

# Helping you sell Vero Equipment Breakdown Insurance

Vero protects businesses against increased exposure to the costs associated with equipment breakdown.

Offering broad coverage and higher limits of liability than traditionally offered in the market, Equipment Breakdown Insurance also comes with a dedicated risk engineering team and a responsive, knowledgeable specialist claims team.

## Features and Benefits

- ▼ Equipment breakdown coverage, based on a single broad definition of 'equipment' which incorporates today's technologies.
- ▼ Service interruption, due to failure of utility, landlord or other 3rd party equipment used to supply a variety of services including gas, water, electricity, internet, etc.
- ▼ Green upgrade enhancement (+50% of repair/ replacement).
- ▼ Coverage extensions available include Business Interruption, Spoilage of Stock, Data Restoration and Additional Expenses.

Equipment covered	Equipment examples	
Building Owner	<ul style="list-style-type: none"> <li>▼ Air conditioning equipment</li> <li>▼ Backup generators</li> <li>▼ Building services control systems</li> <li>▼ Car park roller door motors</li> <li>▼ Electrical switchboards</li> <li>▼ Elevator/escalator equipment</li> <li>▼ Fire control panels</li> <li>▼ PABX telephone equipment</li> </ul>	<ul style="list-style-type: none"> <li>▼ Security systems</li> <li>▼ Storage water heaters</li> <li>▼ Underground electrical cables</li> <li>▼ Ventilation fans</li> <li>▼ Water, sewage, fire pumps</li> </ul>
Manufacturer	<ul style="list-style-type: none"> <li>▼ Air compressors</li> <li>▼ Computer/electronic control equipment</li> <li>▼ Electrical switchboards</li> <li>▼ Overhead cranes</li> <li>▼ Packaging equipment</li> <li>▼ Power transformers</li> </ul>	<ul style="list-style-type: none"> <li>▼ Production machines</li> <li>▼ Robotics</li> <li>▼ Testing equipment</li> <li>▼ Underground electrical cables</li> <li>▼ Boilers</li> <li>▼ Refrigeration equipment</li> </ul>
Professional Office	<ul style="list-style-type: none"> <li>▼ Air conditioning equipment</li> <li>▼ Audio visual equipment</li> <li>▼ Computers and servers</li> <li>▼ Electrical panels</li> <li>▼ Internet connections</li> </ul>	<ul style="list-style-type: none"> <li>▼ Photocopiers/ Printers</li> <li>▼ EFTPOS Payment Systems</li> <li>▼ Security and surveillance equipment</li> <li>▼ Telephone system</li> <li>▼ UPS</li> </ul>
Retail food / Restaurant	<ul style="list-style-type: none"> <li>▼ Audio systems</li> <li>▼ Chest freezers</li> <li>▼ Coffee machines</li> <li>▼ Cool room refrigeration equipment</li> <li>▼ Dishwashers</li> </ul>	<ul style="list-style-type: none"> <li>▼ EFTPOS Payment Systems</li> <li>▼ Electronic weigh scales</li> <li>▼ Insured's electrical switchboards</li> <li>▼ POS ordering systems</li> <li>▼ Steam generators</li> </ul>

Objections you may face from clients	How to overcome objection
Excess is too high	<ul style="list-style-type: none"> <li>▼ The insured is using the excess as a measure of what they will get back on a claim.</li> <li>▼ Even with a higher excess the Insured will usually get back more on a claim with Vero as no depreciation is applied to repairs, almost all equipment is covered, as no obsolescence reductions are applied, there will be no underinsured losses due to low limits.</li> <li>▼ Excess is only relevant if there is a claim.</li> </ul>
Premium is too high	<ul style="list-style-type: none"> <li>▼ This cover protects the insured against breakdowns that could impair their business - this is often not the case for cover offered by sub-limited extensions within package or property policies. Why even buy insurance that only pays the small losses, but not the ones that can put you out of business?</li> <li>▼ Covers critical equipment often excluded on other policies, such as reticulated wiring.</li> <li>▼ Can include business interruption, spoilage of stock, and data restoration (incl software).</li> <li>▼ Includes coverage for exposures relating to other peoples equipment, such as service interruption from a failure of the utility or landlords equipment, customers and suppliers, and data centres.</li> <li>▼ We can also increase the excess to lower the premium.</li> </ul>
I don't need such a high property damage limit	<ul style="list-style-type: none"> <li>▼ The premium is not based on the limit.</li> <li>▼ Eliminates guesswork in determining an adequate limit.</li> <li>▼ Eliminates underinsured losses (e.g. breakdown of multiple pieces of equipment from a power surge).</li> </ul>
I only want certain items covered	<ul style="list-style-type: none"> <li>▼ Clients don't think of all their equipment (e.g. plasma TV in coffee shop, switchboards, underground cabling).</li> <li>▼ Even if repair/replacement of equipment is not expensive, business interruption and spoilage could be significant. They need the equipment covered for breakdown to get coverage for resulting business interruption or spoilage.</li> </ul>
I have a warranty or maintenance agreement	<ul style="list-style-type: none"> <li>▼ Check the exclusions of warranty/maintenance agreement with regard to exclusions for power surge, operator error, etc.</li> <li>▼ Warranty/maintenance agreements don't provide business interruption or spoilage cover.</li> <li>▼ Warranty/maintenance agreements cover breakdown caused by the issuer of the agreement – the least likely cause of breakdown.</li> </ul>
It won't cost very much if equipment breaks down	<ul style="list-style-type: none"> <li>▼ Business interruption exposure and impact is often overlooked. Technology means obsolescence and incompatibility issues arise in shorter timeframes.</li> <li>▼ Repair costs are unknown and underestimated, and change regularly due to technological advancements.</li> <li>▼ Most production machines are sourced from overseas.</li> <li>▼ Installation costs are often ignored (e.g. equipment on roof).</li> <li>▼ Refer to Vero Loss Bulletins for examples.</li> </ul>

This is only a summary and does not reflect all the terms and conditions of the Policy or how they apply to your client. Please read the new Policy which is available at [verocentral.com.au](http://verocentral.com.au) for full details of the covers, conditions and exclusions.

You should consider the Policy Wording before deciding whether to purchase any of these products.