

Our promise to you

THE ROTHBURY CLIENT SERVICES GUIDE



Contents

01	Our promise to you
02	Why choose Rothbury?
06	A summary of our services
08	Claims
09	Monitoring our performance
10	The strength you need
12	Taking care of your needs
14	Making payments easy
16	How we get paid
18	Your obligations
19	If you're unhappy
20	Need to know

A portrait of Roger Abel, a middle-aged man with short dark hair, smiling. He is wearing a dark suit jacket over a light-colored checkered shirt and a dark tie with light-colored diagonal stripes. The background is a solid blue-grey color.

Rothbury Insurance Brokers has been in business for over 60 years. Like many of our business clients we're a majority New Zealand-owned company that was started by enterprising Kiwis in 1950.

Today, New Zealand is a different place to when we first started. As a consequence, the way we respond to your business and personal protection needs continues to evolve and mature.

Our core business is still about creating the best insurance solutions for you, and our motivation and passion lie in being advocates for our diverse range of clients. In other words, people like you.

We aim to be your unconditional advocate. We put you first. Our clients are the reason we are here and our team – spread throughout the country – puts its collective energies into ensuring that you, as a client, get exactly what you need to protect the things that you most value.

This book is about our promise to you. It outlines what we can do for you to protect the things that you value whether they are part of your business or at home.

Our promise to you

ROGER ABEL | MANAGING DIRECTOR OF ROTHBURY INSURANCE BROKERS

Why choose Rothbury?

When someone says to you “insurance” what’s the first thing that comes to mind? It’s probably something like “It’s a hassle” or “I pay hefty premiums but when I claim it’s always difficult”.

We aim to change that view. Rothbury brokers are specialists and will 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 update your cover as your business or personal assets grow and change. If you have a claim we will manage it for you from start to end. Our specialist claims team advocate on your behalf and keep in touch with you every step of the way.

You won’t have to deal with the insurer and if an assessor is appointed we’ll help you with that too.



A summary of our services

Business Insurances

We offer comprehensive insurance cover for almost any business insurance need. We'll work out which solution will be best and have a range of products to protect your business.

- Material damage
- Business interruption
- Public liability
- Statutory liability
- Employers liability
- Directors and officers liability
- Professional indemnity
- Commercial vehicle
- Cargo insurance

WE OFFER TAILORED INSURANCE COVER FOR MANY SPECIFIC BUSINESSES. PLEASE ASK YOUR BROKER FOR MORE INFORMATION OR VISIT WWW.ROTHBURY.CO.NZ

Personal Insurances

Rothbury can also take care of your personal insurance needs.

Our dedicated domestic brokers provide our clients with expert advice and insurance policies that suit their individual circumstances and preferences. The personal products we offer are supplied by leading insurance providers, meaning we can find the right policy for you and your situation.

The insurance products we offer are:

- Home
- Contents
- Vehicle
- Travel
- Boat
- Transit

HEATHER HAENGA

COMMERCIAL BROKER SUPPORT/ TEAM LEADER, NORTH SHORE



Chris and Linda McCulloch

DIRECTORS / OWNERS FX FREIGHT



TODD MOUNTFORT
LEADER – BUSINESS DEVELOPMENT AND SALES / COMMERCIAL BROKER ROTORUA

“We own a transport company – we have seven trucks and three vans on the road. Having Todd as part of our business advisory team has been invaluable. He communicates with us regularly and he really understands the needs of our business. It’s really important to have a great relationship with your insurance broker. Day-to-day we are constantly working on potential problems and real problems. With Todd, he has taken us from being a ‘bad risk’ to being a good risk with tracking of my trucks, monitoring drivers, looking for rests for them, especially because you can’t have tired drivers on the road. We have worked with Todd for several years together on these projects, and it’s come to fruition. The costs of our insurance have come down, less accidents, less time off the road. I just think that a close relationship with your broker is critical.”



Claims

When you have a claim
you'll discover we do
things differently.

A portrait of Andrea Peters, a woman with blonde hair, smiling. She is wearing a dark top with a yellow and white floral pattern. The background of the slide features large overlapping circles in brown and teal, with a dashed white line forming a shape around the word 'Claims'.

