



Engagement & Services Document

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Executive summary

This document serves as general advice to guide you in enhancing the protection of your financial well-being through insurance products. It also outlines our Terms of Trade, information usage, and offers insights into the functioning of insurance products and our services. While the document provides a brief overview of insurance products designed to safeguard against potential losses, personalised recommendations will be tailored based on the information you provide. We may employ insurance planning tools and draw upon our experience, knowledge, and expertise to recommend suitable insurance products and coverage amounts. Additionally, this document may be accompanied by a Statement and/or Record of Advice containing personalised recommendations aligned with your specific needs and preferences.

Disclaimer

Not all available covers are fully described in this document. Insurance products do not encompass all possibilities; therefore, it's crucial to comprehend your insurance cover(s), including exclusions, terms, and conditions, to gain a comprehensive understanding of your coverage. This document is subject to the terms, conditions, and exclusions outlined in the insurer's policy wordings. Policies vary among insurers, resulting in cover being more or less comprehensive than described in this document. Cover acceptance is contingent upon the insurer's underwriting process, and insurers may decline or accept cover at their discretion and on their terms. Avoid cancelling existing covers unless unnecessary or until new cover is in force and terms are satisfactory. Woodward Insurance Brokers Ltd is a Financial Advice Provider (FAP) registered with the Financial Markets Authority, authorised to offer regulated financial advice on insurance products, with FSP number 592549.

What we do for you and how we do it

- **Arrange Quotes and Manage Applications:** We assist you by obtaining quotes from insurers, guiding you through the application process, and placing insurance products.
- **Personalised Advice:** Our team provides personalised advice on various insurance products, taking into account your individual circumstances, wants, and needs.
- **Risk Assessments:** Through analysing personal, rural, or commercial circumstances, we conduct risk assessments to recommend the appropriate products and coverage amounts.
- **Insurance Review:** We review your existing insurance to secure a better deal, whether through improved pricing, terms, conditions, or benefits within the products.
- **Policy Understanding:** We help you comprehend your coverage and the policy wordings, ensuring clarity on what you are covered for.
- **Claims Assistance:** Our team assists in the lodging and management of claims, acting as liaisons with insurers on your behalf.
- **Flexible Payment Options:** We offer options for fortnightly, monthly, or quarterly payments for your fire and general insurance through Premium Funding, avoiding the need for annual payments.
- **Claims Support:** We're here for you when claims arise, guiding you through the process and keeping you informed of progress.
- **Annual Reviews:** Conducting at least annual reviews, we ensure your policies stay current with the changes in your life or budget adjustments.
- **Negotiation with Insurers:** We negotiate with insurers to alleviate concerns about claims and secure favourable terms for your coverage.
- **Coverage Options:** Providing you with options, whether it's taking out new cover, adding benefits, reducing or increasing coverage.
- **Dedicated Insurance Adviser/Broker:** We serve as your dedicated insurance adviser/broker, offering ongoing support and expertise.

We recommend an annual policy review to stay abreast of life changes and budget adjustments, ensuring your coverage aligns with your evolving needs.

The Team – Who We Are



Kane Woodward – Financial Adviser – Insurance Adviser/Broker (FSP Number 108932)

Kane, serving as the Managing Director of Woodward Insurance Brokers, boasts an extensive 20-year career encompassing both life and health, as well as fire and general insurance. With a wealth of knowledge, Kane is well-equipped to provide tailored advice to suit your unique situation. His qualifications enable comprehensive guidance across all aspects of life and health risk cover, as well as fire and general insurance. Rest assured, Kane's expertise ensures you receive informed and personalised recommendations for your insurance needs.



Melissa Bennett – Financial Adviser – Insurance Adviser/Broker (FSP Number 767391)

Melissa, a proud native of Invercargill and a third-generation Southlander, has been an integral part of our team since 2017. Her primary responsibilities include managing policy renewals, handling payment processes, and processing endorsements for our cherished existing clients. Melissa is well-qualified to provide advice on a range of Fire and General Insurance products, ensuring our clients receive expert guidance for their insurance needs.



Brody McLean – Financial Adviser- Insurance Adviser/Broker (FSP Number 767011)

Brody, our tech-savvy team member, has been with us since 2018. As our resident "techie," his primary focus is on processing new client business, submitting requests to insurers on your behalf, and securing the best possible prices for your cover. Brody is qualified to provide expert advice on Fire and General Insurance products, ensuring that you receive tailored and competitive coverage. With his dedication to staying current with industry trends, Brody is committed to delivering optimal solutions for your insurance needs.



Fay Woodward – Claims, administration, and Life Applications

Fay serves as your initial contact point when unexpected events lead to the need for a claim. Her role involves guiding you through the claims process and facilitating communication with insurance companies to make your experience as stress-free as possible. Fay, a crucial part of our team, has been an enduring support alongside Kane. She plays a key role in maintaining seamless administration to ensure our operations run smoothly, offering you comprehensive assistance when you need it most.



Dawn Simmonds – Financial Adviser- Life & Health Insurance Adviser (FSP Number 1003884)

Dawn became a valuable member of our team in January 2021, taking on the role of Personal Assistant to assist Fay with general administrative tasks and keep Kane updated on various responsibilities, emails, and other essential duties. With a Bachelor of Law from BPP University in the United Kingdom, Dawn brings a unique understanding of policy wordings to her role. Beyond her professional expertise, Dawn is multilingual and possesses a diverse range of skills and interests, making interactions with her a delightful experience. Dawn is also qualified to provide expert advice on Life and Health Insurance products.



Alayne Kirk – Financial Adviser- Insurance Adviser/Broker (FSP Number 1004500)

Alayne became an integral part of our team in August 2021, collaborating closely with Kane, Brody, and Melissa to process and arrange various fire and general insurance products. Recently attaining qualification as a Financial Adviser on the fire and general side, Alayne brings valuable expertise to her role. With a robust background in farming and farming processes, she offers unique insights into the specific needs of our clients. Alayne is fully qualified to provide expert advice on Fire and General Insurance products, ensuring our clients receive tailored and knowledgeable guidance.



Jonathan Hay – Adviser Support and Trainee Financial Adviser - Life & Health Insurance Adviser

Jon became a valuable member of our team in November 2023, bringing a wealth of skills and expertise to the table. With a background in psychology and web development, Jon is a skilled professional with over 10 years of global experience. His journey includes teaching English in Japan and working in hospitality across New Zealand and England. Jon's unique blend of customer service, digital skills, and insights into people management make him an asset to our team.



Kerina Naidoo – Claims, Administration and Adviser/Broker Support

New to Invercargill, Kerina brings a wealth of support, marketing, and sales experience within the insurance industry from South Africa. With strategic acumen, she excels in navigating challenges, making informed decisions that assist clients through the claims process. As a long-standing member of the insurance industry, Kerina is committed to providing unwavering support to both clients and the team, ensuring a seamless and customer-centric experience.

Personal Insurance or Business Risk Products – Life and Health

In our role as risk advisers, we prioritise recommending comprehensive Life Risk options tailored to your needs. However, acknowledging budget constraints, we understand that opting for full coverage may not always be feasible. In line with your priorities and risk tolerance, we present various options for your consideration and decision.

Important Points to Note:

1. **Age-Related Premiums:** Some or all of the options come with age-related (stepped) premiums. These premiums are determined by factors such as age, gender, and smoking status, generally increasing each year until the policy concludes.
2. **Inflation Adjustments:** An annual option includes the offer of increased cover to keep pace with inflation, based on New Zealand's official Consumer Price Index (CPI). Accepting these adjustments will result in a premium increase.
3. **Product Variety:** Explore a range of insurance products designed to address specific risks and needs, such as life insurance, trauma cover, total and permanent disability (TPD) cover, income cover and medical insurance.
4. **Level Premium Consideration:** While level premiums come at a higher initial cost, they offer sustainability as the price of the cover remains constant, unaffected by annual age-related increases. For more information, please refer to the level premium section.

These considerations aim to provide flexibility, allowing you to choose the most suitable product and coverage option based on your circumstances, preferences, and budgetary constraints.



List of Life and Health Covers (Life Type Risks)

Personal Covers

1. **Untimely Death/Terminal Illness (Life Cover):**
 - Provides a lump sum or monthly income in the event of the life insured's death or terminal illness diagnosis. It ensures financial support for dependents and loved ones.
2. **Suffering Specified Serious Illnesses or Specific Events (Trauma Cover):**
 - Offers a lump sum payout upon the diagnosis of specified serious illnesses or experiencing specific events. This cover aids in covering medical expenses and lifestyle adjustments.
3. **Suffering a Permanent Disability (TPD – Unable to Work Ever Again Cover):**
 - Pays a lump sum benefit if the policyholder becomes permanently disabled and is unable to work. It provides financial assistance for ongoing living expenses and potential lifestyle modifications.
4. **Loss of Income through Sickness or Disability (Income Protection – Loss of Earnings):**
 - Ensures a steady monthly income in case the policyholder is unable to work due to sickness or disability. This cover helps maintain financial stability during periods of reduced income.
5. **Needing Timely Hospital or Specialist Treatment (Medical Insurance):**
 - Offers coverage for medical expenses, including hospital stays and specialist treatments. It ensures access to timely healthcare without the burden of significant out-of-pocket costs.
6. **Cancer Cover:**
 - Provides a lump sum benefit upon the diagnosis of cancer. This financial support can be used for medical treatments, additional care, or any other needs during the challenging period of battling cancer.
7. **Cancer Treatment and Investigation Cover:**
 - Specifically focuses on covering the costs associated with cancer treatments and investigations. It ensures that the policyholder can afford necessary medical procedures and tests.
8. **Funeral Cover:**
 - Offers a lump sum benefit to cover funeral expenses. This helps ease the financial burden on family members during a difficult time.
9. **Redundancy Cover:**
 - Provides monthly income support in the event of redundancy. This cover assists in maintaining financial obligations while seeking new employment.
10. **Premium Cover:**
 - Waives your insurance premiums while unable to work due to sickness or injury.

