

JUNE 2019

FullCover



LOOKING AT CURRENT ISSUES
AFFECTING THE INSURANCE
INDUSTRY IN NEW ZEALAND.

A fifth year of recognition for Rothbury

We're thrilled to have been recognised for the fifth consecutive year as 'Large Broking Company of the Year' at the New Zealand Insurance Industry Awards last November.

Our people are the reason for our success and this award goes to the entire team but we also couldn't have done it without you, our valued clients!

Providing personal service and quality advice to you, our clients, is at the centre of everything we do here at Rothbury and it's great to be recognised for this.

Being local insurance brokers, spread across the country, means we get to work with clients at a local level and take into account local issues, so we can provide the very best advice and insurance solutions to meet your needs.

The New Zealand Insurance Industry Awards are run by the Australian and New Zealand Institute of Insurance and Finance (ANZIIF). The Large Insurance Broking Company award is for insurance broking companies who have demonstrated strong performance and outstanding service for their clients.



Our locations and people



Rothbury Northland
T: 09 438 5457
Lisa Williamson
Branch Manager



Rothbury Wellington
T: 04 472 9373
Kristen Ellis
Branch Manager



Rothbury Southland
T: 03 211 0360
Nathan Haywood
Branch Manager



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



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



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



Rothbury Auckland
T: 09 358 4704
Waiheke T: 09 358 4704
Asian Team T: 09 358 4704
Rothbury Specialty Risks
T: 09 307 3374
Richard Mitchell
Branch Manager



Rothbury Nelson
T: 03 553 1170
Phil Thompson
Branch Manager



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



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



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



Rothbury Group
T: 09 580 8455
Roger Abel
Managing Director



Rothbury Tauranga
T: 07 929 7950
Simon Helm
Branch Manager



Rothbury Ashburton
T: 03 308 9612
Peter McAuliffe
Branch Manager



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



Rothbury Rotorua
T: 07 348 2069
Todd Mountfort
Branch Manager



Rothbury Otago
T: 03 477 8217
Ursula McEntyre
Branch Manager



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



Rothbury Hawke's Bay
T: 06 835 2770
Kim Matthews
Branch Manager



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

Rothbury becomes part of the Franklin community



WE'RE DELIGHTED to announce the opening of our new branch in Pukekohe.

Joining the Franklin community and opening an office here will help us cater to the greater Franklin region where there has been significant growth and more expected over the next 30 years.

"We're really excited to have a new office in the Franklin area. Our new Pukekohe office will serve a wide catchment with its own unique issues, and we look forward to providing personal service and quality advice to this growing community", says Paul Munton, Executive General Manager – Broking Branches for Rothbury.

"Having local brokers on the ground who live and work in the community means they really understand what's important at a local level and can provide an even higher level of service to our clients."

Rothbury acquired Counties Manukau Insurance Services (better known as CMIS) earlier this year. The new Rothbury team is made up of Kevin Sleyer previously from CMIS, Joanne Hunt ex Insite Insurance, and Garth Nielsen, Senior Commercial Broker at Rothbury. All three have lived in the local area for some time and look forward to working with clients in the region.



Off to Uni?

YOUR SON OR DAUGHTER may have moved out or may be moving out of home for the first time to start their studies.

If that's the case they should have contents insurance.

A good contents policy will not only cover them for any loss or damage to the property they are living in but also for limited liability. For example if an accident were to happen and they caused damage to the property they were living in or a neighbour's, they could be liable for costs.

Talk to your broker about what options are available and get peace of mind that they're fully protected.

Burglaries and break-ins on the rise



THERE has been a large spike in burglaries around the country and more businesses are being targeted for their assets and equipment so it's important to make sure your insurance cover is up to date.

We're also seeing an increase in claims for stolen vehicles, vehicle break-ins and tradies' tools being stolen out of vans.

Home burglaries are on the rise too.

Did you know that most burglaries take place between 10.00am and 3.00pm during the day, and often happen while someone is still at home?

The average time it takes to burglarise a house is less than ten minutes. What's even more astonishing is that 34 percent of burglars get in through the front door, and 30 percent enter through an unlocked door or window.

It is a timely reminder to ensure your home is fully secured when you leave the house or go away on holiday. Make sure your home looks occupied too – leave a TV or radio on and use automatic timers on lamps when you are out at night or go away.

If the unthinkable happens and you're targeted, we're here to help. Remember, you can start a claim through the My Rothbury App.



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For more information on how you can be safe go to [safewise.com https://www.safewise.com/blog/8-surprising-home-burglary-statistics/](https://www.safewise.com/blog/8-surprising-home-burglary-statistics/)

Fire Risks



THE RECENT Nelson Bush Fires were a very distressing time for all those affected and our hearts went out to them. Rothbury's Nelson office was there on the ground providing help and support to our clients during this difficult time.

