

# FullCover



WELCOME TO FULL COVER WHERE ROTHBURY KEEPS YOU INFORMED ABOUT WHAT IS HAPPENING IN OUR WORLD AND HIGHLIGHTS THE KEY ISSUES INVOLVED IN PROTECTING YOU AND YOUR BUSINESS.

MAY 2010

## ROTHBURY REGIONAL REPORT

### The Otago Region

**Welcome to Kristine Winter, Commercial Broker, who has joined the team in Otago.**

Kristine began her career in the insurance industry a decade ago with a leading Australian insurer. Two years later, common sense prevailed; she married a Kiwi, made the move to New Zealand, and continued with her career in the insurance industry.

Kristine is a Qualified Practicing Insurance Broker (QPIB) and Senior Associate of the Australian and New Zealand Institute of Insurance and Finance (ANZIIF). Her previous roles have included Claims, Underwriting and Broking all within the Otago region.

Kristine says she loves getting a view of how her client's world works.

"I truly enjoy going in behind the scenes of a business and seeing how everything works, meet the employees or be the first to see new plans, designs or projects in the making. Not many jobs out there offer free tours!"



She finds broking very satisfying and humbling. "To meet a client just starting out with a new business and see them grow over the years really makes you feel like you've shared that journey with them."

Kristine joins an experienced and established Rothbury team.

### Stand Up and Take a Bow

THE RECENT NEW ZEALAND GENERAL INSURANCE INDUSTRY AWARDS WERE AN OPPORTUNITY TO CELEBRATE PERSONAL, BUSINESS AND INDUSTRY ACHIEVEMENT. THE AWARDS BRING TOGETHER THE CRÈME DE LA CRÈME OF THE COUNTRY'S INSURANCE SECTOR. RECOGNISING AND CELEBRATING THE ACHIEVEMENT OF THOSE BROKERS, BROKING OFFICES AND SUPPORT BUSINESSES THAT HAVE PROVIDED REMARKABLE SERVICE TO THEIR CLIENTS.

So it was with considerable pride that Rothbury were finalists in not one but two categories; the coveted 2009 Broker of the Year title and the equally sought after 2009 Broking Office of the Year.

Peter McAuliffe, Branch Manager Rothbury Otago, made the grade as a finalist in the Broker category. Peter has over 14 years of insurance industry experience and has been managing Rothbury Otago for three years. He strongly advocates the power of good communication to provide transparency between himself, his clients and his team in Dunedin. With this approach Peter has gained the respect, trust and loyalty from his clients as well as his team.

His advice for delivering outstanding service to clients is succinct—"I always care about the outcome for the client. I put myself in their position and see how a decision could affect them. The service measure then becomes: would I be satisfied with the outcome if I was in their position? If yes, then proceed. If not, then try again."

Rothbury's Ashburton Office was named Broking Office of the Year. Kelvin Holmes heads up a six person team that has been serving the wider Mid-Canterbury region for over 15 years. What began as a small Fire and General book with one broker and a part time administrator has grown to become the robust, professional business it is today.

Again, the team puts their success down to a simple formula—being absolutely committed to maintaining the best possible client relationship.

Small things matter such as the brokers visiting all clients for a face-to-face meeting at least once a year. Such an approach, says Kelvin Holmes, works wonders.

"These personal visits are a significant commitment but have an obvious two-fold advantage. As well as maintaining our client relationship, it often allows for a more accurate picture of the client's environment and situation than that gathered by a phone call or email."

Success and achievement are contagious. There is no doubt that the 2009 results will make every Rothbury team member push that little bit harder to keep clients satisfied and the operation growing.



KELVIN HOLMES, BRANCH MANAGER ASHBURTON, RECEIVES BEST BROKING BRANCH AWARD.



## Online saving time

NO, YOU DON'T HAVE TO ADJUST YOUR CLOCKS AGAIN. THE ONLY CHANGE YOU MIGHT WANT TO MAKE IS TO THE WAY YOU GIVE US FEEDBACK!

Comments about our service are invaluable—they ensure we keep in time with the changing needs of our clients and allow us to make small innovations all the time based on what you're telling us. For those of you who prefer computer over paper you can now complete the feedback forms online. We'll still send you a letter and a printed survey following a claim or your annual renewal, but if it makes it quicker and easier for you then feel free to jump on to [www.rothbury.co.nz](http://www.rothbury.co.nz)

While there, you'll also find other helpful and easily accessible information and forms including:

- Claim Forms
- Direct Debit Forms
- Access to pay online by credit card
- The Client Services Guide

## First hand experience proves insurance really DOES work

PETER MCAULIFFE, ROTHBURY OTAGO BRANCH MANAGER, DISCOVERED JUST HOW IMPORTANT CONTRACT WORKS INSURANCE IS WHEN HE HAD SOME ALTERATIONS DONE TO HIS HOME.