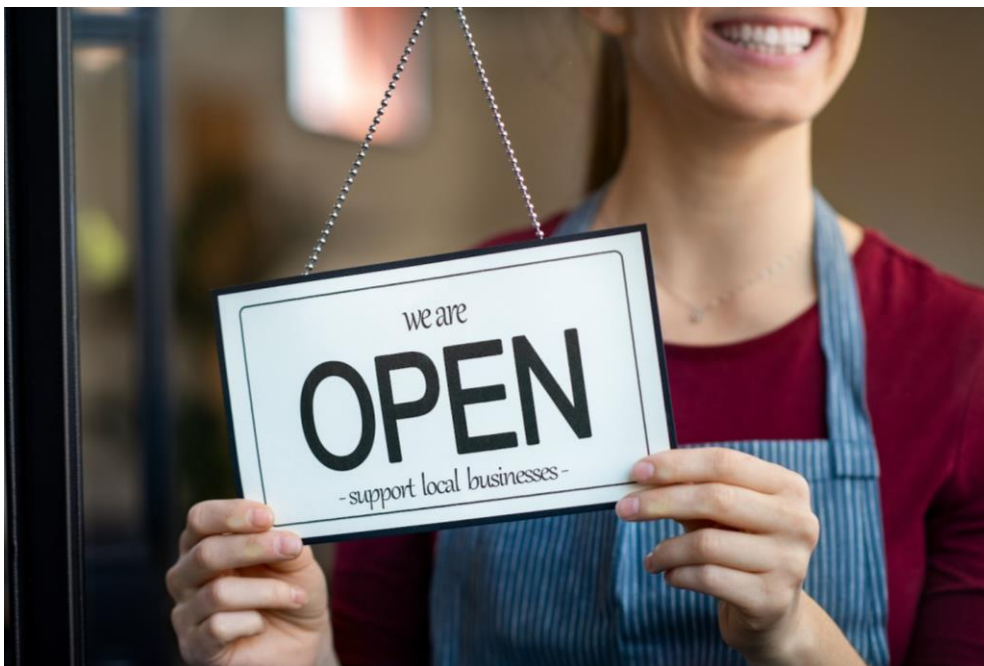


Mortgage Protection Insurance and Other Debt Protection:

- **Disability – Mortgage Repayment Cover:**
 - Ensures monthly mortgage payments are covered in the event of a disability, preventing financial strain on the policyholder.
- **TPD Cover:**
 - Pays a lump sum to cover outstanding debts in case of permanent disability, ensuring financial security.
- **Life Cover:**
 - Offers a lump sum to cover outstanding debts in the event of the policyholder's death, safeguarding family assets.
- **Trauma Cover:**
 - Provides a lump sum to cover debts upon the diagnosis of specified serious illnesses, helping maintain financial stability.
- **Redundancy Cover:**
 - Offers monthly income support during periods of unemployment, allowing for continued financial responsibilities.

Business Covers

1. **Business Disability Products (Key Person Monthly):**
 - **Objective:** Provides a monthly income to a business in the event of a key person being unable to work due to sickness or injury. Aims to maintain business cash flow to cover expenses, hire a locum, and support the owner's income.
2. **Debt Protection Cover:**
 - **Objective:** Offers a lump sum to pay off business debt if a key person dies, suffers trauma, or becomes totally and permanently disabled. Ensures financial stability and continuity in such circumstances.
3. **Business Key Person Cover (Key Person Lump Sum):**
 - **Objective:** Provides a lump sum in case of a key person's death, trauma, or total permanent disability. Assists in covering the business's financial responsibilities, such as long-term lease commitments, hiring a locum, or addressing closure costs.



4. **Shareholder/Partnership Buyout Insurance:**
 - **Objective:** Offers a lump sum to fund a buyout between shareholders or business partners in the event of premature death or total disablement. Facilitates a smooth transition and financial continuity for the business.
5. **Succession Insurance:**
 - **Objective:** Addresses farm or business succession by covering a lump sum in case of premature death or total disablement. This insurance can assist in providing funds for a buyout of specific assets or ensuring debt protection for the purchaser in cases of vendor funding.
6. **Group Insurance (Businesses Providing Cover for Staff):**
 - **Objective:** Designed for businesses providing insurance cover for staff. Larger businesses often have buying power, and group insurance may include covers such as death, trauma, total disablement, income protection, and medical cover. Acts as an attractive employee benefit, and larger staff numbers increase the likelihood of covering pre-existing conditions.

For more information on some of the more common risks, see the following:

Life Cover

How this cover works?

Life Cover provides financial protection in the event of the covered person's death or if they are diagnosed with a terminal illness with a life expectancy of fewer than 12 months. There are variations, including options that pay a regular monthly amount for a predetermined period.

Potential Uses of Life Cover:

1. **Debt Repayment:**
 - Paying off mortgages or business and personal debts, ensuring financial stability for the family or business.
2. **Funeral Expenses:**
 - Covering funeral costs, easing the financial burden during a difficult time.
3. **Cash Flow and Unexpected Costs:**
 - Acting as a slush fund to manage cash flow and unexpected expenses for businesses or personal situations.
4. **Key Person Protection:**
 - Mitigating the financial impact of losing a key person in a business, providing resources to manage the transition.
5. **Stress Management:**
 - Allocating funds for a holiday or additional expenses to alleviate stress for surviving family members.
6. **Retirement Booster:**
 - Serving as a source of funds to boost retirement savings or supplement income during retirement.
7. **Leaving an Income:**
 - Providing a reliable income stream for surviving family members, ensuring financial stability.
8. **Succession Planning:**
 - Supporting the financial aspects of a succession plan, facilitating a smooth transition in business or personal matters.
9. **Flexible Usage:**
 - Allowing flexibility in usage based on individual preferences and needs.

Life Cover is a versatile financial tool that can be tailored to meet specific requirements, providing peace of mind and financial security during challenging times.



Major Health Problem / Trauma Protection

How this cover works?

Trauma Insurance Unveiled:

Trauma insurance is designed to provide financial support to you or your business in the form of a lump sum if you meet the policy's definition of covered conditions or circumstances. The primary conditions covered typically include Cancer, Heart Attack, and Stroke, with some policies encompassing over 40 additional conditions. Progressive care options extend coverage to conditions not covered by standard trauma policies, taking severity percentages into account.

Key Aspects of Trauma Insurance:

1. Major/Severe Trauma Cover:

- A cost-effective alternative covering conditions requiring more advanced progression for a claim compared to standard trauma.

2. Partial/Diagnosis Early Advancement Benefit:

- Standard trauma often includes a benefit for partial diagnoses or early advancements, providing a claim for part of the sum insured for early stages of such critical illness.

3. Additional Options:

- Options like continuous trauma can be added to enable claims for multiple events.

Usage Examples of Trauma Insurance:

1. Mortgage Discharge:

- Clearing mortgage debts for financial freedom.

2. Lifestyle Enhancements:

- Funding holidays, retail therapy, or completing a bucket list.

3. Home Modifications:

- Making changes to the home for improved accessibility or comfort.

4. Savings Goals:

- Contributing to personal or business savings goals.

5. Emergency Fund:

- Establishing or bolstering an emergency fund for unforeseen circumstances.

6. Medical Costs:

- Covering medical expenses associated with the covered conditions.

7. Family Support:

- Providing financial support to family members during challenging times.

8. Overseas Family Repatriation:

- Facilitating the repatriation of family members living abroad.

9. Retirement Fund:

- Contributing to retirement savings for future financial security.

10. Business Debt Cashflow:

- Allowing for business debt cash flow in unforeseen circumstances.

Trauma insurance is a versatile solution offering financial security and peace of mind, ensuring you are prepared to face life's challenges with confidence.



Unable to Work Ever Again Risk (Total Permanent Disablement – TPD)

How this cover works?

Total and Permanent Disability (TPD) Cover: Essential Protection for Life's Unexpected Turns

What is this cover for?

TPD Cover provides a lump sum benefit if an accident, injury, or illness renders you unable to work permanently. It ensures financial stability during challenging times.



Key Features:

1. **Lump Sum Payout:**
 - Receive a lump sum benefit for total and permanent disability, offering crucial financial support.
2. **Occupation Definition:**
 - "Own occupation" definition eases claiming, requiring inability to perform your specific job post-incident. Or Choose from various definitions, balancing ease of claim with cost-effectiveness.
3. **Qualifying Period:**
 - A brief waiting period, typically 3 to 6 months, ensures timely assistance.
4. **Additional Claim Triggers:**
 - Coverage may extend to loss of limbs, permanent blindness, or cognitive damage.

Customisation Options:

- **Definition Selection:**
 - Tailor coverage to your needs, selecting the definition that aligns with your circumstances.
- **Qualifying Period Adjustment:**
 - Customise the waiting period to suit your financial readiness.

How can you use this cover?

TPD Cover serves as a versatile financial tool:

- **Debt Settlement:**
 - Pay off mortgage or business debt for financial stability.
- **Income Replacement:**
 - Create an income fund to replace lost earnings.
- **Aspirational Goals:**
 - Fulfil dreams, from holidays to retirement planning.
- **Emergency Fund:**
 - Safeguard against unforeseen expenses, ensuring financial resilience.
- **Medical Support:**
 - Cover medical and support costs associated with the disability.
- **Development Fund:**
 - Invest in personal or family development.
- **Major Purchases:**
 - Address specific needs like acquiring adaptive vehicles or home renovations.

TPD Cover offers peace of mind, tailored to your needs, ensuring financial support when facing permanent disability.

Loss of Income Risk

What is this cover for?

Loss of Income Risk Protection: Safeguarding Your Financial Stability

What is this cover for?

Facing illness or injury that renders you unable to work can significantly impact your financial stability. The Loss of Income Risk Protection is designed to provide a financial safety net during such challenging times, offering vital support for your household budget and living expenses.

Key Features:

1. **Income Continuation:**

- Maintains your income stream while you are unable to work, ensuring financial stability during periods of illness or injury.

2. **Household Budget Support:**

- Addresses the potential burden of losing income giving relief in dealing with medical issues. This cover helps cover living costs, medical expenses, and other financial obligations.

3. **Customisable Coverage:**

- Allows you to specify the cover benefit amount, benefit period, and waiting period based on your unique circumstances and needs.

4. **Additional Benefits:**

- Some income protection policies offer additional benefits, enhancing the ease of claims and providing comprehensive coverage.

5. **Business Continuity:**

- Especially relevant for business owners or key staff members, this cover assists in balancing business costs, hiring staff or a locum, and ensuring the continuity of essential business functions.

Customisation Options:

• **Cover Benefit Amount:**

- Tailor the coverage to match your income level, ensuring adequate financial support.

• **Benefit Period:**

- Define the duration for which the income continuation is provided, aligning with your recovery timeline and financial needs.

• **Waiting Period:**

- Specify the waiting period before the benefit kicks in, allowing flexibility to manage short-term financial needs.

Loss of Income Risk Protection offers peace of mind by addressing the financial strain associated with extended periods of illness or injury. Its customisable nature ensures that the coverage aligns precisely with your requirements, providing a crucial layer of financial security for you, your family, and your business.

Medical Treatment / Medical Insurance

What is this cover for?