It's a timely reminder to actively manage any risk to your property. Cleaning your gutters and clearing away leaf litter, long and dry grass, and any thick undergrowth near your home is important.

As winter approaches so does the threat of storms and heavy rain which can really impact your property. Being adequately prepared can help prevent flooding and other storm damage. It's also a good time to review your insurance package with your broker to make sure you're adequately protected if something happens.

The 'Nuts and Bolts' of Directors & Officers Liability Insurance



If you're a director of a company ask yourself...

- Is Directors & Officers (D&O) insurance included in my Management Liability cover?
- Am I navigating and complying with the Companies Act 1993 and the Companies Amendment Act 2013 [all 462 pages]?
- Do I understand that the limited liability status of a company only applies to shareholders and that directors are not protected by this status?
- Am I taking every step to ensure that as far as is reasonably practicable, the health and safety of my workers is provided?
- Am I protected if I am ever accused of not executing my fiduciary duties completely in the interests of shareholders and employees?

BEING A DIRECTOR OR OFFICER today can be a bit like walking a tightrope. Even the most experienced can find themselves vulnerable when it comes to being sued for oversights, or decisions or actions taken while carrying out their job, whether innocent or not.

While intentional illegal acts are not covered, wouldn't it be comforting to know that insurance can protect you and cover the costs of defending yourself?

D&O insurance can fund your company when it must foot the defence bill and when it doesn't it can fund yours. It's there to cover the costs of defending claims and cover any damages or insurable fines you are ordered to pay by the Courts.

Since the new Act, reparations have risen significantly and proceedings can take years. During that time you would be unable to

In 2018, it was reported by the Institute of Directors that 24 percent of directors do not have D&O Insurance meaning they would very likely not be able to pay for damages, fines or legal costs incurred by their companies.



Past and present directors and officers can be called upon at any time to explain information and documents.

hold any managerial or directorial positions. Your personal assets – home, savings and retirement funds could all be at risk; and your reputation and credit history could be severely affected.

The past, present and future can follow you

Past and present directors and officers can be called upon at any time to explain information and documents. Actions can, and do, follow you from job to job. Neither retirement nor death offers any escape. Your estate could be pursued regardless.

D&O Insurance will cover you and your estate. Even when the policy is no longer

in force, it will cover a run-off period following retirement as long as the D&O Insurance was placed at the time of the alleged incident.

If you think you might need D&O Insurance added to your Management Liability talk to your broker today.

Windscreen Cover

IF YOU HAVE AMP and Vero Private Motor cover with us you may recall we contacted you last year about some important changes:

- The standard motor excess has increased to \$500
- Any voluntary, imposed or additional driver related excess is now payable in addition to this.

Changes were also made to the additional benefit for **broken glass** which is now called **Windscreen and Window Glass**. Cover is now limited to windows only which means that headlights, tail lights or any other parts of the car that are made of glass are not included.

While there is no excess for claims for broken glass repairs, there is if the glass needs to be replaced. If you'd like more information about what this means for you, your broker can work with you to make sure you've got the right insurance cover for your particular circumstances.

The Health and Safety at Work Act two years on

NINETY-SEVEN percent of Kiwi businesses are classified as SMEs (small to medium enterprises), so it might interest you to know that recent data released by the Accident Compensation Corporation (ACC) showed there were 80,000 work-related claims from SMEs in 2018 alone.

Over the last two years, we've seen an increase in fines for breaches of the Act as well as a new alternative to prosecution. The alternative is known as an 'EU' or Enforceable Undertaking and is a legally binding agreement.

Now, if you are an accused in a Court of Law, you have an alternative option to prosecution and can apply for an EU.

This out of Court settlement means you will agree to do certain things but WorkSafe require the activities and changes proposed in your EU to be substantial enough to provide a more effective health and safety outcome than a prosecution would.

If you own or manage a business you'll be considered a PCBU or a Person Conducting a Business or Undertaking and the Act applies

to you. It's important to understand just what your obligations are and what could happen if you or someone in your business breaches the Act.

Your broker is here to help and advise you, and he or she will work with you to get the right insurance cover to protect both you and your business.



Here's how the fines have escalated since the old Act

Old Act		New Act	
SEVERITY BAND	FINE	SEVERITY BAND	FINE
Low	Up to \$50,000	Low	Up to \$250,000
Medium	\$50,000 - \$100,000	Medium	\$250,000 - \$600,000
High	\$100,000 - \$175,000	High	\$600,000 - \$1,000,000
		Very high	\$1,000,000 plus

Manage your insurance through My Rothbury App

My Rothbury is a free smartphone app specially designed for you, so you can gain instant access to all your insurance information.

My Rothbury is easy to use. You can start a claim; send us photos of your claim; and find and print out the claim form you need! You can even access your travel insurance emergency phone number in case you need help while travelling.

Learn more about it in our video at www.rothbury.co.nz/my-rothbury-app

If you haven't already, download My Rothbury in the App Store or Google Play Store today.