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**Media release**

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### **COUNTING THE REAL COST OF CRIME**

**Burglary, vandalism, and vehicle-related crime committed against ordinary New Zealanders' homes and cars resulted in insurance claims of more than a billion dollars since 1999.**

Insurance Council of New Zealand (ICNZ) figures reveal that insured New Zealanders claim nearly \$20 million dollars a month to compensate them for the activities of criminals.

The figures dramatically illustrate the impact criminals are having on people in their own homes. But it's the unseen cost to these people that is not counted.

Such as the cost to Mr and Mrs Wynn in their (mid-70s) who built their home fifty years ago, and have worked all their lives in textiles and office administration respectively, to now be in a position to rent out their property as part of their retirement plan.

The Henderson property has been badly damaged due to a spiteful tenant who left broken windows, holes in the walls and a burnt bench. While most of this has been covered under the couple's State insurance home owner policy, they are still left with some significant repairs to rectify uninsured damage, and general cleaning which is taxing on a couple supposed to be enjoying their twilight years.

Their plight has rallied State Insurance staff to launch a special volunteer rescue response team today to roll up their sleeves, man the mops and get stuck in to help Mr & Mrs Wynn clean up their property. The State team will also help tidy the lawns and gardens.

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It has been quite a stressful year for the couple since the tenant stopped paying rent in March. He was eventually evicted. State Loss Adjustor, Carla Lamb, really felt for this couple when they rang up to lodge their claim.

“At State we have a paid volunteer day to give back to the community and having spoken with this lovely couple and heard their story, I thought, these are people who really need someone to help them clean up their house,” says Carla.

Carla galvanised her team into action. Nine other team members from Carla’s Loss Adjustor and Investigation team also volunteered along with a local builder and cleaning contractor who are State’s local supply partners. They are donating materials and cleaning products. Today they’ll also be joined by Mary-Jane Daly, Executive General Manager of State Insurance, who will help clean walls, venetian blinds, skirting boards, and most of all, the kitchen which is in quite a mess.

“When Carla offered this help to us, we couldn’t believe it. We’ve been with State for fifty years and this just restores your faith after dealing with this unfortunate situation”, said Mrs Wynn.

“It was just an idea but as it came together, it just snowballed”, said Carla.

Mary-Jane Daly, executive general manager State Insurance says “Our business is all about being here for our customers when the unexpected happens and they need our help to recover from loss or damage.

“At State we like to make help just happen and this is a tangible way in which we can do so”, said Ms Daly.

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## **About State**

State has been providing New Zealanders with an extensive range of personal and business insurance services for more than 100 years. State manages 1.1 million policies on behalf of more than 500,000 New Zealanders. State is a business division of IAG New Zealand Limited, New Zealand's largest general insurer.

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