Unlocking Timely Healthcare Solutions: Medical Insurance Insights

Medical insurance emerges as a crucial ally in expediting your return to work and maintaining overall well-being. The public healthcare system may entail extended waiting periods, hindering timely investigations, treatments, and surgeries, potentially exacerbating your condition, or leading to secondary complications.

Key Advantages of Medical Insurance:

1. **Timely Access to Care:**
 - Bypass lengthy public system queues for faster investigations, treatments, and operations.
2. **Alternative Treatment Options:**
 - Gain access to medical treatments not covered by the public system, such as non-Pharmac cancer treatments.
3. **Advanced Technology Access:**
 - Enjoy access to state-of-the-art technology, including newer MRI machines, enhancing diagnostic precision.
4. **Choice of Specialists:**
 - Exercise the freedom to choose specialists and treatment locations beyond your local region.

Additional Benefits:

1. **Accelerated Recovery:**
 - Swift medical interventions can expedite the recovery process, minimising downtime.
2. **Expanded Treatment Options:**
 - Explore a broader spectrum of treatment options, ensuring a tailored approach to your specific health needs.
3. **Non-Pharmac Treatment Coverage:**
 - Covering non-Pharmac treatments, including advanced cancer therapies, often not funded by the public system.
4. **Geographical Flexibility:**
 - Seek medical expertise and treatments beyond regional boundaries for comprehensive care.



Investing in medical insurance not only safeguards your health but also empowers you with choices and faster access to quality healthcare. In times of medical need, having a reliable insurance plan can make a significant difference in your journey towards recovery.

Premium Cover

What is this cover for?

Premium Cover: Ensuring Financial Peace During Challenges

Premium Cover serves as a financial safety net, waiving insurance premiums during periods of inability to work due to accident, illness, or injury. Designed with flexibility, it accommodates both working individuals and non-working individuals facing incapacitation, ensuring continued coverage during challenging times.

Key Features:

- 1. Premium Waiver:**
 - Temporarily suspends insurance premiums when you are unable to work due to accident, illness, or injury.
- 2. Wait Period:**
 - Activation occurs after a pre-specified wait period, providing coverage once the waiting duration is completed.
- 3. For Working Individuals:**
 - Supports employed individuals during periods of incapacity, easing financial burdens associated with insurance premiums.
- 4. For Non-Working Individuals:**
 - Extends coverage to non-working individuals, offering a reprieve from premiums if day-to-day living duties become challenging due to illness or accident.

Benefits:

- 1. Financial Relief:**
 - Alleviates financial strain by eliminating insurance premium obligations during incapacitation.
- 2. Flexibility in Coverage:**
 - Adaptable to the needs of both working and non-working individuals, ensuring inclusive protection.
- 3. Peace of Mind:**
 - Provides assurance that insurance coverage remains intact, allowing individuals to focus on recovery without financial concerns.

Whether you're facing a temporary setback in your ability to work or dealing with the challenges of day-to-day living, Premium Cover steps in to safeguard your financial stability. By temporarily waiving insurance premiums, it offers peace of mind and support during times when you need it most.

Policy Ownership and Insured

What does this mean?

Understanding the Basics:

- **Policy Ownership:**
 - Defines who or what entity holds the insurance policy.
- **Insured:**
 - Refers to the person to whom the benefits of the policy apply.

Considerations for Various Policies:

1. **Life Insurance, Medical, Total Permanent Disablement, Income Protection & Trauma:**
 - Joint ownership by spouses or partners facilitates seamless fund transfer, bypassing probate.
2. **Personal Policies (Income Protection, Trauma, Medical):**
 - Usually owned individually, with joint ownership in family scenarios for mutual support.
3. **Business Fire and General:**
 - Business entities should own policies, with individuals holding items as additional insured.
4. **Home and Contents, Vehicle Insurance:**
 - Owned by the homeowner and the registered vehicle owner, respectively.



Navigating Family Dynamics:

- **Couples and Families:**
 - Joint ownership simplifies claims processes, ensuring mutual support within the household.

Ensuring Smooth Administration:

- **Enduring Powers of Attorney:**
 - Vital for personal policies, enabling seamless administration if the policyholder faces incapacity.

Understanding the nuances of policy ownership and the insured party ensures that insurance aligns with individual and familial needs, providing financial security with clarity.

Combination of Level versus Stepped Premiums

What is Level & Stepped premiums? It is a balancing act.

Level & Stepped Premiums: Balancing Affordability and Long-Term Costs

Choosing between Level and Stepped premiums involves a careful balancing act, considering both immediate affordability and long-term financial planning.

Level Premiums:

- **Higher Initial Cost, Consistent Over Time:**
 - Level premiums start with a higher initial cost but remain consistent for a pre-selected period, regardless of age changes. This ensures stable pricing as you age.
- **Affordability in Later Years:**
 - Particularly beneficial later in life when stepped premiums tend to increase significantly. Level premiums allow you to maintain affordability for a base level of cover during your later working years and when the likelihood of claims is higher.
- **Potential Savings Over Time:**
 - May result in considerable savings on premiums over the long term, offering financial benefits as you age.
- **Claims Experience Impact:**
 - Depending on the insurer, level premiums might be subject to increases based on overall claims experience and other company factors. Any future increases, if necessary, would be based on the age when the original cover started.
- **Exceptions:**
 - Level premiums are not applicable to medical insurance, and for other insurance, level premium rates may be subject to government tax changes or insurers claims experience.

Stepped Premiums:

- **Incremental Increases Annually:**
 - Stepped premiums start lower but increase each year in correlation with age. This flexibility allows you to pay lower premiums initially.
- **Adaptable to Changing Risks:**
 - Suited for covering risks that may reduce over time. With stepped premiums, you pay for the coverage you need at each stage of life.
- **Immediate Affordability:**
 - Provides immediate affordability, making it an attractive option, especially for younger individuals.

Choosing between level and stepped premiums involves assessing your current financial situation, long-term goals, and risk coverage needs. Whether prioritising stable costs over time or seeking immediate affordability, both options offer unique advantages to align with your individual circumstances and preferences.



List of Fire and General Type Covers

- [Domestic Fire and General \(Click\)](#)

- House and Contents
 - Rental Property Cover
 - Landlord's Liability
 - Private Vehicle
 - o Vehicle Loss of Use
 - o Roadside Assistance
 - o Glass Glover
 - Private Boat
 - Move in New Zealand
 - Private boat, jet boat, jet ski
 - Trailer
 - Motor bikes
 - Classic/vintage vehicles
 - Domestic Cyber
 - Travel Insurance
- Lifestyle Blocks
 - Lifestyle Farm Assets, Motor and Liability.
- Domestic Cyber cover
- Travel Insurance
- Construction Insurance
- Renovation Insurance

- [Contract Works / Civil Works Insurance \(Click\)](#)

- Home construction, alteration and extensions.
- Commercial building construction, alteration and extensions.
- Civil construction works insurance.

- [Rural – Farming / Lifestyle / Agriculture / Horticulture Insurance \(Click\)](#)

- Buildings – Sheds, Woolsheds, Dairy Sheds, Implements Sheds, Packing Houses, and stalls.
- Netting and greenhouses.
- Animals Shelters and Wintering Barns.
- Minor Farm Buildings
- Interruption Cover, Loss of Gross Profit, Payroll, Claim Prep, and Additional Costs of Working.
- Contents/ Machinery, Conveyors, Plant and Tools.
- Irrigators, Pumps, Wells, Culverts
- Machinery Breakdown
 - Pumps and Motors – Surface and submersible.
 - Switchboards and other Electrical Equipment
 - Control Equipment and Starters
 - Refrigeration Plant
 - Other Machinery
- Forestry Lots
- Bulk Fertilisers in the Open
- Live Hedges and Shelterbelts
- Live Plants in a fully enclosed building
- Livestock Death
- Farm Dogs
- Specified and Unspecified Animals.
- Liquidation and Receivership Protection
- Frozen Semen, Dog Food
- Fences, Sheep and Cattle Yards
- Utilities
- Failure of Dairy Company to Collect
- Bridges

- Milk Cover, Produce, Feed. Refrigerated Goods and deterioration of Refrigerated Goods.
- Money
- Livestock Worry
- Liability Insurance
- Governance Liability
- Cyber Cover
- Houses, Contents, and accommodation.
- Transit, export and local. Container and other.
- Tree and Vine covers
- Crop Insurance
- Light or Heavy Vehicles, and Mobile Plant
 - Cars, Vans, Trailers, Motorbikes, Implements, Agricultural Machines, Trucks, diggers, tractors, picking platforms and cherry pickers.
 - Contractors Mobile Plant, Trucks and Trailers.

- [Business/Commercial, Industrial, Public or Association \(Click\)](#)

- Business/commercial Vehicles •
- Mobile Plant
- Material Damage – Buildings, contents/plant/equipment, stock
- Refrigerated Goods
- Customers / Suppliers goods not otherwise insured
- Machinery Breakdown Cover •
- Business Interruption
 - Loss of rents, loss of profits, additional costs •
- Business Interruption due to loss to Mobile Plant

- Contract Works (domestic, commercial or civil works)
- Public and Products Liability
 - Defective workmanship / property worked on cover
 - LBP Coverage
- Statutory Liability
- Employer's liability
- Design and certification Liability
- Asbestos Liability
- Environmental Liability
- Office Bearer's Liability (Body Corporate Liability)
- Trustees Liability
- Liability for Medical Malpractice
- Trade Credit Insurance
- Lawsafe
- Terrorism
- Taxation Investigation
- Professional Indemnity
 - Negligent Act, error, or omission
 - Civil
- Management Liability
 - Directors and Officers
 - Fidelity or Crime
 - Internet Liability
 - Defence Costs
 - Employment disputes / employment practices liability
 - Workplace accident
- Associations Liability
- Travel Insurance
- Consequential Loss
- Information Technology – Tech Liability, civil
- Bailees Liability (storage for reward)

- Product Recall – Special cover for food and beverage business.
- Boiler explosion
- Clinical Trials
- Defamation
- Multi Year Construction Risk
- Seedsmen's Liability
- Structural Defects
- Contaminated Products
- Product Recall – Special i.e. food and beverage • Event Cover

- [Cyber Cover and Liability \(Click\)](#)

- Cyber Cover and Liability

- [Carriers Liability, Cargo Cover \(Click\)](#)

- Carrier's Liability
- Cargo Insurance

- Container liability

- [Marine – Commercial \(Click\)](#)

- Commercial Marine Hull
- Fishing Insurance
- Marine gear and Liability
- Ship repairer's Liability / Marine repair
- Boat Builders' Cover
- Private boat, jet boat, jet ski
- Protection and Indemnity (P&I) Insurance

- [Aircraft \(Click\)](#)

- Aviation Hull and 3rd party liability
- Aviation, Aviation care, custody or control, and Aviation Liability
- Hangar keeper's Liability
- Aviation Liability

For more information on the more common covers see the following descriptions:

Fire and General Insurances

House Insurance

House Insurance: Safeguarding Your Home

Comprehensive Coverage:

- **Protection Against Damage:**
 - Covers sudden, accidental damage to your house.
- **Natural Disasters Inclusion:**
 - Safeguards your home against natural disasters.
- **Liability Coverage:**
 - Shields you as a property owner, providing liability protection.
- **Accommodation Benefits:**
 - Includes provisions for alternative accommodation during repairs.
- **Landlord's Cover Option:**
 - Tailored for property owners with tenanted residences.



