

2024

Rothbury Capability Statement

NZ'S LOCAL INSURANCE BROKERS
HELPING PROTECT KIWIS SINCE 1950

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.



Rothbury
INSURANCE
BROKERS

Leave it to us.

rothbury.co.nz

Steadfast
THE STRENGTH YOU NEED

PERSONAL SERVICE AND QUALITY ADVICE

Rothbury insurance brokers are locals who live and work in your community. They've got the expertise to tailor your insurance cover to your needs.

From recommending the best insurance options, to ongoing support and policy renewal, a local Rothbury broker will manage all your insurance needs, so you can save time and focus on what you do best.

Once we agree on the best cover possible we'll continue to work with you as your personal insurance broking resource.

We have a dedicated Claims team to manage your claim from beginning to end, and will advocate on your behalf for the best possible outcome.

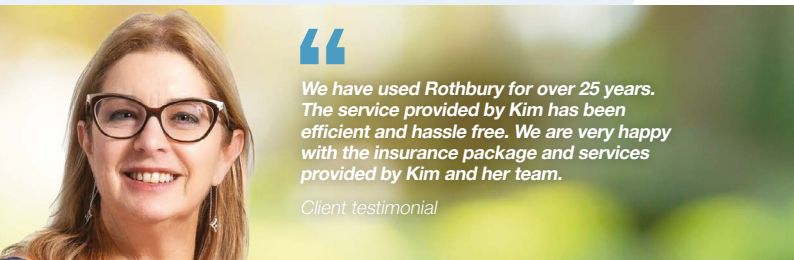
OUR PROMISE TO YOU

Rothbury Insurance Brokers has been in business for over 70 years and we're a majority New Zealand owned company.

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 right insurance solutions for your business and to best protect your assets, securing the right combination of risk, coverage and cost.

We provide commercial insurance solutions for businesses of all sizes, and help protect the assets of thousands of Kiwis nationwide.



“

We have used Rothbury for over 25 years. The service provided by Kim has been efficient and hassle free. We are very happy with the insurance package and services provided by Kim and her team.

Client testimonial

Kim Matthews, Branch Manager, Hawke's Bay



“

I find Peter and the team to be excellent. We work closely with the Rothbury Ashburton team, and they are very helpful and supportive.

Client testimonial

Peter McAuliffe, Branch Manager, Ashburton



“

We have found Drew to be a very capable and professional broker. He has gone above and beyond in terms of service and we rely heavily on his insurance advice. We look forward to doing more business with Drew throughout the years.

Client testimonial

Drew Whitten, Branch Manager, Tauranga



Reviewing your insurance cover at policy renewal time is critical for all businesses to ensure they are appropriately covered.

*2022 Vero New Zealand SME Insurance Index. Visit vero.co.nz/sme-index to access the full report.

STEADFAST STRENGTH

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

With more than 420 network brokerages spread across Australia, New Zealand and Singapore, the Steadfast Group delivered AU\$11.6 billion gross written premium in the 2023 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
THE STRENGTH YOU NEED

