

media release

e2 has arrived and it couldn't be easier!

9 March 2007: e2 from Vero Enterprise is a new online quoting system for brokers. It offers fast, easy access with the addition of excellent service from the e2 business centre and supporting tools to make quoting easy.

The staggered roll-out began in November 2006 and since that time staff at over 200 broker offices have been personally trained to use the new system. E-business Relationship Managers will continue to roll-out e2 throughout the first half of 2007.

Vero Enterprise now offers brokers a suite of products online including the Professional Services and SME Business Insurance cover, Commercial Motor and Tax Probe products and a new Retail Services policy to be released this month.

At the time of training, all brokers are provided with an e2 launch kit. The kits contain information on special e2 features, policy information, a strike rate maximiser and product guides. All of this information helps brokers to target specific occupations and identify key risks.

The Vero Enterprise Business Centre is transforming to a more broker focused operation. New, experienced underwriters are supporting Vero's existing team in a structure that is aligned to key broker groups. Dedicated teams now work with brokers to handle referrals and respond to any underwriting queries.

General Manager Vero Enterprise, Rob Walters said he is very happy with the e2 roll-out and the excellent service provided to brokers. Initial feedback from brokers about the new system has been pleasing.

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"e2 was developed in close consultation with brokers and as a result, it's the system they want - all business in the one, easy-to-use program. Depending on the brokerage and the business placed, e2 operates via the web, phone, fax or in person. Whatever method the brokers prefer.

"We recognise the importance of being responsive to broker needs. Now that we are in the market with e2, we are looking forward to the opportunities that will arise when brokers offer to place business for their customers.

"The Enterprise Business Centre is working exceptionally well. We've had great feedback from brokers regarding the quality of our service levels and our flexible approach to underwriting and pricing," Mr Walters said.

e2 provides instantaneous quotes for simple risks and has a fast online referral process. When a broker enters information online, an electronic referral is triggered. Vero Enterprise's response rates are faster than the market average, as reported monthly by Sunrise Exchange.

A key advantage of the new system is that it can convert existing policies with Vero Enterprise into the e2 system, as well as new business opportunities. Another advantage is that e2 has also been designed to handle tailored schemes for brokers.

"Brokers have welcomed the new system and those with limited dealings with Vero Enterprise in the past have now enthusiastically taken up the e2 system," Mr Walters said.

One broker said, "e2 was easy to use and logical to follow. In particular, the ability to move between screens while entering information for quotes is popular. What a great move Vero has made."



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Vero's Broker Relationship Management (BRM) team is actively involved with the e2 roll-out. The Broker Service Managers will continue to contact brokers to seek their feedback on e2 for continuous improvement.

"Vero is very excited now that e2 is in the market. Our simple, fast and effective system will ensure we continue to respond to the needs of brokers and deliver on expectations," Mr Walters said.

- ENDS -

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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