Addressing Gradual Damage:

- **Hidden Water Systems:**
 - Commonly covers gradual damage caused by concealed internal water systems.

Ensuring Peace of Mind:

House insurance offers a robust safety net, providing financial security in the face of unexpected events, natural disasters, and liabilities. Choose comprehensive coverage to safeguard your home and enjoy peace of mind.

Contents Insurance

Contents Insurance: Protecting Your Belongings

Comprehensive Coverage:

- **Safeguarding Your Possessions:**
 - Covers sudden, accidental damage or loss to your contents.
- **Natural Disasters Protection:**
 - Shields your belongings against the impact of natural disasters.
- **Inclusive Liability Coverage:**
 - Provides liability protection for tenants or owners.

Personal Items Coverage:

- **Comprehensive Protection:**
 - Extends coverage to personal items like cell phones, glasses, jewellery, and more.

Additional Protections:

- **Liability for Pet-Related Damages:**
 - Covers liability for damages to others' property caused by pets.
- **Standard and Customised Limits:**
 - Standard limits for items like jewellery and collections, with options to increase coverage.

Tailored Security:

Choose contents insurance for a personalised and comprehensive shield, ensuring your possessions are protected against unforeseen events, natural disasters, and potential liabilities.



Private Vehicle

Private Vehicle Insurance: Your Road Companion

Complete Vehicle Protection:

- **Damage Coverage:**
 - Safeguards against damage to your personal vehicle.
- **Liability Protection:**
 - Covers liability for damage to other vehicles and property.



Versatile Coverage:

- **Extended Vehicle Types:**
 - Inclusive coverage for various vehicles:
 - Campers, caravans, classic/vintage vehicles, motorcycles, and trailers.
- **Additional Benefits:**
 - Options for added protection:
 - Glass coverage, loss of use cover, and roadside assistance.

Tailored Road Security:

Ensure your journey is protected with comprehensive insurance for your private vehicle. From damage coverage to liability protection, choose additional benefits to customise your road companion's safeguard.

Private Boat

Private Boat Insurance: Navigate with Confidence

Comprehensive Boat Protection:

- **Damage Coverage:**
 - Protection against damage to your private boat.
- **Liability Safeguard:**
 - Covers liability for damage to other property.
- **Salvage Costs:**
 - Addresses costs associated with salvage operations.



Versatile Marine Coverage:

Expanded Coverage:

- Inclusive coverage for various marine assets:
 - Jet skis, yachts, and other marine property.

Cruise with Assurance: Embark on aquatic adventures with confidence, knowing your private boat is shielded. From damage coverage to liability protection, our insurance options extend to salvage costs, ensuring your maritime pursuits are worry-free.

Commercial Marine Hull

Commercial Marine Hull Insurance: Navigating Business Waters Safely

Comprehensive Vessel Protection:

- **Damage or Loss Coverage:**
 - Safeguards against damage or loss to vessels.
- **Machinery and Equipment:**
 - Extends coverage to machinery and equipment on board.
- **Cargo Protection:**
 - May include coverage for cargo on the vessel.
- **Salvage and Wreck Removal:**
 - Addresses costs related to salvage or wreck removal.
- **Pollution Risk:**
 - Coverage for pollution risks arising from marine activities.



Specialised Liability Coverage:

- **Ship Repairer Liability:**
 - Covers liability while working on vessels for repairs and maintenance.
- **Care, Custody, and Control:**
 - Protects against loss and damage to vessels in your care.

Tailored Coverage for Boat Builders:

- **Boat Builders' Cover:**
 - Specialised coverage catering to the unique needs of boat builders.

Smooth Sailing for Your Business:

Navigate commercial waters confidently with comprehensive coverage. From vessel protection to specialised liability and tailored solutions for boat builders, our insurance options ensure your maritime business sails smoothly.

Aviation

Aviation Insurance: Soaring with Confidence

Comprehensive Aircraft Protection:



- **Aircraft Hull Coverage:**
 - Protection against damage to the aircraft hull.
- **Property Damage:**
 - Covers losses resulting from property damage.
- **Loss of Cargo:**
 - Safeguards against the loss of cargo during transit.
- **Personal Injury Protection:**
 - Addresses injuries to people related to aircraft use.
- **Aircraft Hull Liability:**
 - Liability coverage for damage resulting from the use of aircraft.

Specialised Liability Coverage:

- **Hangar Keepers' Liability:**
 - Protects against liability related to hangar operations.
- **Liability for Aircraft in Care:**
 - Covers liability for aircraft in your care, custody, and control.
- **Resultant Damage Liability:**
 - Addresses liability arising from work done, resulting in damage.

Fly High with Confidence:

Whether it's maintaining, operating, or safeguarding against liabilities, our aviation insurance ensures you soar high with confidence in every aspect of your aviation endeavours.

Rural – Farming / Lifestyle / Agriculture / Horticulture Insurance

In New Zealand, insurance for farm, lifestyle, agriculture, and horticulture is a crucial component of risk management, providing protection to individuals and businesses against the unique challenges posed by the country's diverse landscapes and agricultural practices. Here's a brief introductory overview of insurance in these specific sectors within the New Zealand context:

1. Farm Insurance: New Zealand's farm insurance caters to the specific needs of agricultural operations, offering coverage for farm dwellings, machinery, livestock, produce, crops and other aspects of Farming. Given the country's susceptibility to seismic activity, adverse weather events, and biosecurity risks, farm insurance aims to mitigate many types of financial losses. Additionally, it often includes liability coverage to protect against accidents and injuries on the farm.

2. Lifestyle Insurance: Lifestyle insurance in New Zealand addresses the insurance needs of individuals living in rural or semi-rural settings. It typically covers homes, personal property, and may offer liability protection specific to the risks associated with the Kiwi lifestyle. This may include coverage for lifestyle blocks, rural residences, and recreational assets.

3. Agriculture Insurance: Agriculture insurance in New Zealand focuses on the diverse agricultural sector, providing coverage for crop insurance, livestock insurance, and protection against specific perils such as floods, and threats. With the country's reliance on agriculture and exports, these policies play a vital role in sustaining the economic viability of farming operations.

4. Horticulture Insurance: Horticulture insurance caters to the needs of fruit, vegetable, and ornamental plant growers, offering protection against weather-related events, and perils. Given New Zealand's reputation for high-quality horticultural products, insurance is instrumental in maintaining the resilience of this sector and supporting horticulturists in the face of unpredictable challenges.

The unique geography and climate of New Zealand make insurance essential for the sustainability of its rural communities. Insurance providers in the country tailor their products to address the specific risks faced by farmers, lifestyle, and those involved in agriculture and horticulture, contributing to the overall resilience and stability of the nation's vital primary industries.



Business vehicles and mobile Plant

Business Vehicles & Mobile Plant Insurance: Drive with Confidence

Comprehensive Coverage for Business Assets:

- **Vehicle Protection:**
 - Safeguarding your business vehicles from unexpected damages.
- **Mobile Plant Coverage:**
 - Comprehensive protection for critical mobile assets like diggers, dozers, and forklifts.

Additional Optional Benefits:

- **Loss of Use Cover:**
 - Ensuring continued operations by covering downtime costs.
- **Loss of Revenue Cover:**
 - Protection for key machines to mitigate revenue loss.

Liability Safeguards:

- **Public Liability (Add-on):**
 - Extending coverage to damage caused to others during mobile plant operations.

Drive Your Business Forward:

Our Business Vehicles & Mobile Plant Insurance options provide a robust shield for your business assets, offering peace of mind as you navigate through daily operations.



Material damage

Material Damage Insurance: Fortify Your Business Assets

Comprehensive Coverage for Business Property:

- **Building Protection:**
 - Safeguarding your commercial buildings against unforeseen events like natural disasters, fire, burglary, and malicious damage.
- **Content Security:**
 - Comprehensive coverage for contents, including fit-outs, ensuring your business essentials are protected.
- **Plant and Machinery Coverage:**
 - Protecting essential business assets like machinery, and other valuable equipment.
- **Stock Protection:**
 - Coverage against loss or damage to your business stock, ensuring your valuable inventory is financially protected.
- **Work in Progress Assurance:**
 - Safeguarding work that is in progress, providing financial security in case of unforeseen events affecting ongoing projects.



Customised Options for Added Protection:

- **Fixed Plant (Vehicle Business Use):**
 - Tailoring coverage for fixed plant used in or on vehicles for business purposes, offering replacement cover.
- **Machinery Breakdown Cover:**
 - Additional protection for plant machinery, ensuring coverage for breakdowns.

Secure Your Business Investments:

Material Damage Insurance provides a robust shield for your business property and assets, ensuring resilience against unexpected events.

Business Interruption

Business Interruption Insurance: Comprehensive Coverage for Your Business Continuity

In the realm of Business Interruption Insurance, we go beyond the ordinary to provide an all-encompassing shield for your business:

1. **Premises Damage Protection:**

- Robust financial support for interruptions due to damage to your premises.
- Inclusive coverage for disruptions to vital utilities like water, power, or gas.

2. **Supply Chain Interruption:**

- Tailored coverage addressing interruptions caused by disruptions in the supply of goods to your business.

3. **Limited or Cut-off Access:**

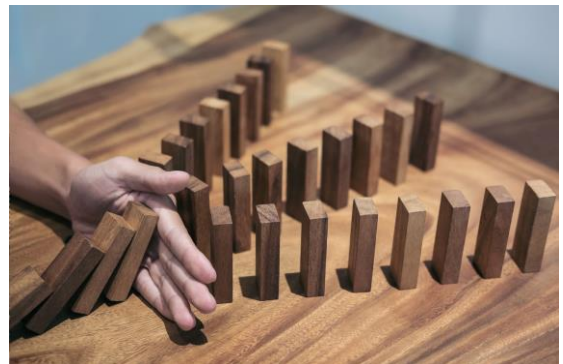
- Extensive protection for scenarios where access to your property is restricted or completely severed.

4. **Material Damage-Induced Loss:**

- Financial support to mitigate repercussions resulting from loss due to covered material damage events.