ROTHBURY AT A GLANCE

OVER
53,000 19,000

BROKING CLIENTS SERVICED
OVER THE LAST YEAR

OVER
\$464m

CLAIMS MANAGED
OVER THE LAST YEAR

LOCATED IN
25

BROKING LOCATIONS
ACROSS NEW ZEALAND

SUPPORTER OF OVER
100

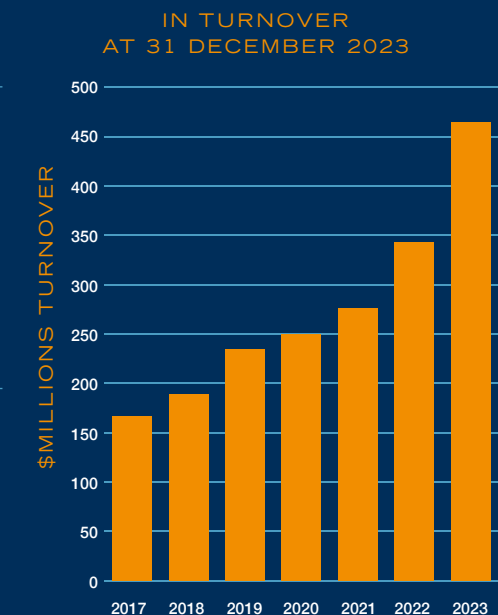
COMMUNITY, SPORTING &
CHARITABLE ORGANISATIONS
ACROSS NEW ZEALAND

ACCESS TO OVER
40
INSURANCE PROVIDERS

SCHEMES
FOR SPECIFIC
PROFESSIONAL GROUPS

495
TEAM MEMBERS

**SPECIALTY
SOLUTIONS**
NOT AVAILABLE
ELSEWHERE



KEY PARTNER OF
**THE GRAEME DINGLE
FOUNDATION
CHARITY**

CHOSEN BY OUR PEOPLE TO HELP
YOUNG KIWIS AGED 5 TO 18

CORE INSURANCE BROKING BUSINESS

We have a wide range of insurance solutions including:

BUSINESS INSURANCE

- Business Assets
- Business Interruption
- Commercial Motor Vehicle
- Contract Works
- Cyber Liability
- Directors & Officers Liability
- Employers Liability
- Employee Benefits
- Fidelity
- Public Liability
- Professional Indemnity
- Statutory Liability
- Trustees Liability

PERSONAL & SPECIALITY INSURANCE

- Accommodation Owners & Operators
- Bodies Corporate
- Commercial Property Managers
- Contents
- Hairdressers and Beauty Salons
- Heavy Haulage Association
- Home
- IT Contractors and Companies
- Non-Profit Organisations
- Photographers
- Rural Contractors
- Travel
- Vehicle

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.

Achievement



Associations

Members of Insurance Brokers Association
of New Zealand



Owner of



MANAGE YOUR INSURANCE THROUGH MY ROTHBURY APP

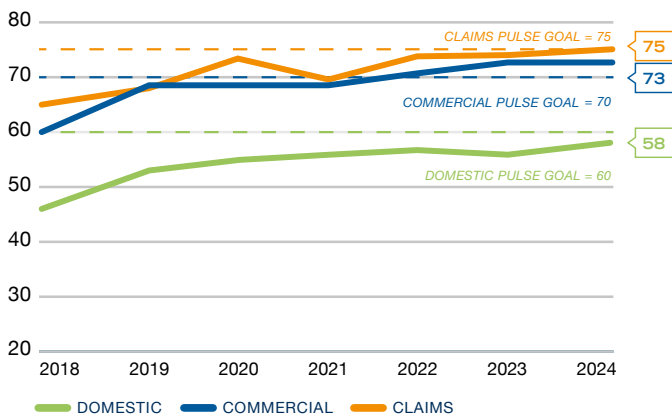
My Rothbury App gives you access to your personal insurance information so you can check your policy details, sum insured and excesses at any time.

You can start a claim, receive claim updates and pay your insurance cover at the touch of a button.

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



BROKING BUSINESS NET PROMOTER SCORES AS OF JANUARY 2024



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

We receive feedback from 8,000 clients annually and we're doing a good job meeting our client's insurance needs. We are humbled to achieve excellent and world class results across our broking and claims services.

How do our results compare?

The insurance industry in 2023 achieved an average NPS of 9 and insurance brokers scored 22*. We are proud to achieve results well above the industry benchmark.

*Perceptive, NPS Industry benchmarks for New Zealand report: <https://www.perceptive.co.nz/net-promoter-score-benchmarks-new-zealand>

OUR LOCATIONS AND PEOPLE

North Island



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Kim Matthews
Branch Manager



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South Island



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Rothbury Group



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National Domestic Manager



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