ANDREA PETERS
NATIONAL CLAIMS MANAGER

We will take care of your claim from beginning to end, managing the entire process and working as an advocate on your behalf.

Our claims service is a pivotal part of our relationships with you. The very reason you have insurance is to manage risk and minimise loss.

When things go wrong we know it's a stressful time. One of our claims specialists will be dedicated to your claim. They'll be from your local branch, someone you can talk to who's working in your best interest.

You won't have to deal with the insurer and if an assessor is appointed we'll help with that too.

The knowledge and expertise of Rothbury's claims specialists, coupled with the insurer relationships we have, guarantees a better outcome than you would achieve on your own.

After more than 60 years in this business we've tried and tested different ways of managing our claims to most benefit our clients and know our claims service is the best you'll find.

Monitoring our performance

We will ask you to complete a survey when you have a claim, and after your renewal.

We've been monitoring the feedback through these surveys for over eight years. We are constantly reviewing what our clients are telling us in order to make changes for ongoing service improvement.



PAUL MUNTON
EXECUTIVE GENERAL MANAGER, BROKING BRANCHES

The strength you need

A Steadfast Broker is an expert who works with their client to manage their business risks. The client receives the best possible cover and competitive pricing for the business.

Rothbury Insurance Brokers is part of Steadfast Group, the largest insurance broker network in Australia and New Zealand.

With over 377 brokerages spread across more than 1900 offices, Steadfast Group invoices over AU\$7 Billion in insurance charges in the 2018 financial year.

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 support of a large organisation.



CHRIS LEE
PROPERTY AND BUSINESS OWNER,
INSURED THROUGH A STEADFAST BROKER

Taking care of your needs

THE FOUR STEPS TO BEING PROTECTED

STEP 01

DISCOVERY

For business insurance clients, new business and renewals, we aim to meet with you and assess your needs. For our personal insurance clients we will assess your needs over the telephone. The more we know about your requirements the easier it is for us to provide you with the best possible insurance cover.

Tell us about your business or personal needs. Tell us about what's important to you and what your aspirations are. We're good listeners and will have plenty of questions to help in this discovery phase.

STEP 02

ASSESS THE OPTIONS

We'll come back to you with options on how best to protect the things of value to you. We'll discuss those options to ensure we both have a clear understanding on the exact nature of what is proposed and we'll offer an independent recommendation on the best insurance program for your situation.

For some lines of insurance business, we have pre-arranged facilities with one insurance company, whose premium charges and policy coverage we review periodically to ensure they are competitive.

STEP 03

IMPLEMENTING THE AGREED OPTION

When we agree on an option for you we'll arrange the insurance contract (policy) and supply you with all the relevant insurance documentation.

Keep this in a safe place as it's your record of the policy.

For these lines of business we do not seek options with several underwriters, but we are willing to do so if requested to.

If you're new to Rothbury and choose us as your insurance broker we will ask you to complete the attached letter of appointment. If you wish to end the relationship you can cancel this appointment at any time.

STEP
04

KEEPING IN TOUCH

Your insurance and protection needs should be reviewed at least annually and we'll keep in touch with you for this reason. Your renewal is often a good time to review your insurance and make sure your protection is optimised.

Changes to your insurance during the year

We are here to help you in any way if your insurance needs change during the year. If you wish to vary any cover please contact us as soon as possible.

We'll get straight on to it and provide written confirmation when the insurer has accepted the variation to cover.

Monitoring how we're doing

We will ask you to complete a survey at each renewal. We want to know what you think of our service and have been monitoring client feedback through surveys for some time. We've made

changes for the better to some of the things we do (because clients have asked us to) and our team is committed to improving our service to you.

PLEASE NOTE:

At the least we aim to give you 14 days' notice of your renewal and unless you tell us otherwise we will automatically renew your insurance to ensure you continue to be covered.

If you wish to cancel your insurance at any time the instruction needs to come from a person who is authorised to represent the parties named as Insured in the insurance contract. If the contract is cancelled before expiry we do not refund our revenue. You will be refunded the premium we receive from the Insurer which is subject to any cancellation or administrative fee charged by them.

Making payments easy

To make sure your cover is in place, we require payment on or before the policy renewal date. There are three easy ways to pay your insurance account:

Instalment payment option

You can choose to spread your insurance costs over easy to manage fortnightly, monthly or quarterly instalments. This involves completing a one page Rothbury Instalment Services agreement* and a direct debit form.

