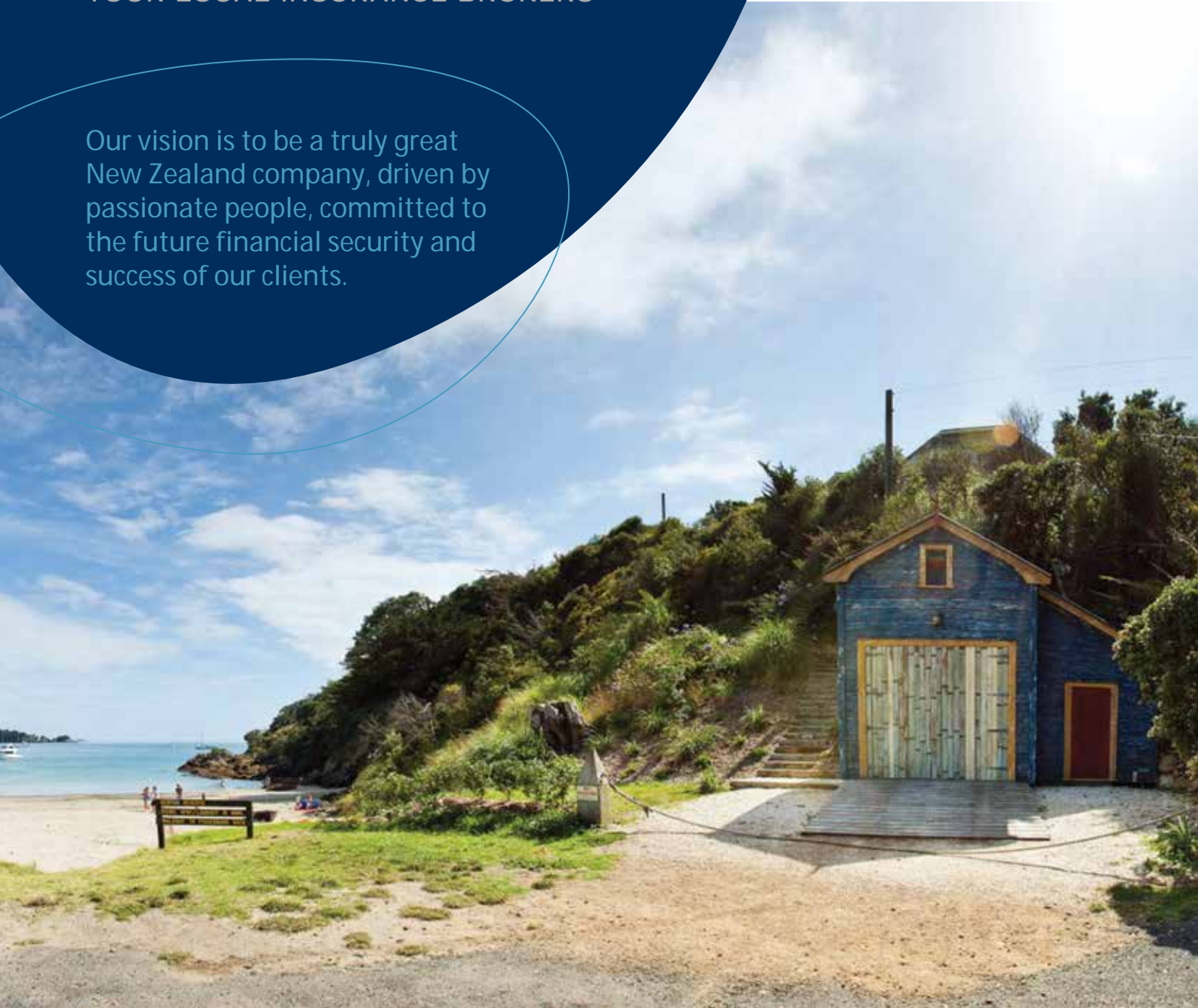


2018

Rothbury Capability Statement

YOUR LOCAL INSURANCE BROKERS

Our vision is to be a truly great New Zealand company, driven by passionate people, committed to the future financial security and success of our clients.



Quality advice and personal service

www.rothbury.co.nz

Steadfast
STRENGTH WHEN YOU NEED IT

Why choose Rothbury?

