

media release

VERO EXPO GETS THUMBS UP FROM BROKERS

Sydney, 4 September 2008 – Once again the Vero Expo held in Sydney and Melbourne in August has been heralded as a huge success with record numbers of insurance brokers and industry professionals attending.

Anthony Day, Vero's Executive General Manager Intermediated Distribution, said that brokers were very impressed with the events, which showcased Vero's product range and featured accredited presentations from expert speakers.

"It was great to see the full capabilities of the group represented at the exhibition – brokers could see the full breadth of our offering in the one place," Mr Day said.

"Providing brokers with sessions that were about building their knowledge and skills is very much in line with our broker strategy."

The accredited presentations covered topics like business interruption and risk management and earned brokers up to six CPD points.

Presentations that were most popular with brokers and attendees included 'Business Interruption' (BI). This presentation by Andy Doran, Vero, described the importance of BI Insurance for all businesses, implications of not having BI and how risk management processes can assist brokers to assist their customers in minimising BI exposures.

Simon Pallavicini and Dena Murdoch, Vero, took 'Risk Management' to a new level. The NASA example was used to illustrate the benefits of managing exposures and conducting risk assessments. Using this example highlighted that risk assessments are used even in the most "unusual" ways – and at high levels.

The 'Strike Rate/Advice Not Price' presentation was also popular with brokers. Mark Johnson, Executive Consultant at Forum Consulting gave the audience tips and techniques to grow their businesses without simply competing on price.

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In the exhibition hall, brokers were able to speak with business representatives about Vero's latest product and service enhancements.

They also had the opportunity to provide feedback on a prototype of Vero's new web portal 'SunCentral', which will give brokers a single point of access to Vero's online products and quoting systems.

Vero Enterprise showcased their specialist product suite including the Mobile Business and Retail Business policies, and the Construction and Engineering team demonstrated their online quoting tools for construction and machinery.

The Corporate Property and Liability team featured their improved structure and broader risk appetite, which came about in response to broker and client feedback. The Personal Insurance team have also broadened Vero's risk appetite for personal home and motor insurance and have introduced a renewal moderation tool to ensure that premiums are more consistent and competitive over a longer period of time.

Brokers were also interested to learn more about Vero's new claims management model, which includes an enhanced First Response Unit (FRU) for easy claim lodgement and the creation of specialist claims fulfilment teams.

In the GIO Workers Compensation area, the focus was on risk management and how to reduce premium cost. Brokers learned how GIO is working closely with clients to identify and mitigate risk which in turn reduces the potential for workplace injuries and claims.

Mr Day said that feedback was very positive, with brokers complimenting the format, organisation, and informative presentations.

"With the great success of this event with over 300 brokers attending in both Melbourne and Sydney, we plan to run similar events in other States in 2009."



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For further information or photos please contact:

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About Vero

Vero Insurance Limited ("Vero") is part of the Suncorp Group. 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 an A+ rated company (Standard & Poors).

About Suncorp

Suncorp's Commercial Insurance intermediated distribution channels incorporate an infrastructure of brokers, agents and support staff located throughout Australia.

Suncorp is one of Australia and New Zealand's largest diversified financial services providers, supplying banking, insurance and wealth management products to around 7 million customers through well-established and recognised brands such as AAMI, APIA, Shannons, Vero, Asteron, Tyndall, GIO and Suncorp. Today Suncorp is Australia's sixth largest bank and second largest domestic general insurance group, with over 16,000 staff. Suncorp has representation in 450 offices, branches and agencies throughout Australia and New Zealand.

Suncorp was awarded the 2008 General Insurance Company of the Year by the Australian and New Zealand Institute of Insurance and Finance (ANZIIF).