Benefits include:

- Smoother business cash flow
- No security required
- Easy to set up
- Interest may be tax deductible for businesses.

*Interest and application fee apply.

PLEASE NOTE:

If an invoice is unpaid by the due date we are obliged to notify the insurer who may cancel the contract and charge a short-term premium for the time they insured the risk.

Direct Credit – Annual Payment

Pay your insurance directly to our bank account, Rothbury Insurance Brokers 03-0252-0833615-29. Please ensure that you use your client number (starts with CL) and package number (starts with PK) in the reference fields when making payment.

Rothbury Insurance Brokers is a registered payee on your internet banking. Select Rothbury from the bank registered “Payees”. This will pre-populate our bank account number.

Credit Card

We also accept payment by Visa or Mastercard. A convenience fee of 1.5% of the total amount will be applied.

Please note: you will need your Client Reference Number. It is displayed on your invoice and begins with ‘CL’.





How we get paid

This section details what we will charge for our services and other remuneration we may receive. It relates to personal and commercial insurance for the Rothbury Insurance Broking Business. If you have any questions about this please contact your broker.

We are paid brokerage by the Insurers we do business with when we arrange your insurance. As a general rule, the brokerage we receive is a percentage of the Insurer's base and earthquake premium (i.e. premium excluding fire services levy if applicable, GST or any other Government charges, taxes, or levies).

We may charge you a service margin to enable us to deliver and maintain a high level of service.

For the Financial Year ending **March 2018**, our broker revenue (brokerage and service margin) as a percentage of the invoice value to customers (all net of GST) averaged 22.1%. The actual broker revenue (brokerage and service margin) charged on a particular invoice will vary on a client by client/risk by risk basis and can be significantly more or significantly less than the average. Please contact your broker if you want to know what brokerage and service margin is payable in relation to any particular invoice.

Broker revenue is our main source of revenue and covers the cost of providing services to you, including administration and processing costs related to servicing and arranging your insurance covers.

This revenue also covers any distribution functions we may perform for the insurer such as marketing, annual renewal marketing and underwriting. Broker revenue is the income from which we cover all normal business overheads including staff costs, IT, travel and so on.

Our Financial Services experience means we are often in a position to refer you to a financial planner or life insurance adviser for Financial Planning, Superannuation, Life, Disability or Trauma insurance or other financial services. We may receive remuneration for this referral. This will not result in any additional cost to you for the services provided.

We sometimes attract business from referrals. If a person has referred you to us, we may pay them a commission. This will not result in any additional cost to you.

Some of the Insurers we do business with give us other benefits such as conference sponsorship, training, and invitations to social business functions. Our employees or advisers may from time to time also receive small gifts and gratuities. These benefits do not result in any additional cost to you for the services provided.

We have payment arrangements with insurers as provided in the Insurance Intermediaries Act 1994. As a result we earn investment income from handling premium funds.

Alexis Siermans

DIRECTOR CAREER TEAM



LESLEY MCLAREN
SENIOR COMMERCIAL BROKER, NORTH SHORE

“The Rothbury team has supported our business insurance requirements for many years now. We have a complex portfolio of assets, property and a recruitment business focused on recruitment of temporary and contract staff. Our remote workers bring responsibilities and risks beyond the usual employer. Our Broker, Lesley McLaren has **worked hard to understand the business**, ensuring we have the **most relevant cover possible in place**. Lesley has taken time to get to know us and our business and has responded with lateral solutions at **competitively negotiated prices**. She is easily contactable with an informed team around her **we receive prompt efficient information** and service delivery. Rothbury has been a smart choice for Career Team. The care and attention Lesley pays to our client relationship is exceptional and her **professional service is delivered in a personal way!**”



**career
team**

join us for a fresh start

Your obligations

You have a duty to disclose certain information to the Insurer. This duty of disclosure applies before you enter into a contract of insurance for the first time, when you renew, when you vary or extend that contract, and at any time your circumstances change during the period of insurance.

When you enter into a particular contract of insurance with the insurer for the first time, you will be asked to answer specific questions on the insurance proposal form. You must answer these questions truthfully and accurately to comply with your duty of disclosure.

