“Nobody can go back and start a new beginning, but anyone can start today and make a new ending.”
Maria Robinson

In this month’s edition
- The Boss’s Corner
- Rosser Team News
- Time for a Laugh
- Spotlight on...Glen Hannah

The Boss’s Corner

Dear Broker Partner,

Spring is the season of new beginnings so it’s appropriate that this month saw the launch of Rosser’s new SurePac Liability insurance product.

Last week we held a series of educational seminars in Christchurch, Wellington, Hamilton and Auckland to introduce the new product to our broker network.

Presentations from partners of insurance law specialists Wotton+Kearney, a claims specialist from Chubb Insurance and our own Murray Rosser, gave brokers an excellent insight into the benefits of the new policy.

Business written under this innovative new policy is handled through our newly established Financial Lines and Casualty binder backed by Chubb Insurance New Zealand.

Further information about the seminars — including how you can obtain a copy of the presentations - together with how to download our new SurePac Liability Policy Wording are included in this newsletter.

There’s a great deal of other news to deliver this month too. I’ve highlighted some key points, but please do read this month’s Rosser Gossip carefully to make sure you’re up with the play.

Rosser Staff Appointments
On Monday we welcomed Vanessa Levett to the newly-created role of Facilities Manager, working with Murray Rosser in our Hawkes Bay office.

I am also very pleased to announce Kieran McCormack’s appointment as Broker Relationship Manager for the Lower North Island, Nelson, Marlborough region. Palmerston North-based Kieran joins us early October from NZI/Lumley. Read more about Vanessa and Kieran in the Team News section.

New Trading Terms & Conditions
We are introducing new Trading Terms and Conditions applicable to doing business with Rosser from November 1. There’s more information about this important new document in the story below.

Moving with the Times
As the old Dylan song goes, “The Times They Are a- Changin,“ and Rosser is moving with them. Upcoming amendments to the FA Act mean that operating our current Rosser Rewards programme will no longer be appropriate. We are bringing the promotion to an early, but graceful, conclusion at the end of this year. Please read on for details.

As always, we appreciate your ongoing support.

Kind regards
Andrew
Vanessa Levett started on Monday in her new role as Facilities Manager based in our Hawke’s Bay office. Vanessa joined Rosser from a Commercial Broking role with Rothbury’s in Wellington. With wide industry experience gained from her many her years in the insurance business Vanessa is a welcome addition to our team.

Vanessa’s appointment will assist us to cope with the rapidly continuing growth of our Lloyd’s facility and the launch of our new Casualty and Financial Lines binder. She will work alongside Murray Rosser in supporting our brokers and our BRMs with advice and assistance on these products.

Kieran McCormack joins us on October 10 from NZI/Lumley as Broker Relationship Manager for the Lower North Island/Nelson/Marlborough region.

Centrally based in Palmerston North, Kieran is well-known in a large part of the region having previously held relationship management roles working with brokers in Taranaki, Manawatu and Hawke’s Bay. Kieran has over 20 years industry experience, qualified as an ANZIIF Senior Associate in 2002 and holds a Bachelor of Business studies degree.

Transition arrangements - Lower North Island/Nelson & Marlborough

Until Kieran is fully up to speed, broker business in the Lower North island & Top of the South region will be serviced by Alex Plank, Andrew McFetridge and Mya Parker. Here are their contact details:

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alex</td>
<td><a href="mailto:alex.plank@rosser.co.nz">alex.plank@rosser.co.nz</a></td>
<td>029 958 6253</td>
</tr>
<tr>
<td>Andrew</td>
<td>andrew.mc <a href="mailto:fetridge@rosser.co.nz">fetridge@rosser.co.nz</a></td>
<td>027 599 9098</td>
</tr>
<tr>
<td>Mya</td>
<td><a href="mailto:mya.parker@rosser.co.nz">mya.parker@rosser.co.nz</a></td>
<td>07 838 1682</td>
</tr>
</tbody>
</table>

Time for a Laugh

DONALD TRUMP:

“Part of the beauty of me is that I am very rich.”
In the Spotlight...

Glen Hannah agreed to be the first broker to go under the spotlight for Rosser Gossip (we will alternate between Rosser team members and brokers in future editions.

Glen returned to Gisborne from Christchurch in 2011 to join Emerre & Hathaway Insurances. He purchased an interest in the company and became a partner in 2016. Here’s how Glen responded to some of our tricky questions:

What were the key factors in your decision to return to Gisborne? Family.