Many would think that house policies would cover you for property damage as a result of alterations. They don't, which is why Contract Works Insurance is available to fill this gap.

Peter explains his situation:

"Sometime during the installation of the new bath it was damaged, and the crack wasn't discovered until after all the work was completed. Once the crack was revealed, the bath obviously had to be replaced. The problem was that all the wall paneling surrounding the bath had just been installed and painted, so that then had to be replaced and repainted too."

"Without Contract Works Insurance, we would have been stuck with an unusable bathroom and also would have had to negotiate with the various contractors in order to determine who was at fault and have them pay for repairs."

Luckily Peter was covered by Contract Works Insurance and was able to claim under this policy. The bathroom was reinstated as new.

If you're doing alterations to your home - particularly when modernizing potentially costly areas such as your kitchen or bathroom—talk to Rothbury about how Contract Works Insurance will work for you.

## Are you ready for the big chill?

COLD WEATHER IS COMING AND WITH IT THE POSSIBILITY OF SEASONAL 'MISERIES' THAT COULD RUIN YOUR HOME AND YOUR BUSINESS.

Rather than being out in the cold with no protection, now is the time to prepare by ensuring you are covered and aware of a few extra steps that can safeguard should the untoward happen.

If freezing weather arrives and you are living in your home or working from your own premises:

- Find your main street shut-off valve and make sure you can turn it off;
- Repair any dripping taps;
- Leave your heating on while you're away from home for short periods;
- If your pipes become frozen, turn the water off at the main street valve;
- Ensure that your pipes are fully lagged/insulated. This includes all pipes (both hot and cold water systems), and vent valves from your hot water cylinder.

If you are away from your home, holiday home or business premises for an extended period:

- Find your main street shut-off valve and make sure it can be turned off;
- Arrange for someone to check on your property at least once a week during the winter season;
- Turn off the water and drain header tanks and hot water cylinders. If you are unsure how this should be done, contact your plumber.

Cover for damage caused by burst pipes is normally provided in standard household commercial property policies. However, always check the details on your own insurance policy or talk to your broker as cover can vary.

## With growth comes vision

AS PART OF OUR EVOLVING NATIONAL GROWTH STRATEGY, ROTHBURY RECENTLY PARTNERED UP WITH TWO LOCAL BROKING BUSINESSES IN AUCKLAND'S NORTH SHORE AREA.

Vision Insurance and Insurer Services Limited are now part of the team. This new partnership has broadened our North Shore base and at the same time brings the best protection solutions and services to a new group of clients.

Vision Insurance's owner, Garry Stewart, was appointed Branch Manager of the enlarged business. He's excited about the opportunities and prospects the new dynamic will bring.

"I wouldn't have made this decision without total confidence that this was the best step for my clients and my business. Being part of the Rothbury Group means clients have access to a wider range of insurance options and a higher level of support on claims. For my business it means more opportunities with a larger amount of support staff at both branch and head office level. I am really looking forward to leading this larger unit and growing the business."

Garry now heads a team of nine – three other commercial brokers, two personal/domestic brokers and a support team of four. The new venture has also produced a change of scene with a move to Anzac Avenue in Takapuna.



GARRY STEWART, BRANCH MANAGER NORTH SHORE

## Cover your motor caravan with



GIVEN THE LOVE AFFAIR MANY NEW ZEALANDERS HAVE WITH HOLIDAYING IN THEIR MOTOR CARAVANS, IT MADE SENSE TO SEE WHAT COVER ROTHBURY COULD OFFER TO THIS MOBILE GROUP.

The result is a partnership with the New Zealand Motor Caravan Association (NZMCA) and is providing an insurance scheme for their members.

Known as Covi, the scheme has been incorporated into the Rothbury Group as a stand-alone business. Essentially it provides motor caravan owners with tailor-made insurance coverage—including extras that would be more costly, or harder to find, with any other insurer.

Case in point is Hidden Gradual Damage cover up to \$2,000. This means if you have damage as a result of water leakage over a period of time you are covered. Another great extra is agreed value cover on the vehicle for up to five years from the date of purchase.

Over 9,000 members of the NZMCA currently insure their motor caravans through the scheme, out of NZMCA's total membership base of 20,000.



If you're a motor caravan owner take a look at the Covi insurance solution when it is time to renew your insurance. Visit [www.covi.co.nz](http://www.covi.co.nz) and leave your worries behind.