5. **Mitigating Financial Losses:**

- **Loss of Rents:** Safeguarding against financial losses associated with property rents.
- **Outgoings Coverage:** Inclusive protection for necessary outgoings that must be paid during disruptions.
- **Profit Protection:** Coverage for the loss of profits incurred during the interruption period.
- **Additional Costs of Working:** Financial support for extra expenses required to continue business operations.
- **Payroll Costs:** Comprehensive coverage for funding payroll expenses within the indemnity period.



6. **Claim Preparation Costs:**

- Inclusive coverage for the costs incurred in preparing and presenting a claim, ensuring a smooth process.

Choose our Business Interruption Insurance options for a comprehensive safety net, covering aspects of financial loss and ensuring your business remains resilient in the face of unforeseen disruptions.

Machinery Breakdown

Machinery Breakdown Insurance: Comprehensive Protection with Business Continuity in Mind

Our Machinery Breakdown Insurance options not only safeguards against operational interruptions but also considers the broader impact on your business:

1. **Accidental Loss Coverage:**

- Robust financial protection against accidental losses to insured machinery.
- Coverage extends to pre-specified situations, ensuring a tailored and effective shield.

2. **Breakdown Due to Multiple Causes:**

- Inclusive coverage for breakdowns caused by mechanical, electrical, or electronic means.

3. **Complex Cover Considerations:**

- Acknowledging the complexity of operational setups, our policy caters to a wide range of circumstances.
- Detailed policy wording provides clarity on the specific scope of coverage under various scenarios.

4. **Business Interruption as a Result:**

- Understanding the interconnected nature of business operations, our policy accounts for potential business interruptions.
- Provisions for coverage extend to financial losses, ensuring business continuity during machinery downtime.



Ensure the uninterrupted functioning of your machinery while simultaneously addressing the broader business impact with our Machinery Breakdown Insurance options. Delve into the intricacies of our coverage options to appreciate the tailored protection it offers for both operational assets and business continuity.

Premium funding

Premium Funding: Flexible Payment Solutions for Your Insurance Premiums

Experience the convenience of managing your fire and general insurance premiums with our Premium Funding service, offering flexible payment options:

1. Instalment Flexibility:

- Opt to pay your fire and general insurance premiums fortnightly, monthly, or quarterly, providing financial flexibility.

2. Yearly Settlement by Funder:

- The funder settles the annual insurance premiums, allowing you to spread the cost through instalment payments.

3. Consolidated Policies, Simplified Payments:

- Easily manage multiple policies with a single provider under one payment frequency, streamlining your insurance payments.

4. Additional Cost Considerations:

- While offering financial convenience, Premium Funding incurs additional costs such as interest and fees on top of the annual premium.

5. Payment Plans Through Brokers:

- Explore payment plans facilitated by brokers, allowing the settlement of the entire annual amount in multiple instalments within the initial 60 days, avoiding extra costs.

6. Frequency Options for Life, Trauma, TPD, Income Protection, and Medical Insurances:

- Tailor your payment frequency for these insurances, typically offering weekly, fortnightly, monthly, or annual options. The chosen frequency may impact the overall annual premium. With these types of insurances, payments are made direct with insurers.

Embrace financial flexibility and simplified payment structures with Premium Funding, ensuring your insurance needs align seamlessly with your budget and preferences.

Excess

Understanding Excess in Insurance: Your Contribution to Claims

Navigate the concept of excess in insurance policies, where you play a role in covering losses when making a claim:

1. **Financial Contribution:**
 - Excess is the predetermined amount you contribute towards a claim, set by the insurance company and chosen based on your preferences.
2. **Not at-Fault Incidents:**
 - In cases like a vehicle policy where someone else is at fault, and liability is established, the excess might be waived, relieving you of the financial burden.
3. **Glass Claims Exceptions:**
 - Some insurers may offer no excess for glass claims on vehicles, especially under full cover policies. Glass cover options may vary, even allowing additions to 3rd party only policies.
4. **Home Insurance Considerations:**
 - Home insurance may present lower excess amounts for specific items like house glass. Certain insurers might even provide options for a zero excess on house glass breakage.
5. **Contents Cover and Glasses Protection:**
 - Contents cover may feature no excess options for glasses breakage. Explore insurers offering choices to eliminate excess for added peace of mind.

Understanding excess options empowers you to tailor your insurance coverage to align with your financial preferences and specific needs. Check policy details to leverage exemptions and choose excess options that suit your circumstances.

Earthquake buy-down Excess

Earthquake Buy-Down Excess: Tailoring Protection to Your Needs

Navigating the intricacies of natural disaster excess, particularly post-Christchurch earthquakes, offers opportunities for personalised insurance coverage:

1. **Natural Disaster Excess Overview:**
 - Typically ranging from 2.5% to 10% of the site sum insured, the natural disaster excess poses a financial commitment in the event of earthquake-related claims.
2. **Buy-Down Options:**
 - Exploring alternatives, you can request a quote from a Lloyds cover holder to buy down the excess to a specified dollar figure or even as low as 1%, optimising your coverage, we can facilitate this.
3. **Financial Impact Example:**
 - Consider a scenario where the repair cost from an earthquake event is \$25,000, and your site sum insured is \$1,000,000 with a 2.5% or 5% excess. This results in an excess of \$25,000 or \$50,000, potentially surpassing the loss amount. Choosing a 1% excess reduces this to \$10,000, offering a more balanced approach.

By leveraging buy-down options, you gain flexibility in tailoring excess levels to align with your risk tolerance and financial preferences. Assessing these alternatives ensures your insurance coverage remains comprehensive while addressing specific considerations like earthquake-related excess costs.



Liability Insurance Standard Products

Public and Products Liability (General Liability)

Public and Products Liability (General Liability): Safeguarding Your Business

Comprehensive Coverage for Liability Risks:

1. Injury and Property Damage:

- Protection against legal liabilities arising from injury to the public or damage to their property, ensuring financial coverage for potential legal claims.

2. Fault and Defence Costs:

- Coverage for situations where you or your employees are deemed at fault, including the associated defence costs incurred during legal proceedings.

3. Defective Workmanship:

- Optional or included benefits to safeguard against defective workmanship claims, acknowledging the potential legal and financial implications of such disputes.

4. Holistic Vehicle Coverage:

- Inclusion of coverage for vehicles used as tools of trade, such as damage caused by owned excavators, addressing liabilities beyond typical public or product scenarios.



**WHO IS
ACCOUNTABLE?**

Given the substantial legal outcomes associated with these claims, Public and Products Liability Insurance serves as a critical shield for your business, ensuring financial stability and protection against unforeseen liabilities.

Statutory Liability

Statutory Liability Insurance: Safeguarding Your Business Against Legal Breaches

Comprehensive Coverage for Unintentional Breaches:

1. Fines and Defence Costs:

- Protection against fines and associated defence costs arising from unintentional breaches of various New Zealand statutes, ensuring financial coverage for legal proceedings.

2. Health & Safety at Work Act 2015:

- Coverage for defence costs and reparations specifically under the Health & Safety at Work Act 2015, addressing legal responsibilities related to workplace safety. Noteworthy: Fines imposed under this act are not covered, aligning with regulatory restrictions.

3. Excluded Acts:

- Awareness of acts not typically covered, including but not limited to the Arms Act 1983, Aviation Crimes Act 1972, Crimes Act 1961, Misuse of Drugs Act 1975, and others, as outlined in the policy schedule.

Statutory Liability Insurance provides a crucial layer of protection, ensuring your business remains resilient in the face of unintentional breaches and legal challenges, with coverage extending to defence costs in specified areas.

Employers' Liability

Employers' Liability Insurance: Protecting Your Business and Employees

Comprehensive Coverage for Employee Injuries:

1. Defence Costs and Damages:

- Protection for entities against defence costs and legally mandated damages resulting from employee injuries not covered by ACC (Accident Compensation Corporation), offering financial security for unforeseen situations.

2. Gaps in ACC Coverage:

- Addressing gaps in ACC coverage, such as specific stress-related conditions, and scenarios where punitive or exemplary damages are awarded due to an employee injury at work.

3. Crucial Financial Safeguard:

- Ensuring financial support for businesses with employees, providing coverage for legal liabilities and associated defence costs arising from employee injuries.

Employers' Liability Insurance acts as a crucial safety net, extending coverage beyond ACC limitations and offering financial protection for businesses in situations where employees sustain injuries not fully covered by existing schemes.

Professional Indemnity

Professional Indemnity Insurance: Safeguarding Your Professional Services

Comprehensive Protection for Professional Services:

1. **Allegations of Breach:**

- Defends against allegations of breaching professional duty in the provision of advice, services, or work that is considered advisory in nature.

2. **Legal Expense Coverage:**

- Provides coverage for legal expenses incurred in defending against claims, ensuring financial protection for your business.

3. **Compensation Awards:**

- Safeguards your business by covering compensation awards resulting from claims of professional negligence, errors, or omissions.

4. **Specialised Coverage:**

- Offers specialised coverage tailored to different professions, with variations such as civil liability or protection against specific negligent acts.

Professional Indemnity Insurance is essential for businesses providing professional advice or services, offering a robust defence against legal challenges and financial security in the event of compensation awards.

Cyber Cover and Liability

“Cyber cover” and “cyber liability” are terms commonly used in the insurance industry to describe coverage and protection against cyber-related risks. Let’s break down each concept:

Cyber Cover:

Cyber cover refers to insurance policies designed to protect individuals, businesses, and organisations from the financial losses and liabilities associated with cybersecurity incidents. These incidents can include data breaches, cyberattacks, and other malicious activities that compromise the confidentiality, integrity, or availability of digital information.

Key components of cyber cover may include:

1. **Data Breach Coverage:**
 - Protection against the costs associated with a data breach, including notification expenses, credit monitoring services for affected individuals, and costs related to regulatory compliance.
2. **Cyber Extortion Coverage:**
 - Coverage for expenses related to cyber extortion, such as ransom payments and the costs associated with responding to threats.
3. **Business Interruption Coverage:**
 - Compensation for financial losses resulting from a cyber incident that disrupts business operations.
4. **Reputation Management:**
 - Assistance with public relations efforts and reputation management in the aftermath of a cyber incident.
5. **Legal and Regulatory Coverage:**
 - Coverage for legal expenses and regulatory fines associated with a cybersecurity incident.
6. **Forensic Investigation:**
 - Support for forensic investigations to determine the extent and cause of a cyber incident.



Cyber Liability:

Cyber liability specifically focuses on the financial responsibilities and legal liabilities arising from a cybersecurity incident. It addresses the potential legal consequences and financial obligations that a business or individual may face in the event of a data breach or cyberattack.

