

media release

Vero and BRM - a year on . . .

Monday 19 June 2006: Vero Insurance Limited (Vero) launched its Broker Relationship Management (BRM) team in August 2005 and they have achieved some significant milestones in their first year.

The BRM team helps brokers to provide consistent value to their clients by helping them to understand our specialist approach and differentiated value propositions.

"BRM now have a full team of broker relationship managers nationally and every broker has a dedicated single point of contact within Vero. Our relationship managers also help our expert underwriters to get closer to brokers," said Mr John Phillips, Head of Broker Relationship Management.

But it's not only about contacts. BRM continues to work with brokers to create tools to help them navigate through Vero, as well as increase their awareness of our specialist business areas and unique product offerings. Some examples of this are the introduction of Product Finder on the Vero website and a Product Summary Sheet available to all brokers. There are also several training events and programs in place to support brokers with their own development.

"The BRM team are always looking for ways to strengthen relationships, improve efficiency and add value for our brokers. We are committed to providing a high quality service to our brokers, which is consistently delivered by every employee within Vero" Mr Phillips said.

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Editor's note

Vero Insurance Limited ("Vero") is a subsidiary of the Promina Group Limited, which is one of the top 50 companies listed on the Australian Stock Exchange. Vero, formerly Royal & Sun Alliance Insurance Australia Limited, has for many years been offering highly specialised solutions to its large range of customers.

Vero is one of Australia's largest intermediated general insurance companies and has 19 branches across Australia, providing a suite of quality specialised risk management products and services through brokers, corporate partners and risk managers.

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