## Teamwork delivers steely performance for World Cup project

GRAYSON ENGINEERING HAS RECENTLY BEEN INVOLVED IN ONE OF THE LARGEST STEEL PROJECTS TO BE UNDERTAKEN IN NEW ZEALAND.

The Rothbury client has completed a \$9m contract for the stand redevelopment at Auckland's landmark sports venue Eden Park.

While the work will help keep the sports viewing public sheltered in the long term, the stand is being built specifically for Rugby World Cup 2011. It will be completed this year.

Given the size of the facility it is little surprise that the roof beams, built by Grayson Engineering, are some of the largest and heaviest steel beams ever to be erected in New Zealand. Each roof beam has a span of 33m and was assembled in a number of sections.

The first structure to be hoisted to level eight of the stand, via a tower crane, was the structural support section which was bolted to box girders. The second part of the roof beam is a 33m long arm which spans from the back of the stand to the front. Each of these arms was, in turn, bolted to the first cantilevered section.

Accuracy in the fit up was crucial. Grayson Engineering painstakingly prepared the work on the ground in front of the stand at Eden Park.

General Manager, David Moore says, "As far as contract values go it was up there, so any problem - big or small - would have been costly in more ways than one. The project took one year to plan, and the biggest challenge was creating the fixtures to put such a large structure together. We worked with Rothbury's Wayne Amer to organise relevant certificates of insurance as well as specific cover for the steel used for the project."

Grayson Engineering is now in wrap up mode and their part of the project is complete. Looking back David says, "After such a major planning process the highlight was seeing it all come together so smoothly."

Eden Park is the venue for nine World Cup games and the redevelopment allows a crowd capacity of 60,000. Come September David says he'll definitely be taking his kids to some of the games.



REAR GIRDER BEING LIFTED INTO PLACE.



MID GIRDER SECTION BEING LIFTED INTO PLACE.



FRONT GIRDER AND INFILL SECTION BEING LIFTED INTO PLACE.

# Helping ordinary Kiwis achieve extraordinary things!

LATE LAST YEAR ROTHBURY AWARDED A \$5,000 SCHOLARSHIP TO YOUNG CREATIVE ARTS THERAPIST ANAIA TREEFOOT, GIVING HER THE OPPORTUNITY TO PURSUE HER DREAM OF BECOMING A SKILLED DANCE THERAPIST FOR AUTISTIC CHILDREN.

Already an experienced therapist, Anaia believes dance has the power to help children with autism and other special needs, express their creativity, connect with others and truly lift their spirits.

The scholarship was awarded in partnership with Rothbury Risk and Investment Services, a partner to Rothbury Insurance Brokers, as part of its involvement in the AMP Regional Scholarship program. It means Anaia is able to travel to New York to study with a renowned Dance and Movement Therapy Specialist, on a nine-month internship.

Although dance therapy is new to New Zealand, there is growing interest because of its proven success overseas. Anaia hopes to open her own children's dance therapy centre in New Zealand when she returns from overseas study.

Rothbury and Rothbury Risk and Investment Services will be investing in Kiwi talent again in 2010. Our search is on for individuals who demonstrate the courage, passion, determination and commitment to achieve their chosen goal.

There is no age limit and there are no criteria other than nominees must be New Zealand citizens or residents. If you'd like to know more about submitting your application please visit [www.amp.co.nz](http://www.amp.co.nz) or phone Cheryl at Rothbury Risk and Investment Services on 09 526 8337. Applications open 1 April-31 May 2010.



BOURKE O'CONNOR, ROTHBURY RISK AND INVESTMENT SERVICES AND SCHOLARSHIP RECIPIENT ANAIA TREEFOOT

## Glossary

MORE INDUSTRY TERMS TO ENSURE YOU ARE 'UP WITH THE PLAY' IN UNDERSTANDING THE INS AND OUTS OF INSURANCE AND PROTECTION.

**Insurance scheme:** An insurance cover developed specifically for a unique group of people, for example Motor Caravan owners. Schemes usually have the advantage of offering non-standard cover and terms at a competitive price.

**Contract Works Insurance:** Contract works insurance provides cover for your property during the construction period, covering accidental damage including vandalism, theft and earthquake damage.

## Feedback

WE HOPE YOU ENJOYED THIS ISSUE. PLEASE TELL US WHAT YOU WOULD LIKE TO READ MORE ABOUT IN FULLCOVER.

Email [sarah.money@rothbury.co.nz](mailto:sarah.money@rothbury.co.nz) with your suggestions.

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