Key aspects of cyber liability may include:

1. **Third-Party Liability:**
 - Coverage for legal costs and damages that may arise from claims by third parties, such as customers or clients, affected by a data breach.
2. **Regulatory Liability:**
 - Protection against fines and penalties imposed by regulatory bodies for non-compliance with data protection laws and regulations.
3. **First-Party Liability:**
 - Coverage for direct costs incurred by the insured, such as notification expenses, credit monitoring, and public relations efforts.
4. **Cyber Extortion Liability:**
 - Coverage for expenses related to cyber extortion, including ransom payments.
5. **Network Security Liability:**
 - Protection against claims related to unauthorised access or use of computer systems.
6. **Media Liability:**
 - Coverage for defamation, libel, or slander claims arising from online content.

Cyber cover and cyber liability are integral components of risk management in an increasingly digital and interconnected world. As the cyber threat landscape evolves, businesses and individuals are encouraged to assess their specific needs and obtain appropriate coverage to mitigate the financial and legal risks associated with cyber incidents. It’s important to carefully review policy terms, conditions, and exclusions to ensure comprehensive coverage.

Management Liability may include

Management Liability Insurance: Safeguarding Your Business Leadership

Effective business management involves risks, and Management Liability Insurance provides essential coverage to protect your leadership team and the entity from potential legal challenges. Here's an in-depth look at the components of this comprehensive insurance:

1. **Directors and Officers Liability:**
 - *Coverage:* Protects directors, officers, and the entity against legal costs and liabilities resulting from alleged wrongful acts in managing the businesses governance.
 - *Importance:* Provides financial security for key decision-makers, fostering confidence in strategic business leadership.
2. **Crime and Fidelity:**
 - *Coverage:* Safeguards against losses stemming from fraud, theft, or dishonest acts committed by employees or associated persons.
 - *Importance:* Mitigates financial risks associated with internal dishonesty, enhancing overall risk management.
3. **Employment Disputes:**
 - *Coverage:* Protects against liabilities arising from employee claims related to harassment, discrimination, or unjust termination.
 - *Importance:* Ensures a secure financial stance in the face of employment-related legal challenges, fostering a positive workplace environment.
4. **Internet Liability and Infringement of Intellectual Property Rights::**
 - *Coverage:* Addresses claims related to errors or omissions committed while using the internet.
 - *Importance:* Recognises the evolving digital landscape, providing coverage for internet-specific legal challenges and reputational risks.
 - *Coverage:* Covers claims related to the infringement of intellectual property rights, defamation, and unauthorised use of protected elements.
 - *Importance:* Shields the business from legal and financial repercussions associated with intellectual property disputes.
5. **Defence Costs:**
 - *Coverage:* Provides separate legal defence costs cover in case the main policy becomes unavailable due to a statutory charge.
 - *Importance:* Ensures continuous legal protection even in challenging situations, maintaining the entity's legal defence capabilities.

Management Liability Insurance is a vital asset for businesses, offering a robust shield against various risks tied to managerial decisions and actions. By securing this comprehensive coverage, businesses can navigate uncertainties with confidence, knowing they have a financial safety net in place.



Occupation Specific Covers

Occupation-Specific Covers: Tailored Protection for Specialised Risks

Certain professions and industries face unique risks that demand specialised insurance coverage. Explore the range of occupation-specific covers designed to address niche markets and provide targeted protection. While detailed information is available upon request, here's a glimpse into some of these specialised insurances:

1. **Asbestos Liability:**
 - **Coverage:** Addresses liabilities associated with asbestos-related risks, offering protection tailored to industries dealing with asbestos materials.
 - **Importance:** Mitigates legal and financial exposures linked to asbestos-related claims and damages.
2. **Environmental Liability:**
 - **Coverage:** Provides protection against liabilities arising from environmental risks and pollution incidents.
 - **Importance:** Safeguards businesses against legal consequences and cleanup costs related to environmental incidents.
3. **Design Liability:**
 - **Coverage:** Focuses on liabilities arising from design-related errors or omissions in various professional fields.
 - **Importance:** Offers targeted protection for design professionals facing risks unique to their industry.
4. **Consequential Loss:**
 - **Coverage:** Addresses financial losses resulting from unforeseen events or disruptions impacting business operations where there is a public, statutory or employers' liability claim.
 - **Importance:** Ensures financial resilience by covering losses beyond direct property damage, such as business interruption.
5. **Technology Liability Insurance for Software Developers and IT Professionals**
 - In the rapidly advancing field of technology, where software developers and IT professionals play a crucial role, Technology Liability Insurance becomes a vital asset. This specialised coverage is tailored to address the unique risks associated with developing and providing technology-related services. Here's a detailed look at what Technology Liability Insurance entails for individuals or companies involved in software development:
6. **Workplace Accident:**
 - **Coverage:** Tailored for industries with specific workplace accident risks, providing financial support for injuries and related liabilities.
 - **Importance:** Offers specialised coverage for occupational hazards, ensuring adequate protection for employees.
7. **Jewellers Block:**
 - **Coverage:** Designed for jewellers, offering protection for risks associated with the jewellery industry, such as theft or damage to valuable items.
 - **Importance:** Safeguards jewellers against financial losses resulting from theft, accidents, or other unforeseen events.
8. **Vehicle Dealers**
 - **Coverage:** Tailored to protect car dealerships from risks like theft, damage, or loss of inventory and vehicles, including those with D plates.
 - **Importance:** Crucial for dealerships to avoid financial losses due to unforeseen events, ensuring smooth business operations.

Occupation-specific covers provide a crucial layer of protection for businesses facing unique challenges. For a more in-depth understanding and personalised guidance on these insurances, consider consulting with an adviser who can tailor solutions to your specific industry and profession.

Taxation Investigation

Taxation Investigation Insurance: Safeguarding Your Finances During Audits

Coverage Highlights:

1. **Audit Costs:**
 - Covers necessary and reasonable costs during tax audits or investigations.
2. **Full Duration:**
 - Extends coverage until the completion of the audit process.
3. **Cost Types:**
 - Includes legal, accounting, and professional service fees.
4. **Professional Support:**
 - Assists in hiring legal and tax professionals for representation.
5. **Dispute Resolution:**
 - Supports resolving disputes and defending tax positions.

Benefits:

- Mitigates financial burden during unexpected tax challenges.
- Encourages proactive risk management and compliance.
- Provides peace of mind to business owners and stakeholders.

Claim Process:

- Inform insurer upon receiving a tax audit notice.
- Assessment and coverage for eligible costs as per policy terms.

Overall Impact:

- Enables businesses to face audits confidently.
- Promotes adherence to tax regulations for positive outcomes.



Specific Providers we may source covers with

Woodward Insurance Brokers Ltd operates with a core group of primary insurers, ensuring comprehensive and reliable coverage for clients. These primary providers form the foundation for most insurance placements. However, the broker maintains flexibility by incorporating supplementary options during specific risk placements and engaging with underwriting agencies to obtain diverse quotes. This dynamic approach allows Woodward Insurance Brokers Ltd to adapt to the unique needs of clients, ensuring optimal coverage and client satisfaction. The broker's commitment to constant evaluation and potential addition of reliable insurance partners reflects their dedication to providing tailored and effective insurance solutions.

- AIG
- Allianz Partners
- AMP
- Ando
- Ando Lloyds of London
- Berkshire Hathaway
- Cover-More
- Chubb
- Classic Cover
- Delta
- Delta Property
- Dual
- Earthquake Commission
- Emergence
- EventCover
- Fire and Emergency NZ
- Harman Kemp
- Lloyds Representatives
- Lumley
- Mecon
- NM Marine Zurich
- National Motorcycle Insurance
- Nautical
- NZI
- Primacy
- Protecsure
- Proteus Marine
- QBE
- QBE Aviation
- Quantum
- Rosser
- Star
- Sunderland Marine
- Swann
- TLC
- UAA
- Vero
- Vero Liability
- Vero Marine
- Zurich

Specific Insurance Providers that we source our Life/Health products from are:

- AIA NZ (was Sovereign)
- Asteron Life
- Accuro
- Chubb (was Cigna)
- Fidelity Life
- NIB
- Partners Life
- Resolution Life (was AMP, AXA)

Premium Funding Providers

- Elantis Premium Funding
- Hunter Premium Funding
- Iqumulate Premium Funding

How we are Paid

We emphasise fee transparency, primarily earning commissions for financial advice. The company applies a \$17.25 per invoice fee for fire and general products, or single vehicle insurance the pre policy fee is \$26.45, additional fees for extra services can be discussed and charged. While commissions are integrated into policy premiums, our employees are mostly on salaries, they may receive bonuses for compliant processes. Collaboration with other brokers involves sharing commissions, ensuring favourable customer outcomes.

Fees

Woodward Insurance Brokers LTD prioritises transparency in its fee structure and compensation. While financial advice does not incur specific charges, the company receives commission for its services. For fire and general type products, an invoice fee of \$17.25 is applied for each invoice issued unless it is for a single vehicle insurance, then the invoice fee will be \$26.45. Additional fees may be discussed and agreed upon for extra services.

In cases where brokerage commission isn't allocated within a specific product, an industry usual normal percentage of commission will be charged for that type of product presented and combined with an invoice fee of \$17.25. The company encourages environmentally friendly practices, preferring electronic mailing for efficiency and compliance purposes. If clients opt for postal delivery, a reasonable fee is applied to cover extra compliance efforts, printing, and postage expenses. This commitment reflects the company's dedication to providing clear and fair financial services to its clients.

Commissions, Incentives and Conflicts of Interests

Woodward Insurance Brokers Ltd operates on a commission-based model, earning commissions, brokerage commissions, bonus commissions, and/or FAP commissions from insurance providers when advising and placing policies. The company's employees, primarily compensated through salaries or wages, do not directly receive these commissions. However, bonuses, including a share of commission, may be part of employees' remuneration packages, aimed at promoting compliant processes and excellent customer service. The commissions earned by Woodward Insurance Brokers are integrated into policy premiums. On occasions, the company may collaborate with other brokers or advisers, sharing commissions for optimal client service. Additionally, self-employed contractors may receive a percentage of commissions or brokerage commissions for services provided. The company remains committed to ensuring compliant advice and favourable customer outcomes.

For Life Type Risk Insurance Products:

When purchasing life and/or health insurance through Woodward Insurance Brokers Ltd, the insurer compensates the broker with commissions based on a percentage of the premium paid. There are different types of commissions:

1. **Initial and Bonus Commission:** A percentage applied to the first year's insurance premiums, with bonus commission potentially applied to the initial commission or premium. These commissions are integrated into the overall premium.
2. **FAP Commission:** A percentage applied to the initial or bonus commission or premium.
3. **Ongoing/Service Commission:** A percentage of your premiums, starting from the first renewal and continuing thereafter. In some cases, ongoing/service commission may begin earlier, such as from month 3, depending on the provider.