Insurance is often associated with thoughts of 'It's a hassle' or 'I pay hefty premiums but when I claim it's always difficult'.

Our goal is to completely change that view. Rothbury Insurance Brokers are knowledgeable insurance experts who work with you to understand your needs. Once we agree on the best cover possible we'll continue to work with you as your personal insurance broking resource.

We'll manage your claims from start to end. Our specialist claims team will advocate on your behalf and keep in touch with you every step of the way.

Our promise to you

Rothbury Insurance Brokers has been in business for over 60 years. We're a majority New Zealand owned company that was started by enterprising Kiwis in 1950.

New Zealand has moved on since then and so have we.

The fast pace of change and the new regulatory landscape means risk is ever evolving. The core of our business is about creating the best insurance solutions for your business. We aim to be your unconditional advocate. We put you first.

We provide commercial insurance solutions to small, medium and large enterprises, and help protect the assets of thousands of Kiwis around the country.

We pride ourselves on providing personal service and quality advice.



Kim's attention to detail, friendly and professional manner has been extremely helpful since I started my business 5 years ago. I wouldn't have known where to start without her.

Client testimonial

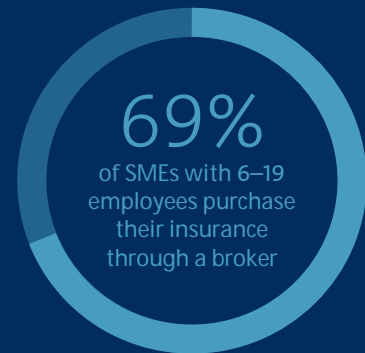
Kim Matthews – Branch Manager, Hawkes Bay



Guy and his team are very efficient, prompt in getting back to me and deliver great service. Guy also provides valuable information to us during our meetings.

Client testimonial

Guy Worsley – Branch Manager, Southern Lakes



Value is seen as more important than price – only 22% of SMEs say they use a broker to get cheaper prices.

The single most important task – as nominated by 64% SMEs – is advocating on their behalf to insurers.

Small to medium size businesses (SMEs)
Source: Vero SME Insurance Index 2017

Steadfast strength

Rothbury is part of the Steadfast Group, the largest general insurance broker network and underwriting agency group in Australasia.

With over 360 brokerages spread across more than 1300 offices, the Steadfast Group placed over AU\$6.5 billion in premium in the 2017 financial year.

This scale gives Steadfast Group the ability to negotiate and work with

major insurers on behalf of Steadfast brokers so that we can provide you with access to a broad range of exclusive products and services.

As a client of a Steadfast network insurance broker, you get the best of both worlds – local and personalised service, with the insurance expertise and professional support of a large organisation.

Steadfast
STRENGTH WHEN YOU NEED IT

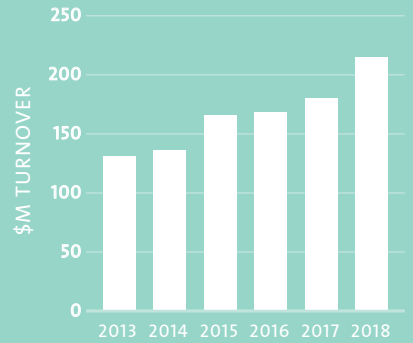
Rothbury at a glance

45,000 clients




over 15,000 claims managed every year

Rothbury Group
\$215 million in turnover at March 2018



20 broking locations across New Zealand



supporter of over 100 community, sporting and charitable organisations across New Zealand

278 team members




schemes for specific professional groups



access to over 60 insurance providers



specialty solutions not available elsewhere

Core insurance broking business

Our friendly and helpful broking team based all around the country advise our clients on a wide range of insurance solutions including the following:

- Business Assets
- Commercial Buildings
- Plant and Equipment Insurance
- Commercial Motor
- Business Interruption Insurance including:
 - Gross Profit Insurance
 - Loss of Rental Income
 - Advanced Loss of Profits
 - Machinery Breakdown
- Public and Product Liability Insurance
- Statutory Liability Insurance
- Employers Liability Insurance
- Professional Indemnity Insurance
- Directors and Officers Liability
- Trustees Liability
- Association Liability
- Cyber
- Contract Works
- Marine Cargo
- Commercial Hull
- Travel Insurance
 - Business or Personal
- Home and Contents Insurance
- Private Motor Vehicle Insurance
 - Classic Car Insurance
 - Vintage Car Insurance
 - 4WD insurance
 - Motor Caravan Insurance
- Boat Insurance

CLAIMS ADVOCACY

All our branches have dedicated claims staff on hand to help you through your entire claims process. Our claims team's focus is to advocate on your behalf to get the best possible outcome for you.

