

# Vero Market Landscape Overview

FEBRUARY 2024



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## Legislation/Government



### Government and political update

Parliament resumed on 30 January this year, and the Government has met some of the major commitments in its 100-day plan, including reverting the RBNZ to its single mandate, repeal of RMA reforms, repeal of the Fair Pay Act, extension of 90-day trials to all businesses, and removal of the Clean Car Discount. However, smaller targets and more ambiguous 'begin work' goals may be harder to show progress on.

Suncorp New Zealand has outlined key issues in the insurance industry to several key ministers and continues to engage with politicians across the House and with relevant government bodies.

### Financial services regulation reform

The Minister of Commerce and Consumer Affairs has outlined more detail about his plan for regulatory reform, announcing his plans to consolidate responsibility for financial markets regulation into a clearer 'twin peaks' regulatory framework. Under this model, the Reserve Bank of New Zealand will serve as the prudential regulator and the Financial Markets Authority (FMA) as the conduct regulator of financial institutions. In practice this will see responsibility for overseeing CCCFA transferred from the Commerce Commission to the FMA, and consolidation towards a single conduct license. Under these plans, companies are still required to submit applications for a licence under CoFI, but it is expected that these licences will be 'grandfathered' into a new licence regime.

The Financial Markets Authority has reaffirmed its commitment to 'outcomes focused regulation', and is currently seeking feedback on its proposed approach to this including the fair outcomes it wants to see financial services providers focus on.

### EQC and the Natural Hazards Insurance Act



The Natural Hazards Insurance Act 2023 (the NHI Act) will come into force on 1 July 2024, replacing the Earthquake Commission Act 1993.

The EQC and insurers are currently working to operationalise the requirements of the NHI Act, with some outstanding pieces of work still to be finalised including the Natural Hazards Commission's new Code of Insured Persons' Rights.

The draft regulations to support the NHI Act are expected to go before Cabinet for approval in February 2024, with a tight turnaround for implementation before 1 July.

ACT Leader and Associate Finance Minister David Seymour has been delegated as Minister Responsible for the Toka Tū Ake EQC.

Keep an eye on our upcoming Inside Word emails, and other Vero communications for more information on what this means for you and your customers.



UPDATE

## Claims



Suncorp New Zealand has fulfilled 91% of all claims from the two events

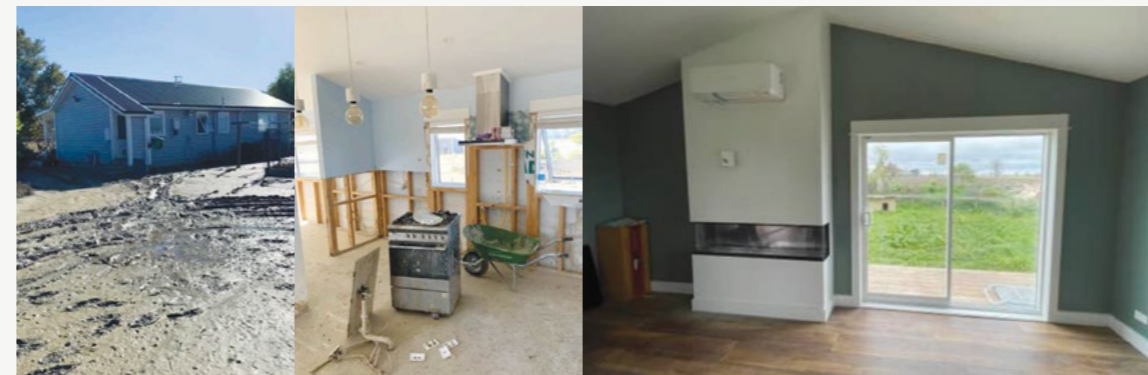
### Acknowledging the anniversary of the North Island weather events

This quarter, we have acknowledged the one-year anniversary of the Auckland Floods and Cyclone Gabrielle. It's been a huge 12 months since then, and we'd like to take a moment to thank you.

As a country those events were a turning point for natural hazard risk and they have changed the lives of many. Across our partners, including Morgan Project Services, WSP and Tonkin & Taylor and many more, we have worked to resolve claims as quickly as possible, but acknowledge that at times our teams and systems were overwhelmed. We thank you for your support and patience.

Many learnings have been taken from the events, as were after Christchurch, Kaikoura, Nelson and other events, as we continue to strive to deliver the best possible outcomes to our customers and partners. We hope you can take a moment to reflect on how far we have come, and what we have achieved together.

A before, during, and after claims experience



Ngā mihi maioha with appreciation

Vero has fulfilled 90% of event-related House claims\* and 93% of Contents claims.

\*excluding NDRA claims

Suncorp New Zealand has received over 32,179 claims from both events\*\*

18,685 claims for Vero  
13,494 claims for AA Insurance

\*\*As at 24 January, 2024



One-page infographics for you  
How Vero & EQC work together to settle claims



Home insurance claims following natural hazards can feel complicated. To make it easier to understand, we've taken a few common scenarios that show how Vero and EQC work together to settle claims and turned them into easy to read, one-page infographics for you to refer to, and share with your customers.

They are all available here on our website. You can [download](#), print or share the link directly.

<https://www.vero.co.nz/overandabove/wild-weather-recovery-hub/new-zealand-government-land-insurance-eqc.html>



### Extension of Broker Delegated Authority

Following the weather events of January and February last year we launched a temporary delegated claims acceptance authority for domestic and rural House and Contents claims in certain circumstances. This helped us work together to get customers help as quickly as possible, and progress the volume of claims experienced after the events.

