow service arrives and prepare to hand over your vehicle's keys.

If necessary, we'll arrange for the deregistration of the vehicle with Waka Kotahi NZ Transport Agency.

Is your vehicle financed?

If you have finance, we'll contact your provider first before processing the payment.