A typical day for you at E & H looks like... On a good day - get a surf in on the way to work, prior to picking up the mail. Then into the office around 8am for paperwork & e-mails before a quick run at lunch time. See some clients in the afternoon and always home by 5pm for the family.

Cake or Pie/Stones or Beatles/Beer or Wine? Pie/Stones/Beer

What’s the most challenging part of your job? Dealing with difficult claims.

What’s an event you’d travel back in time to attend? With my beautiful wife, watching Dragon perform live at the Rocks in Sydney.

If you weren’t in the insurance industry, you would love to be a... Person who encourages and helps people in need.

You’re on death row; describe your “Last Supper” meal... Roast Lamb surrounded by family & friends.

How have you used the 10,000 Airpoints you won in Rosser Rewards last year? I gave some away and am going to the Gold Coast in 2019 for a family holiday.

I know they’re supposed to be good for you, but one vegetable I detest is... Brussels Sprouts!

Tell us about your biggest achievement(s) to date – personal or professional... Finishing the Rotorua Marathon and two beautiful daughters.

Which movie title would best describe your life? Braveheart

My favourite sports team- and the best player in the team is ... Crusaders all the way & Jack Goodhue!

Glen Hannah
Partner & Director
Emerre & Hathaway Insurances – Gisborne

My four best ever guests for dinner (living or dead) are... Michael Jones, Kelly Slater, Dave Grohl & Richie McCaw.

The best life lesson I’ve ever learned is... Treat others how you would like to be treated.

What would your pet say about you if we asked for a reference? My daughters have three cats and the cats would all say I am scary (but not too bad at dinner time.)

What’s your most embarrassing moment (that you’re prepared to share)? I decided to sing and play guitar at my brother’s wedding. It was an opportunity that came up last minute. I should have let the opportunity keep driving past and not got on that bus!

The person who has/had most influence on me (who is not family) is... My mate Ray Brott, who gave me my first job when I was 17 years old and still puts up with me 26 years later.

The greatest things about living in Gisborne are... Surf, Fishing, Diving, Friends & Family
Simplifying Your Life... Again

Last month we announced we would make your life easier by implementing new Interactive PDF Proposal Forms from the beginning of September. Unfortunately, we missed the deadline for our new SurePac Liability Proposal and we have also made a couple of tweaks to the SurePac Property Proposal.

Good News
The new Proposal forms are now available on the Forms Page on our web site and both carry Version Numbers at the top left of the title page:
Property - V.180920
Liability - V.180924
Please ensure you use these latest iterations of our easy-to-complete Proposal forms.

Click here for a SurePac Property Proposal
Click here for a SurePac Liability Proposal

Even Better News
A handwritten signature is NOT required on our SurePac Proposal forms provided:
a) the Proposal is completed electronically AND
b) the full name and position of the person completing the form is entered AND
c) the Proposal is emailed to us as an electronic file.

We’re sure you will find this procedural change will simplify data collection and make it much easier for you and your insureds to comply with our documentation requirements. We look forward to your immediate use of the new Proposal forms for SurePac Property and Liability business.

NOTE:
Handwritten Proposals must still include the signature of the individual completing the form.

Your Rosser Regional Broker Relationship Manager is available to help with product information, friendly & helpful advice, quotes or other assistance.

To download Policy Wordings, Product Profiles, Proposals & Claim forms from our web site – please click here.
SurePac Liability Policy Wording
We are pleased to advise Policy Wordings for Rosser SurePac Liability are now available to view or download from our web site.

Several Policy Wording Options

The unique “Pick ‘n Mix” structure and the package options of our new Policy are reflected in the way the Policy documentation is presented online.

You will find everything you require under SurePac Liability on our FORMS page – just select the option(s) that best suit your needs or those of your clients.

- **Base Policy Wording** - contains definitions and policy conditions that apply across all sections of the policy. It also contains the terms for General, Employers and Statutory Liability. (You may choose to exclude any of these covers at your option).

- **Complete Policy Wording** – contains all the above and all available insuring sections.

- **Silver Pack Wording** – contains insuring sections relevant to Silver Pack cover

- **Gold Pack Wording** – contains insuring sections relevant to Gold Pack cover.