Thank you for your support! We've found the delegated claims acceptance authority has been very successful. To keep this momentum up, we're extending the delegated authority described until further notice.

Please keep an eye on upcoming Inside Word emails and communications from us, that will contain further information and resources about this, in the meantime, please reach out to your usual Vero contact.

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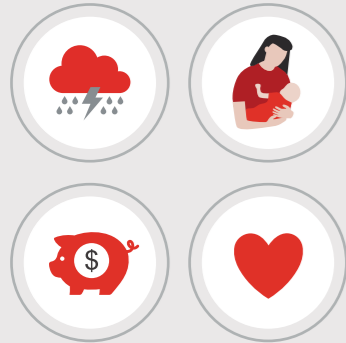
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## Resources & Tools

over  
AND ABOVE



vero | Support

supported  
**444+**  
customers

'I thought this was a great topic choice by Vero, we are seeing a higher number of vulnerable clients due to the cost-of-living crisis, Covid and higher rates of mental health issues.'

'I personally didn't have any knowledge around Customers Experiencing Vulnerability and learning what Vero had to offer was amazing.'

## Vero Support Customers Experiencing Vulnerability

In the last six months Suncorp New Zealand's Customers Experiencing Vulnerability (CEV) program has supported over 444 customers with \$64,000 in financial hardship support, including customers impacted by the North Island weather events, enabling them to retain their insurance cover.

Our Vero Support service has also been hugely well received by customers. This professional support is based on individual customer needs and can include counselling support, connection to external community support services and government support agencies including domestic family violence support and budgeting advice, follow up wellbeing check in phone calls and if the customer's immediate access to food, safety or shelter is compromised, emergency hardship assistance may be provided on a case-by-case basis.

Some customers take up Vero Support immediately others need time to process the traumatic event or change in circumstance and you could reapproach them about Vero Support weeks or months later when they are ready. This is a free and confidential professional service.

**More information about Vero Support and how to refer a customer can be found [here](#)**

We have also had over 170 brokers attend our Customers Experiencing Vulnerability training in the last six months, with very positive feedback. If you would like to attend a session, please reach out to your usual Vero contact.



## Supporting Brokers, Advisers and SMEs with our Vero campaign

The new Vero marketing campaign focuses on small to medium sized businesses, the engine room of New Zealand's economy and communities.

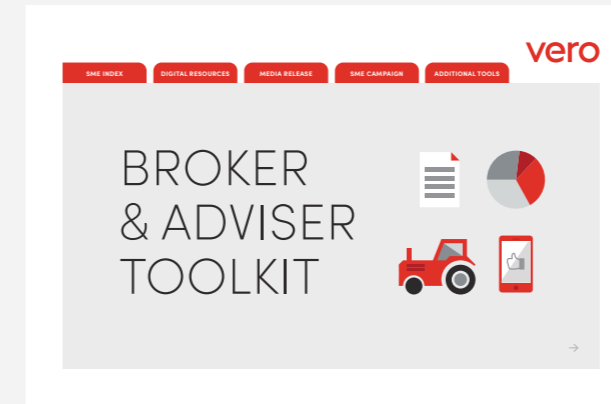
**Did you know, 97% of all NZ businesses are classified as SME's, they employ nearly a third of Kiwi workers and generate more than a quarter of our economic output? Simply put, what happens to our small businesses matters.**

We're highlighting to these businesses the value of using a Broker or Adviser when making informed insurance decisions. These considerations are more important than ever with economic and environmental challenges, not to mention the ongoing complexities of running a business.

**Phase I of the Vero campaign kicked off mid-2023, driving both awareness and consideration.**

Building on that momentum, Phase II commences February 2024 with media encompassing TV, print and digital, supported by a strong 'Broker and Adviser Toolkit' hosted on the Over and Above platform.

If you find yourself doom-scrolling on the bus or before bed (don't worry we all do it), keep an eye out for the campaign. It will also be on TV, in the papers and on socials. You'll see Vero's advertising across most platforms you use online, but if you can't wait here is a link to the video ad you can watch on their YouTube channel. <https://youtu.be/djfS2aXuYTo>



As a reminder, the TOOLKIT includes these super handy tools:

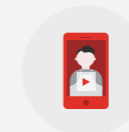
### EARLY WARNING SYSTEM (EWS)

Your customers can sign up to our EWS which uses text messages to give them valuable warning and time to proactively prepare in the event of an imminent weather event.



### SME INTERVIEWS

Three short shareable videos highlighting the impact of inflation on SME's, the value of having a broker during a natural disaster and making considered insurance decisions.



### RURAL INSIGHTS

Outlines most common trends claims in the rural space, as well as evidence-based information on rural SME business confidence, their preferred purchasing channels, and what information they are currently looking for.



### RISK PROFILER

The Risk Profiler collates 85 industry guides highlighting common causes of claims across a range of industries, and how these could be mitigated.



Spirit to Cure  
Curing cancer. Changing lives.

SUNCORP



**\$354,000 raised for cancer research**

Over 850 employees, partners and sponsors stepped up in the Spirit to Cure and together we have raised over \$354,000 for our partner charities, Leukemia & Blood Cancer New Zealand, and the Cancer Research Trust, far exceeding our goal of \$300,000!

Our 2023 Spirit to Cure campaign has been a spectacular success, and funds raised will undoubtedly help change the lives of cancer patients and their whānau.

**We'd like to offer a heartfelt thanks to our partners and brokers who participated or donated.**

Thank you for helping us get one step closer to finding a cure for cancer. Planning for this year is already well underway and we want to grow the involvement and support of our partners in this worthy cause.

For more information, please talk to your usual Vero contact.

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