On renewal, you are expected to disclose to your insurer every matter that you know, or could reasonably be expected to know, that may be relevant to the Insurer's decision whether to accept the risk and on what terms.

You do not have to disclose anything that:

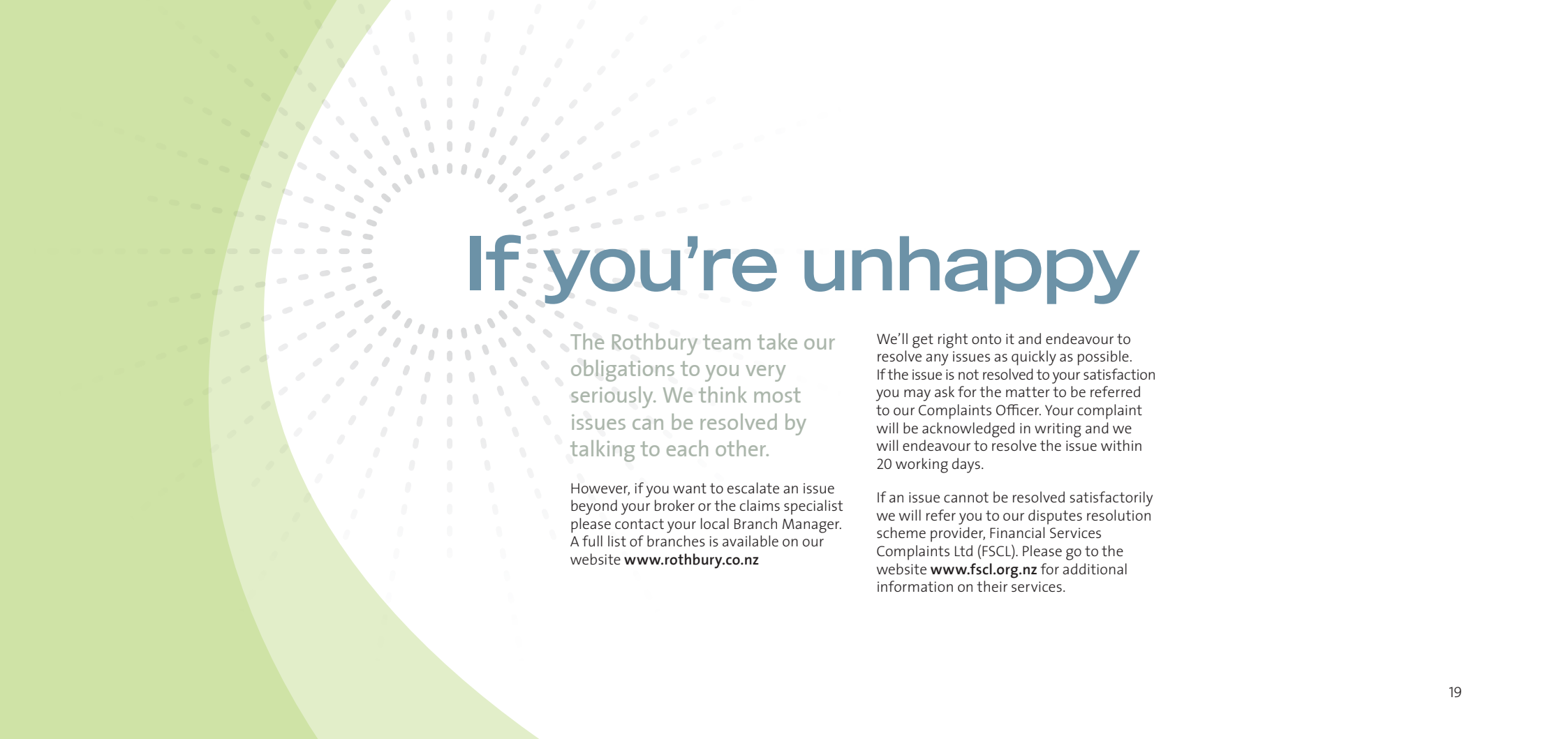
- Diminishes the risk to be undertaken by the Insurer;
- Is common knowledge;
- Your Insurer knows, or in the ordinary course of its business, ought to know; or
- Your Insurer has waived your obligation to disclose.

