

Government

FMA Weather Events Claims Insights - July 2025

The FMA has published insights from a review of insurer's claims processes following the 2023 North Island Weather Events. To support the review, seven insurers – including Vero – were asked to complete a survey covering: communication, project management and oversight, consumers in vulnerable circumstances, resourcing of claims handling, complaints handling, and business continuity planning. Five brokers, and three disputes resolution services were also surveyed.

FMA found that insurers have incorporated improvements from past events into their claims processes, improving customer outcomes and fairness. Further recommendations are made in each of the key survey areas.

Trends include technology investment and scalability so insurers can reduce the administrative burden of claims processing during severe events and react to claims surges more quickly; insurers should complete annual scenario testing to prepare for events; insurers should continue to delegate claims authorities to intermediaries within managed parameters; and insurers should develop communication to customers about claims timeline and third party responsibilities.

[Read the full review](#)



Advocacy

Let's stop building in dumb places

EGM Business, Sacha Cowrick, has been in the media recently following a call to prevent building in high risk areas which you can read [here](#).

The Ministry for the Environment has recently closed consulting on amendments to the Resource Management Act, including a proposed National Policy Statement (NPS) on Natural Hazards which would allow councils to give greater consideration to natural hazard risk in consenting. Vero is supportive of the change, and the opportunity it presents to limit development of new properties with excessive exposure to natural hazard risks.

If implemented, the NPS would allow proportionate design and adaptation response. I.e., a building could be consented if proven to provide adequate flood prevention to its inhabitants. We're very pleased to see this message getting through, to be contributing to public discussion about escalation of natural hazard risk, and promoting a smarter approach to development in New Zealand.

Vero Roadside Assistance

For light commercial fleet and non-fleet vehicles

Small and Medium Enterprises (SMEs) are essential to New Zealand's economy – in fact SMEs make up 97% of New Zealand businesses, employ nearly a third of the workforce, and generate over a quarter of our economic output.*

We're excited to launch Vero Roadside Assistance, giving our light commercial fleet and non-fleet motor customers fast, reliable help when the unexpected happens.

*Statistics New Zealand

Delivered in partnership with AA Roadservice, this nationwide, 24/7 service covers everything from jump starts and tyre changes to emergency fuel delivery, lockouts, and towing when repairs can't be made on the spot.

With an AA Roadside Service team of over 1000 responding to approximately half a million callouts each year – over half of which are attended within 45 minutes – we'll help keep you and your business moving.**

Eligible Vero & AMP light commercial vehicles are automatically covered, with no extra sign-up needed or additional premium.

Whether it's a van, ute, sedan, or SUV, Vero Commercial Roadside Assistance is here to make sure businesses keep moving. For more details, visit the [Vero website](#).

** AA Roadservice

Flat tyre, flat battery or
flat out going nowhere?
We'll get your light
commercial vehicle from



vero ROADSIDE
ASSISTANCE
Less whoa, more go.



Full Year Results

Suncorp New Zealand has released its financial results for the year ended 30 June 2025 (FY25), reporting a net profit after tax of \$419 million. Gross written premium (GWP) reached \$2,896 million, a 1.3% increase on last year.

This year's performance reflects disciplined underwriting, effective reinsurance programs, and ongoing investment in claims and service, supported by the critical role brokers play in connecting customers with the cover they need and guiding them through claims.

Key FY25 Highlights

- **Profit:** Net profit after tax rose in FY25, supported by a more stable claims environment, reduced reinsurance costs, and easing inflationary pressures.
- **Customer support:** Vero paid over \$1.2 billion in claims, helping thousands of New Zealanders get back on their feet after unexpected events.
- **Service:** Significant investment continues in technology and platforms to make it easier for brokers to do business with us.

We recognise that many households and small businesses have been under financial pressure in recent years. Encouragingly, we're seeing signs of moderation in premium growth – and in some cases, premium reductions – as supply chain pressures ease and reinsurance markets stabilise.

Thank you for your continued support and partnership in FY25. We look forward to working together in FY26 to deliver even greater value for you and your customers.

Spirit to Cure

We're back for our fourth year of Spirit to Cure, supporting Leukaemia & Blood Cancer NZ and Cancer Research Trust. This year's goal is \$420,000 and we're well on our way, having raised \$160,000 to date! We invite our key partners to get involved by taking up any of our available sponsorship packages.

The Impact of Spirit to Cure

Last year, the kilometres, passion, and creative fundraising helped raise \$81,471.59 just for Cancer Research Trust NZ alone – enough to fully fund our very own cancer research project.

The project is enhancing CAR T-cell therapy – a breakthrough treatment that reprograms a patient's immune cells to hunt and destroy cancer. While still in clinical trials locally, this therapy has already shown promising results for blood cancers like B-cell lymphoma.

With Spirit to Cure's funding, the Malaghan Institute for Medical Research are now tackling one of the biggest challenges: preventing CAR T-cell exhaustion, where the reprogrammed cells tire out and lose their cancer-fighting power. It's research that could help extend and improve the lives of cancer patients for years to come.

Titanium	Gold	Silver	Bronze	Supporter
\$12,000 Available	\$7,500 Available	\$4,000 Available	\$2,000 Unlimited	\$500-\$1,000 Unlimited
Key sponsor of all three events	Partner sponsor of all three events	Support sponsor of all three events	Associate sponsor of all three events	General sponsor of all three events

\$420k Fundraising Goal

SUNCORP



Spirit to Cure Events

- Ōtautahi | Christchurch
Friday 17 October, Adventure Park
- Te Whanganui-a-Tara | Wellington
Friday 31 October, Zealandia Wildlife Park
- Tāmaki Makaurau | Auckland
Friday 28 November, Pukekawa Auckland Domain and War Memorial Museum



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