

Global reach local knowledge



Why Zurich?

Zurich is a brokers' insurer. Since 1872 we've been evolving and developing strong global insight, expertise and flexibility that you can leverage to strengthen your customer's business against risk.

This expertise helps us protect what is valuable to businesses. Our long history informs our understanding of each businesses different requirements. We are very responsive when there's a situation to solve as we have this strong expertise to draw upon.

With our intermediated model, we know what you expect from your underwriters - relevant products and first-class service. We support you rather than compete with you. Zurich strives to be your insurer of choice because you are our sole focus. Consider us for your business.



What Zurich offers:

- A company that is financially secure and stable
- Committed to broker distribution
- Choose from market-leading products
- Benefit from our full range of products:
 - Motor
 - Casualty
 - Financial Lines
 - Property
 - Construction
 - Marine
- Market leading motor systems and functionality – Opendoor
- World class risk engineering services and tools – Property, Motor Fleet, Casualty and Marine
- International programs
- Local access to global expertise
- Enjoy a one-on-one professional claims service
- Specialist Financial Lines and Marine claims personnel

Local risk appetite

Motor

Commercial 1-10 vehicles:

- Trades
- Professionals
- Retail

Corporate fleets:

- Sedans
- Light vans
- Manufacturing/Retail
- Financial Institutions
- Civil engineering / Construction
- Utility Companies

Non-target:

- Agricultural plant & machinery
- Line haul
- Local transport
- Logging

Marine

Cargo

- Consumer Products
- Food and Beverage
- Industrial Metals
- IT / Technology
- Light Manufacturing
- Other Industrial & Consumer Products

Marine

- Port Authorities
- Small Ship Repair Facilities
- Marina Operators
- Freight Forwarders

Property

- Sums insured above \$20m
- Office blocks
- Banks / Financial institutions
- Large shopping complexes
- Residential body corporate.
- Aged care / Retirement Villages
- Private schools
- Hospitals / Clinics / Health Care Centres
- Hotels – large construction (accommodation only)
- Councils / Government assets
- Engineering industries – small to medium (except foundries)
- Concrete and concrete product industries
- Utilities / Emergency services / Transport facilities
- Non / Low combustible warehousing (appropriately protected)

Non-target:

- EPS construction
- Natural disaster outside cresta zones 1-3 (some exceptions can be made)
- Combustible/Flammable goods Warehousing
- Woodworking / timber products or storage
- Paper product manufacturing or storage
- Plastics industries

Financial Lines

- Professional Indemnity
- Directors & Officers
- Financial Institutions
- Management Liability
- Commercial Crime
- Cyber, Security and Privacy Protection
- Employment Practices Liability

Casualty

- Combined General Liability
- Employers Liability
- Statutory Liability



The Fair Insurance Code

Zurich New Zealand is a signatory to the Fair Insurance Code. The Fair Insurance Code is a code of practice that:

- sets minimum service standards for insurance companies;
- describes the responsibilities that you and your insurance company have to each other; and
- encourages professionalism in the insurance industry.

The Code covers all insurance products except health insurance and life insurance. The Code only applies to individuals and entities with 19 or fewer employees.

Further information about the Code can be obtained from: <https://www.icnz.org.nz/fair-insurance-code/about-the-code/>

Zurich is a member of the Insurance and Financial Services Ombudsman dispute resolution scheme. In the event of a dispute, you may be able to refer your complaint to the scheme at:

Insurance and Financial Services Ombudsman Scheme
PO Box 10-845
Wellington 6143
New Zealand
Freephone: 0800 888 202

Further information about the scheme can be obtained from: www.ifso.nz

Financial Strength

In New Zealand, Zurich's general insurance products are underwritten by Zurich Australian Insurance Limited (ZAIL), trading as Zurich New Zealand.

ZAIL's solvency margin at 31 December 2019 was AUD258m (Dec-18: AUD281m) in excess of prescribed capital amount required by the Australian Prudential Regulation Authority (APRA), with a capital ratio of 1.80 (Dec-18: 1.92). This is based on the adjusted net assets of AUD582m (Dec-18: AUD587m) compared to a prescribed capital amount of AUD324m (Dec-18: AUD306m). ZAIL is regulated by both the APRA and the Reserve Bank of New Zealand.

ZAIL has an insurer financial strength rating of A+ from Standard & Poor's (Australia) Pty Ltd. This rating shows that the company has strong financial security characteristics.

Standard & Poor's rating scale for an insurer's financial strength, together with a summary of Standard & Poor's description is: AAA (Extremely Strong), AA (Very Strong), A (Strong), BBB (Good), BB (Marginal), B (Weak), CCC (Very Weak), CC (Extremely Weak), R (Regulatory Supervision), NR (Not Rated). Ratings from 'AA' to 'CCC' may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major rating categories. Further information on these ratings is available from www.standardandpoors.com.

An overseas policyholder preference applies. Under Australian law, if ZAIL is wound up, its assets in Australia must be applied to its Australian liabilities before they can be applied to overseas liabilities. To this extent, New Zealand policyholders may not be able to rely on ZAIL's Australian assets to satisfy New Zealand liabilities.

Remuneration Arrangements

Zurich New Zealand requests that prior to arranging or renewing any insurance contract, brokers inform their clients of the remuneration payments which Zurich New Zealand makes to brokers. This can be done at the same time as brokers inform their clients of Zurich New Zealand's financial strength rating.

Zurich Australian Insurance Limited
(incorporated in Australia)
Trading as Zurich New Zealand
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Client Enquiries
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