If you do not comply with your duty of disclosure, the Insurer may be entitled to reduce their liability in respect of a claim or they may be entitled to cancel your contract of insurance.

If the non-disclosure was fraudulent, the Insurer may be able to void (or cancel) the contract of insurance from its beginning. This would have the effect that you were never insured.

One important matter to be disclosed is the history of losses suffered by the person seeking insurance or any closely associated person or entity. Since you are responsible for checking that you have made complete disclosure, we suggest that you keep an up-to-date record of all such losses and claims.

If you have any questions about whether information needs to be disclosed, or want additional help, please contact us.



If you're unhappy

The Rothbury team take our obligations to you very seriously. We think most issues can be resolved by talking to each other.

However, if you want to escalate an issue beyond your broker or the claims specialist please contact your local Branch Manager. A full list of branches is available on our website www.rothbury.co.nz

We'll get right onto it and endeavour to resolve any issues as quickly as possible. If the issue is not resolved to your satisfaction you may ask for the matter to be referred to our Complaints Officer. Your complaint will be acknowledged in writing and we will endeavour to resolve the issue within 20 working days.

If an issue cannot be resolved satisfactorily we will refer you to our disputes resolution scheme provider, Financial Services Complaints Ltd (FSCL). Please go to the website www.fscl.org.nz for additional information on their services.

Need to know

Your privacy

We are committed to protecting your privacy. We use the information you provide us to advise and assist with your insurance requirements. We do not trade, rent or sell your information.

You may visit our office by appointment to view the information we hold in your file. The information we will provide you meets with our obligations under the Privacy Act.

Rothbury Insurance Brokers is a member of the Insurance Brokers Association of New Zealand (IBANZ). We subscribe to the IBANZ Code of Practice.

DISCLOSURE STATEMENT

FOR ALL BUSINESS AND RENEWALS YOUR BROKER WILL PROVIDE YOU WITH A DISCLOSURE STATEMENT. THIS STATEMENT CONFIRMS YOU ARE WORKING WITH A REGISTERED INSURANCE BROKER AND THAT YOU HAVE ACCESS TO A DISPUTES RESOLUTION SERVICE.

Contacting us

You can contact us in person, by telephone, fax, letter or email.

Contact information for all Rothbury Branches and all of our people is available on our website www.rothbury.co.nz

How to appoint us

You can appoint us as your insurance broker by completing a letter of appointment and returning it to us. Ask your broker for a copy.



GUY WORSLEY
LEADER – BUSINESS DEVELOPMENT
AND SALES / SENIOR COMMERCIAL
BROKER, SOUTHERN LAKES

KIM MATTHEWS
LEADER – BUSINESS DEVELOPMENT
AND SALES / SENIOR COMMERCIAL
BROKER, HAWKE'S BAY

LORRAINE EDMONDSON
CLAIMS ADVISER,
AUCKLAND

SIMON HELM
LEADER – BUSINESS DEVELOPMENT
AND SALES / SENIOR COMMERCIAL
BROKER, TAURANGA

Contact us

Rothbury Northland
T: 09 438 5457

Rothbury North Shore
T: 09 914 9800

Rothbury Auckland
Auckland, Pukekohe,
Waiheke and Asian Team
T: 09 358 4704

Rothbury Waikato
Hamilton T: 07 834 6180
Te Kuiti T: 07 878 3408

Rothbury Tauranga
T: 07 929 7950

Rothbury Rotorua
T: 07 348 2069

Rothbury Hawke's Bay
T: 06 835 2770

Rothbury Wellington
T: 04 472 9373

Rothbury Capital City
Wellington T: 04 903 4570

Rothbury Nelson
T: 03 553 1170

Rothbury Canterbury
Christchurch T: 03 366 7588
Timaru T: 03 363 6337

Rothbury Ashburton
T: 03 308 9612

Rothbury Otago
T: 03 477 8217

Rothbury Southern Lakes
T: 03 442 6705

Rothbury Southland
T: 03 211 0360

INTEGRITY

PROFESSIONALISM

CLIENT FOCUS

INNOVATION

EXCELLENCE

FUN

PASSION



INSURANCE BROKERS SINCE 1950
www.rothbury.co.nz

CVSV5 02/20