For Fire and General Insurance Products:

In relation to fire and general products, Woodward Insurance Brokers Ltd earns a percentage of the company and earthquake premium paid, known as brokerage commission. Here are the details:

1. **Brokerage Commission:** A percentage of your insurance premium each year.
2. In cases where brokerage commission is not explicitly allocated within a fire and general product, a standard commission typically applied to that type of product will be charged. This will be presented as an invoice fee combined with the \$17.25 invoice fee, or for a single vehicle policy \$26.45 invoice fee.
3. If you choose premium funding to pay for your fire and general insurance in instalments, we receive a commission ranging from 0% to 3% of the funded amount.

Further Conflicts of Interest

Woodward Insurance Brokers Ltd's services are mainly funded through the insurance products you purchase from various insurance companies. Our approach is centered on delivering optimal products and underwriting outcomes tailored to your specific circumstances. Key aspects of our service include:

1. **Best Products and Underwriting Outcomes:** We strive to secure the most suitable products and favourable underwriting results for your needs.
2. **Gifts and Transparency:** Any gifts received from providers or clients, exceeding a specified limit, are diligently recorded in a gift register. Importantly, these gifts do not influence our placement decisions.
3. **Compliance Structure:** We maintain a robust compliance structure that prioritises quality advice and places your needs at the forefront. Our goal is to achieve positive customer outcomes, fostering enduring relationships.
4. **Conflict of Interest Management:** Any potential conflicts of interest are identified as they arise and are handled on a case-by-case basis. We engage in open discussions with you to ensure the best possible outcome.

This transparent and client-centric approach underscores our commitment to providing trustworthy and reliable insurance services.

How to Make a Claim

Fire and General Insurance

In the unfortunate event of a loss covered by your insurance policy, follow these steps:

1. **Mitigate and Prevent Further Damage:**
 - Take immediate action to minimise loss.
 - Avoid additional expenses and prevent liability for further damage or injury.
 - Gather details, photos, and contact information of any witnesses.
 - For vehicle incidents, collect registration and driver's license details.
2. **Contact Emergency Services and Police:**
 - If a loss is suspected due to an illegal act, contact the police and emergency services if needed.
3. **Inform Woodward Insurance Brokers Ltd:**
 - Contact us as soon as possible to report the incident.
 - We will guide you through the claims process, keep you updated, and provide advice.
4. **Cooperate with Assessment Process:**
 - Allow the loss adjuster, repairer, and insurer to assess the damage.
 - Answer questions honestly and provide necessary information.
5. **Vehicle Glass Damage (if applicable):**
 - For damaged vehicle glass, contact Novus, Smith and Smith, or your preferred repairer.
 - Provide insured name, policy number, registration, and insurer's name.
6. **Important Do's and Don'ts:**
 - **Do not destroy or dispose of potential claim items.**
 - Obtain insurer approval through us before incurring expenses or settling any claims.
 - **Immediately inform us of any charges or loss to another person's property.**
7. **Reporting Damage to Others:**
 - Inform the owner of damaged property within 48 hours, unless incapacitated.
 - **Call the police and emergency services in case of injury or property damage that you cannot locate the owner of.**
8. **Woodward Insurance Brokers Assistance:**
 - We will review your claim to ensure fair outcomes and negotiate with the insurer on your behalf.
 - Notify us immediately if you are charged with an offense related to the incident.

Remember, timely reporting and cooperation will facilitate a smoother claims process.

Life, Trauma, Disablement and Medical Insurances - Claims

Medical Events: If you experience a medical event, notify us promptly. Collect relevant information from medical professionals, and we will assist in submitting the claim. Follow doctor's advice, and if needed, explore second opinion benefits.

Death Claims: In case of a covered death, inform us immediately. Start the claims process, and for life cover claims, complete a form along with the death certificate.

Trauma Claims (e.g., Cancer): Provide the histology report for cancer claims. For other trauma claims, furnish details for a swift claims process.

Accidents: Initiate ACC benefit claims for accidents and inform us of the details.

Disablement Claims: Obtain a medical certificate for inability to work claims, facilitating the claims process.

Medical Procedure Claims: For medical claims involving procedures, obtain referral letters and cost estimates to initiate the claims process.

Claim Forms and Documentation: Complete necessary claim forms; involve your doctor or specialist if required.

Health Changes: Inform us of any health changes promptly; you may be eligible for additional benefits, including coverage for children under certain trauma policies.

Usual objectives of reviewing financial situation.

1. **Maintain a Good Budget:**
 - Ensure effective financial planning and spending.
2. **Debt Management in Case of Premature Death:**
 - Pay immediate needs and clear all debts if death occurs prematurely.
3. **Sustain Family's Standard of Living:**
 - Provide financial support for surviving family members to maintain their current standard of living in the event of premature death.
4. **Financial Preparedness for Trauma or Health Issues:**
 - Have funds to cover trauma-related expenses, income shortfalls, or provide choices in case of major health issues.
5. **Financial Preparedness for Permanent Disability:**
 - Pay immediate needs, clear debts, and make provisions in case of permanent disability due to accident or illness.
6. **Maintain Standard of Living During Sickness or Injury:**
 - Ensure financial stability to maintain the standard of living if unable to work due to sickness or injury.
7. **Sustain Insurance Premiums During Incapacity:**
 - Secure funds to maintain insurance premiums during incapacity.
8. **Access Best Private Medical Attention:**
 - Ensure access to top-notch private medical and hospital care, including necessary investigations.
9. **Domestic Coverage for Liability and Asset Protection:**
 - Have appropriate domestic coverage to protect against liability and asset loss.
10. **Business/Farm/Rural/Lifestyle Block Asset Protection:**
 - Secure suitable coverage for business, farm, lifestyle block, or other rural business, to protect against liability and asset loss.
11. **Estate Planning:**
 - Ensure adequate estate planning, asset planning, and protection through legal counsel.
12. **Taxation and Asset Planning:**
 - Seek professional advice from accountants for effective taxation and asset planning.
13. **Retirement Planning:**
 - Develop a robust retirement plan for financial security in later years.

Estate Planning, tax planning, asset planning

It is crucial to regularly review your wills and enduring powers of attorney to ensure they are up-to-date and align with your wishes in the event of disability or premature death. Seeking legal advice is advisable, especially when considering the use of trusts for your specific circumstances.

Key Points:

- 1. Regular Will and Power of Attorney Review:**
 - Regularly review and update wills and enduring powers of attorney to reflect current intentions.
- 2. Consideration of Trusts:**
 - Discuss with a lawyer whether establishing a trust aligns with your financial goals and circumstances.
- 3. Legal Expertise for Asset Planning:**
 - Engage with a lawyer to ensure comprehensive asset planning and protection strategies are in place.
- 4. Professional Tax Advice:**
 - Seek expert advice from an accountant for effective taxation planning, which may involve trusts, income splitting, and other strategies tailored to your circumstances.
- 5. Alignment with Expectations:**
 - Ensure legal documents are in line with your expectations and goals for estate, tax, and asset planning.
- 6. Holistic Planning Approach:**
 - Collaborate with legal and accounting professionals for a comprehensive and holistic approach to planning for the future.

Remember, a proactive and well-informed approach to estate, tax, and asset planning can contribute significantly to long-term financial security and the realisation of your goals.

Limitations on our Advice

Kane, our qualified insurance adviser and broker, specialises in providing expert advice on Life Risk Covers and Fire and General Insurances. Some of the other staff are qualified in either of these areas. While we excel in insurance matters, we acknowledge our limitations and do not offer advice in the following areas:

- 1. Excluded Areas:**
 - Securities
 - Estate or interest in land
 - Futures contracts
- 2. Recommended Expertise:**
 - Legal Matters: Consult a lawyer for legal advice.
 - Investments: Seek guidance from an investment adviser.
 - Taxes: Obtain professional advice from an accountant.
- 3. Comprehensive Decision-Making:**
 - We encourage obtaining advice from specialised professionals in relevant fields before making decisions in excluded areas.

Guiding Principle:

- The staff in our business follow this lead example by providing advice only in areas where they are qualified and competent. This ensures that our clients receive reliable and informed guidance in their specific domains, promoting comprehensive and well-rounded solutions.

Our Duties and Obligations to you

As advisers, under the Financial Markets Conduct Act 2013, we are committed to upholding a series of duties to prioritise your interests and ensure transparent, prudent, and fair financial advice:

1. **Client's Best Interests:**
 - We are obligated to prioritise your interests, recommending only products that are most suitable for your unique circumstances.
2. **Transparent Advice:**
 - You will be informed about the nature of the advice you will receive, including any limitations, before it is provided.
3. **Diligence and Skill:**
 - We pledge to exercise the same care, diligence, and skill as any prudent adviser would in comparable circumstances.
4. **Competence Standards:**
 - We are committed to meeting relevant competence standards and adhering to continuous professional development requirements outlined in the code of professional conduct.
5. **Fair Treatment and Integrity:**
 - Treating you fairly, acting with integrity, providing suitable financial advice, ensuring your understanding of the advice, and safeguarding the privacy of your information are paramount.

These principles underscore our dedication to maintaining the highest standards of professionalism, ensuring that your financial well-being remains at the forefront of our advisory services.

Risks and disadvantages

Cancellation of Existing Plans

When contemplating the cancellation of your current insurance plans due to recommended changes, it is crucial to exercise caution and adhere to the following considerations:

1. **Delay in Cancellation:**
 - It is strongly advised not to cancel any existing covers until the approval and confirmation of new covers are secured.
2. **Disclosure of Relevant Information:**
 - When transitioning from one product to another, complete honesty and disclosure of all relevant information on the new product's application form are imperative.
 - Failure to provide accurate information or making misstatements during this process may lead to the potential denial of future claims.
3. **Foreseeable Consequences:**
 - Recognise the foreseeable consequences associated with changing from one insurance product to another.

These precautions are in place to safeguard your interests and ensure a smooth transition while maintaining the integrity of the insurance coverage you hold. Taking these steps diligently will contribute to a seamless process and help avoid complications in the event of a claim.

