

Q No.	Member	Question	Youi response
YUI05QW	Leigh	For home and contents claims in general over the last 5 years ⁶ , please provide:	This response addresses contents claims only.
		<p>(a) the average length of time between registering a claim and payout;</p> <p>(b) the most common length of time between registering a claim and payout; and</p> <p>(c) the average percentage, across all claim pay outs, of the value of these pay outs as a percentage of the insured value of the policy.</p>	<p>22.6 days</p> <p>11 days</p> <p>4.4%</p>
		For home and contents claims in general over the last 5 years ⁷ , please provide:	This response addresses home claims only. ⁸
		<p>(a) the average length of time between registering a claim and payout;</p> <p>(b) the most common length of time between registering a claim and payout; and</p> <p>(c) the average percentage, across all claim pay outs, of the value of these pay outs as a percentage of the insured value of the policy.</p>	<p>21.9 days</p> <p>14 days</p> <p>2.5%</p>

⁶ The last five financial years of data has been provided, rather than the 5 years preceding 3 July 2020.

⁷ Similarly, the same data as that noted in footnote 6.

⁸ For consistency, the same definitions as noted for questions YUI04QW above are adopted for both responses in YUI05QW.