Insuring Sections
If your client is purchasing cover in individual Liability sections you may simply choose to provide them with the Base policy wording plus the Insuring section(s) relevant to their cover:

B.2 Management Liability
B.3 Entity Liability
B.4 Professional Liability - Incidental
B.5 Employment Practices Liability
B.6 Crime Cover
B.7 Cyber Cover
B.8 Professional Indemnity

Springtime in the ‘Bay…

Flower Girls…
Daisy, Diana, Hannah & Summer from our Processing and IT teams enjoying a delightful Spring day at a daffodil farm in Central Hawke’s Bay (They look pretty smart in their Rosser polo shirts too!)
Rosser Underwriting Limited (Rosser) advises that new Trading Terms and Conditions shall apply to all insurance services business between Rosser and any Insurance Broker (Broker) who transacts in Insurance Products made available by Rosser.

By placing insurance business with Rosser on or after 1 November 2018 the Broker confirms acceptance and agrees to be bound by these Terms and Conditions.

The Terms and Conditions document can be viewed on our website and/or downloaded here.

A copy of the Terms and Conditions document is being emailed directly to all brokers on our database or - where requested by broker group management organisations - via their relevant head office communication process.

In practical terms, the document primarily formalises current practices between us, but we strongly recommend you print and read a copy to ensure you understand the Terms and Conditions. Please email help@rosser.co.nz should you require clarification of any clauses.

NOTE: There is no change to the time allowed for provision of Placing and Proposal documentation. However, we request that, wherever possible, all documents are submitted to us prior to or by inception date.
Congratulations! We will be in touch with details of how to claim your prize.

The Times They Are a-Changin!

Review of the Financial Advisers Act (FAA) 2008
You will, no doubt, be well aware that times are changing in the insurance and financial advice environment, with protection of the interests of consumers becoming paramount.

Changes to disclosure requirements are likely to be legislated in the new financial advice regime following a review of the Financial Advisers Act 2008 by MBIE (Ministry of Business, Innovation & Employment).

The MBIE review identified a number of areas of concern relating to disclosure to consumers, particularly where material commissions or incentives apply and any particular material conflicts of interests.

We have held concerns about the potential for our Rosser Rewards programme to require disclosure under any amended FAA legislation. The matter has also been raised with us by several brokers who do not wish to be placed involuntarily in a position of having to declare incentives received.

Rosser Company Goal
One of our company’s goals as stated in our Business Plan is: “To be an efficient and compliant insurance underwriting agency and to be the preferred supplier of insurance products for the SME and NFP clients of our retail distributors.”

Continuing to operate a rewards programme which is unlikely to be compliant with proposed new legislation and which may impact negatively on our brokers is clearly at odds with our stated objective.

Changes to Rosser Rewards Programme
After taking legal advice about our programme, we have now elected to make changes to Rosser Rewards which are effective from October 1, 2018. Full details of the general changes notified below are included in our revised Terms and Conditions document. The main changes are also outlined in our Information Leaflet:

a) Eligibility for Prizes:
Effective October 1, there is no requirement whatsoever to place business with Rosser to be eligible for entry into the promotion or to win a prize. This is intended to eliminate any potential for conflict of interest. Requesting a quotation from Rosser for SurePac terms will be the only criterion for entry for the remaining months of the programme.

b) Early Termination:
The programme will terminate at 31 December 2018 (3 months earlier than originally intended).

c) Final Monthly Prize Draw:
The final monthly prize draw will be held around January 25, 2019 (instead of March 2019).

d) Grand Final Prize Draw:
The grand final prize draw also will be held around 25 January 2019 (previously April 2019) with revised entry criteria and a revised prize pool.
SurePac Liability Seminars

Thanks for Your Support
Over 200 brokers registered to attend last week’s seminar series, “A Smarter Way to Protect Your Clients”.

Thank you to those brokers who supported our seminar programme and for the positive feedback received subsequently.

Presentations on employment law and emerging statutory liability risks were given at the events by two partners from insurance law specialists, Wotton+Kearney.

Chubb Insurance provided details of claims experience in those areas and that was followed by a preview of our new SurePac Liability policy structure from Murray Rosser.

We realise many brokers, particularly in areas outside of the main centres, were unable to attend but may have an interest in at least accessing the slide presentations.

If you would like a copy of the presentation material sent to you, please click here to email your request (or contact us at help@rosser.co.nz).