Dangers of not implementing advice

Choosing not to implement the advice provided poses potential dangers and financial risks. Here's why:

- 1. Inappropriate Financial Commitments:**
 - Non-implementation may result in committing to financial products that aren't fully aligned with your needs, leading to potential shortcomings in coverage.
- 2. Risk of Funding Shortfalls:**
 - There is a risk of inadequate financial support, hindering the achievement of desired outcomes and leaving you vulnerable in times of need.
- 3. Failure to Meet Expectations:**
 - Without implementing recommended changes, there is a risk that your financial expectations and needs may not be met when critical events occur.
- 4. Time Sensitivity:**
 - Immediate action is encouraged to avoid being underfunded in the face of impending events or changes in health status that could impact coverage options.
- 5. Validity of Recommendations:**
 - Recommendations are valid for 30 days from the date of the Statement of Advice delivery, emphasising the importance of timely decision-making.

Understanding and acting upon the advice provided within the recommended timeframe is crucial to ensuring your financial well-being aligns with your expectations and needs. Taking proactive steps will contribute to a more secure and effective financial strategy.

Continuous Financial Wellness: Regular Reviews

Ensuring your financial plans align with your evolving circumstances is crucial. Here's why regular reviews are essential:

- 1. Dynamic Personal Circumstances:**
 - Personal situations can change unexpectedly. Regular reviews enable us to adapt your financial plans to address any new developments.
- 2. Agreed Review Dates:**
 - If you accept and implement our recommendations, we will collaboratively set acceptable review dates. Alternatively, we typically reach out to our clients annually to assess and adjust plans.
- 3. Proactive Client Engagement:**
 - As part of your financial diligence, it's advised to mark review dates in your calendar, fostering proactive engagement and ensuring your financial strategies remain effective.

Regular reviews serve as a proactive approach to financial planning, allowing us to keep your strategies aligned with your goals and circumstances. Your financial well-being is our priority, and these reviews contribute to the ongoing success of your financial plans.

Privacy Act 2020 and Use of Personal Information

1. Confidentiality Commitment:

- Information Security: We understand the sensitivity of the information you provide and commit to keeping it confidential and secure. Only material information relevant to our service will be requested.

2. Intended Use of Information:

- Service Enhancement: Information supplied by you or authorised agents will be used for providing advice and services. It may also be shared with product or service providers, compliance advisers, regulatory entities, and other professionals when required.

3. Business Transition Consideration:

- Potential Business Sale: In the event of selling the business or part of our client base, your information may be disclosed to prospective purchasers.

4. Data Storage Practices:

- Storage Period: Information collected will be held in secure electronic storage systems, both in paper and digital formats. Your file will be maintained for a minimum of 7 years after our engagement concludes.

5. Risk of Misrepresentation:

- Fraudulent Acts: Deliberate omission or fraudulent presentation of material information that impacts risk assessment may result in voiding, cancellation, or reduction of coverage.

6. Offshore Data Transfer Protocol:

- Consent Requirement: Before we directly transfer personal information offshore if that country does not have comparable privacy laws in New Zealand, your express consent will be sought, ensuring transparency and control over data sharing practices.

7. Rectification Rights:

- Data Correction: You have the right, under the Privacy Act 2020, to request access to and correction of your information. We are committed to promptly addressing any inaccuracies.

8. Regulatory Compliance:

- Transparent Disclosures: To comply with regulatory standards, information may be disclosed to compliance advisers, regulatory entities, and claims investigators when necessary.

9. Secure Electronic Storage:

- Stringent Security Measures: Information may be stored remotely in secure electronic storage systems, upholding our commitment to data confidentiality and integrity.

10. Access Request Facilitation:

- Right to Know: The Privacy Act 2020 empowers you to request access to your information, and we are dedicated to facilitating this right.

11. Detailed Data Transfer Authorisation:

- Informed Consent: For offshore data transfers, detailed and informed consent will be sought before releasing your details directly to offshore service providers that do not have comparable Privacy laws to New Zealand.

Your trust is paramount, and these privacy measures are designed to install confidence in Woodward Insurance Brokers LTD's commitment to safeguarding your information. If you have any queries or require clarification, feel free to contact us. Your peace of mind is our priority.

Your Obligations and Duty of Disclosure

To provide you with the most accurate and suitable advice, we rely on the information you provide. It is crucial that you furnish us with the requested details concerning your risk, personal, and financial situation. Failure to provide accurate and complete information may impact the outcome of future claims, potentially resulting in reduced payouts or policy cancellations. If there are changes to your circumstances, promptly notify us to update your information.

If you plan to alter or modify your insured property (including vehicles), inform us of the details to update the insurer. Additionally, maintain your property and vehicles in a tidy and well-maintained condition to ensure a favourable claims outcome.

For vehicle insurance, any changes to your driving history, such as speeding tickets, demerit points, or loss of licenses, must be communicated promptly for updating with the insurer.

1. Complete and Accurate Information:

- Furnish all requested information to facilitate accurate risk assessment and tailored advice. Providing detailed data about the items and risks being insured is essential for precise coverage.

2. Timely Notification of Changes:

- Notify promptly in case of changes in your risk, personal, or financial situation. Keeping us informed allows for adjustments in your coverage to align with evolving circumstances.

3. Importance of Full Disclosure:

- Provide full, correct, and comprehensive information. Failure to do so, intentional omission, or the provision of incorrect details can impact claims outcomes, potentially leading to reduced payouts or claim denials. Non-disclosure may also result in policy cancellation.

4. Property Alterations and Modifications:

- Inform us about any alterations or modifications to insured properties or vehicles. Keeping the insurer updated with such changes is crucial for maintaining accurate coverage.

5. Maintenance of Insured Property:

- Maintain insured properties, including vehicles, in a tidy and well-maintained condition. The condition of the property can influence the outcome of potential claims.

6. Prompt Notification of Missing Information:

- If any information is inadvertently missed on your insurance proposal, notify us promptly. Ensuring that all details are accurate and disclosed is essential for the integrity of your coverage.

7. Driving History Updates for Vehicle Insurance:

- For vehicle insurance, inform us of any changes in your driving history (e.g., speeding tickets, demerit points, license loss) occurring after policy inception. Timely updates are necessary to keep insurer records accurate.

Understanding and adhering to these obligations contribute to the effectiveness of the advice and services provided. If there are uncertainties or queries regarding the necessity of specific information, please seek clarification to ensure a comprehensive understanding.

Complaints Policy and Conflict Resolution

If you have a problem, concern, or complaint about any part of our service, please tell us so that we can try to fix the problem. It is our intention to offer you the very best service we are able and will do our best to try to resolve any complaints received as quickly as possible.

Should you be dissatisfied with our financial advice services and wish to make a complaint, please contact us on **0800 122 822**, email us at admin@woodwardinsurances.co.nz, or in writing addressed to 'The Manager', P.O. Box 8012, Invercargill 9845 as soon as practicably possible. We will acknowledge your complaint in writing and advise you on the steps being taken to resolve the issue. We will try to resolve your complaint quickly and fairly, however, should we be unable to attend to your complaint in 2 working days we will advise you of this and endeavour to resolve the matter within 10 working days of receipt.

If you remain dissatisfied, you have the right to refer your complaint to our external complaints provider, Financial Services Complaints Limited (FSCL) for further consideration and/or adjudication. **our FSCL membership number is 2180**. This service is free.

They can be contacted at:

Financial Services Complaints Limited (FSCL)

Phone: Free Phone within NZ **0800 347 257**

From overseas **+64 4 472 3725**

Email: info@fscl.org.nz

Website: <http://fscl.org.nz>

Postal Address: **Financial Services Complaints Limited, P. O. Box5967, Lambton Quay, Wellington, 6140**

Implementation - actions, tasks, and time frames

If you find our recommendations acceptable and decide to proceed, certain actions, tasks, and responsibilities are essential for a swift implementation of the agreed-upon insurance solutions. Here's a breakdown of roles and responsibilities:

Your Role and Responsibilities

1. **Complete Application Forms:**
 - Provide accurate and full disclosure of relevant risk, medical, and financial information in all application forms.
2. **Obtain Signatures:**
 - Obtain signatures from other owners/lives insured, if necessary.
3. **Provide Further Information:**
 - Supply any additional risk, medical, or financial information as required by the insurer.
4. **Involve Other Parties:**
 - If applicable, involve other parties required to implement advice and/or strategies, such as solicitors, accountants, or trustees.
5. **Review Policy Terms:**
 - Once the insurer issues policy terms, review and decide on any necessary changes.
6. **Acceptance and Variations:**
 - Accept or communicate required variations promptly upon receiving final policy documentation.
7. **Cancellation of Existing Policy:**
 - If a policy is replaced, ensure cancellation of the existing policy occurs only when the new policy is accepted and in place.
8. **Secure Document Storage:**
 - Safely store all documentation in a secure place for future reference.

My Role and Responsibilities

9. **Assist and Check:**
 - Assist you in understanding products, requirements, and ensure completion of all sections and signatures.
10. **Process Applications:**
 - Process applications and submit them to the insurer(s) promptly.
11. **Communicate Requirements:**
 - Communicate with insurers and yourself regarding any further requirements and keep you informed of the progress.
12. **Discuss Acceptance:**
 - Contact you to discuss acceptance or required variations.
13. **Ensure Satisfaction:**
 - Ensure policy delivery and check for your satisfaction. Confirm agreements for ongoing reviews and situation assessments.

14. Renewal Management:

- Keep you informed about policy renewals and offer reviews to ensure your coverage aligns with evolving needs.

15. Claims Assistance:

- Assist you in claims applications, providing support throughout the process.

16. Ongoing Review and Support:

- Regularly review your plans, provide ongoing support, and adjust coverage as needed.

By fulfilling these responsibilities collaboratively, we aim to establish and maintain a comprehensive insurance strategy that evolves with your changing needs and circumstances. Regular reviews and open communication are key to ensuring your coverage remains aligned with your financial goals.

Expected time frames

The time frames for the implementation process can vary based on individual circumstances and the complexity of the business. The following factors may influence the duration of the process:

1. Minimal Information Required:

- If little additional information is needed, the process can be completed in as short as 1-7 days.

2. Additional Information Requirements:

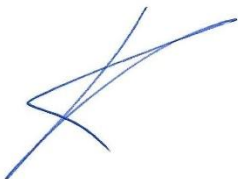
- If more financial, risk, or medical information is necessary, the completion timeline may be extended to accommodate these processes.

3. Efficiency of Third Parties:

- Delays can occur if third parties involved in the process, such as medical professionals or other advisers, are not efficient in providing required information to the insurer.

It is our priority to streamline the process and minimise any potential delays. Clear communication and prompt cooperation from all parties involved contribute significantly to the efficiency of the implementation process. We are committed to keeping you informed about the progress and addressing any potential obstacles to ensure a smooth and timely completion of the process.

Signed,



Kane Woodward
FSP108932

Engagement & Services Document

Contact Us



0800 822 122
0275 333 444



www.theinsuranceguy.co.nz
woodwardinsurances.co.nz
woodwardinsurances@xtra.co.nz