

We are Vero

We've been protecting and supporting Kiwis for over 100 years since being incorporated in New Zealand.

Vero offers customer-focused insurance services, distributed through our valued network of brokers, advisers, and corporate partners, who provide specialist knowledge and guidance to help our customers make informed decisions.

Why Vero?

- **Backed by Suncorp** – A leading intermediated general insurer, proudly backed by the financial strength of Suncorp Group.
- **Passionate about claims** – In the five years to 30 June 2024, we paid out over 97% of claims*.
*Vero claims internal data from 1 July 2019 – 30 June 2024. Includes Motor, House and Contents claims.
- **Rated Very Strong** – AA- (Very Strong) rating by international ratings agency S&P Global Ratings.
- **Certified simpler** – Multiple policies awarded the WriteMark quality mark for using plain, simple language.
- **Proven partnerships** – Working with specialists like Morgan Project Services (MPS), we can help assess and project manage complex building claims from start to finish.
- **Fair Insurance Code** – A member of the Insurance Council of NZ and adhere to the Fair Insurance Code, providing assurance of high standards of service.

Why we operate as an intermediated insurer – the value of using a broker

We work with brokers because we believe all customer's needs are unique – there's no 'one size fits all' approach. A broker provides expert advice to find solutions for specific insurance risks, ensuring the right cover is in place.

The benefits of using a broker or adviser

- **In-depth risk mitigation experience to you or your business** – Brokers are experts in understanding risk profiles and recommending policies tailored to a customer's needs.
- **Adding value to policy cost and cover** – A broker can assist with finding the best-value insurance policies, guidance on policy coverage and accessing policies that may not be available directly to the public are a few of the ways brokers add value.
- **Advocating for customers** – Supporting clients is a key role of brokers, advocating on a customer's behalf and managing policy covers and the claims process.
- **Saving you time** – Arranging insurance can be a time-consuming and complex task. Brokers can do the groundwork and freeing up client's time.
- **A source of information and knowledge** – Keeping clients up-to-date with changes that may affect risk and insurance needs, as well as policy queries, and assessing value for money.



Claims

We paid out over 97% of claims*

We know the difference insurance can make, because we see the results every day.

*Vero claims internal data from 1 July 2019 – 30 June 2024. Includes Motor, House and Contents claims.

97%
CLAIMS PAID

Broker Delegation Authority

Qualifying Domestic and Rural Home and Contents claims under \$10,000 (incl GST).



Future-focused Government advocacy work

It's paramount that we not only protect our customers, but ensure we are advocating for positive change in the industry. This includes industry submissions on policy development for climate change and advocating for greater certainty for Kiwis on the way that natural hazards will be managed. We're proud to be recognised as industry leaders in this area and will continue to advocate for positive change.



MORGAN PROJECT SERVICES

Morgan Project Services (MPS) centrally manages Vero building claims with a timely, focused, and consistent response. MPS will appoint a Project Manager with building and construction knowledge who will manage your claim from start to finish.

MPS's close relationship with Vero streamlines the claim process so your claim will be processed faster.

Vero Products & Services

Business

Regional BDM presence, local knowledge, local relationships.

- Comprehensive coverage options, including material damage, business interruption, liability cover, machinery breakdown and commercial vehicle insurance.
- Vero's skilled Property Survey team conducts on-site risk surveys identifying and minimising operational and property risks.
- Vero Risk Profiler provides industry-specific risk information and tips to help manage typical risks.
- Our corporate expertise provides bespoke insurance solutions for large corporations across various sectors.
- Annual Vero SME Insurance Index provides insights into SMEs behaviours and attitudes.

Construction and Engineering

We have a specialised Construction and Engineering team with real-life engineering expertise. In March 2024, we released our market leading Construction and Engineering policy wording "Sitecover" for Contract Works projects under \$4M in Contract Value, including;

- **Automatic policy period extension of 45 days**
- **Site security equipment extension**
- **Post-completion cover 30 days**

Commercial Motor Vehicle

We offer tailored insurance solutions to keep your fleet moving with expert support and risk management.

- **Specialist claims and assessments** – Dedicated heavy motor claims team and an approved supplier network, including glass repair specialists*.
- **Proactive risk management** – Detailed risk assessments and guidance at no charge.
- **Local expertise with authority** – Business Development Managers and Commercial Motor Underwriters are located throughout the regions.
- **Signatory of the Knock for Knock agreement** – an agreement that makes it easier for insurers to progress claims for customers.

*Approved repairs cater for light vehicle only.



Marine

We are the market leader in marine insurance with deep technical knowledge.

Why Vero?

- **Expertise and coverage** – A full range of marine insurance products, making us a one-stop shop.
- **Fast, local decisions** – Six branches with decision-making underwriters for quick responses.
- **Superior claims service** – We're connected to a worldwide claims network.
- **Innovative technology** – Online quote/bind system, blockchain-secured digital certs, and dedicated marine systems.
- **Broker and client support** – Product training, MIS, and statistical insights to help businesses thrive.

Rural and Lifestyle

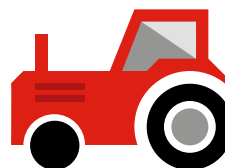
Vero has partnered with New Zealand's rural communities for over 100 years

- Experienced underwriters, connected to the rural community, with deep understanding of lifestyle and farming insurance needs.
- Vero's Lifestyle product offering is designed for clients with additional property assets and liability insurance needs.
- Insurance tailored for the specific risks faced by New Zealand farmers, considering our unique geography, climate and susceptibility to seismic activity, and adverse weather events.



Vero in partnership with Teladoc Health provides clients with expert medical, wellbeing advice, nutrition, and fitness consultations at no extra cost. Sign up at www.vero-teladochealth.co.nz

HERD IT HERE FIRST
Our **rural newsletter** equipping brokers with insight into our products and services.



Consumer

Vero offers market-leading home insurance with extra cover at no extra cost, giving Brokers a competitive edge.

Here's why your clients should choose Vero for unmatched coverage and benefits, at no extra cost:

- **SumExtra protection** – Up to 10% more cover for natural hazards and full repair/replacement cover for other insured events, even beyond the Sum Insured amount.
- **Competitive claim benefits** – We offer higher coverage amounts on a range of perils across our policy wordings.
- **Fairer excess application** – We deduct excess from the total loss, not the claim limit, ensuring a higher payout for customers.



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