



Vero, part of Suncorp New Zealand, is here to build futures and protect what matters. We offer customer-focused insurance services through our valued network of brokers, advisers, and corporate partners.

To ensure our customers and people are treated fairly, Vero expects all brokers and advisers to:

- Pay due regard to customers' interests.
- Act ethically, transparently and in good faith.
- Assist customers to make informed decisions.
- Not subject customers to unfair pressure, tactics or undue influence.
- Act with integrity in their interactions with Vero and Vero's employees.
- Adhere to all relevant legal obligations, including CoFI incentive regulations.

This includes, but is not limited to, treating our customers and Vero team members with respect and courtesy. It also means avoiding actions such as intentionally underinsuring risks, failing to provide full disclosure, acting beyond your authority, misrepresenting Vero or misleading our customers, breaching your agreement with Vero, and not adhering to your legal and regulatory obligations.

Respect, professionalism and fair treatment of our customers is a joint responsibility. We appreciate you doing the best by our customers and people.

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Working together to ensure fair treatment of our mutual customers.

Please contact your Vero Relationship Manager or Business Development Manager if you have any questions or wish to report any concerns you may have.



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