Achievements



Associations

Member of Insurance Brokers Association of New Zealand

Owner of Go Cover, Covi NZCMA and Classic Cover insurance brands

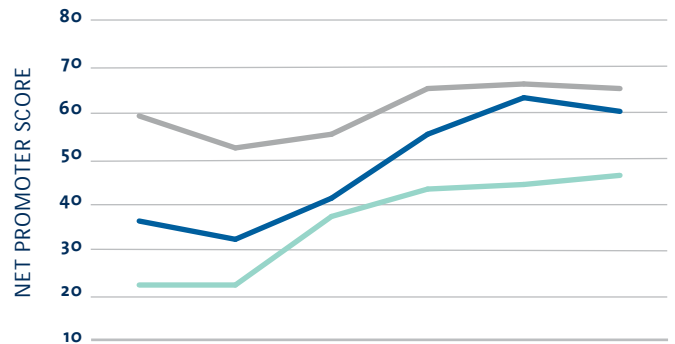




Rothbury is committed to the internationally recognised Net Promoter Score (NPS) system as our gold standard measure of how well our insurance broking and claims services are regarded by our clients.

The Pulse tracks the company's net promoter score. We survey clients annually as well as after a claim and receive over 5,000 responses each year. From the responses we monitor our NPS and comments from clients.

Broking Business Net Promoter



Have you downloaded My Rothbury App?

Access all of your insurance details via My Rothbury App. Check your policy details, receive claims updates and much more.



Continuously developing digital services to make it easier for you to deal with us when and where you choose.

Our locations and people



Rothbury Northland
T: 09 438 5457
Lisa Williamson
Branch Manager



Rothbury North Shore
T: 09 914 9800
Garry Stewart
Branch Manager



Rothbury Auckland
Auckland T: 09 358 4704
Pukekohe T: 09 358 4704
Waiheke T: 09 358 4704
Asian Team T: 09 358 4704
Richard Mitchell
Branch Manager



Rothbury Waikato
Hamilton T: 07 834 6180
Te Kuiti T: 07 878 3408
Mark Sloman
Branch Manager



Rothbury Tauranga
T: 07 929 7950
Simon Helm
Branch Manager



Rothbury Rotorua
T: 07 348 2069
Todd Mountfort
Branch Manager



Rothbury Hawkes Bay
T: 06 835 2770
Kim Matthews
Branch Manager



Rothbury Wellington
T: 04 472 9373
Kristen Ellis
Branch Manager



Rothbury Capital City
Wellington T: 04 903 4570
Conrad Shanly
Branch Manager



Rothbury Nelson
T: 03 553 1170
Phil Thompson
Branch Manager



Rothbury Canterbury
Canterbury T: 03 366 7588
Timaru T: 03 363 6337
Greg Greenwood
Branch Manager



Rothbury Ashburton
T: 03 308 9612
Peter McAuliffe
Branch Manager



Rothbury Otago
T: 03 477 8217
Ursula McEntyre
Branch Manager



Rothbury Southern Lakes
Queenstown T: 03 442 6705
Guy Worsley
Branch Manager



Rothbury Southland
Invercargill T: 03 211 0360
Nathan Haywood
Branch Manager



Rothbury Group
Auckland T: 09 358 4704
Brigitte Windsor
National Domestic Manager



Rothbury Group
Auckland T: 09 358 4704
Andrea Peters
National Claims Manager



Rothbury Group
Auckland T: 09 580 8455
Roger Abel
Managing Director



Rothbury Group
Auckland T: 09 580 8444
Paul Munton
Executive General Manager -
Broking Branches



Rothbury Group
Auckland T: 09 355 7343
Chris Hughes
Executive General Manager -
Broking Services and
Business Operations