



ASIC
Australian Securities &
Investments Commission

Cash settlements play major role in home insurance claims

What ASIC found in its home insurance cash settlements review



Across all ASIC-reviewed claims



63%

of home insurance claims involved a **full cash settlement or partial cash settlement**, where insurers repair or rebuild some of the damage

Cyclone Jasper findings



2 of 5 insurers

used full or partial cash settlements in more than **80% of claims**



52%

of cash settlement offers were based on just one quote



73%

of one quote offers were from an insurer's preferred supplier



1 in 4 claims

were fully or partially cash settled due to pre-existing maintenance issues



4 of 5 insurers

failed to adequately support vulnerable consumers in reviewed files

Consumers need clearer information, fairer payouts and better support.
Consumers may need to complain to get a fairer outcome.

This review covered around 65% of the home insurance market