



SME Packages on VeroEdge Information Guide

July 2017

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About this guide

At Vero, our priority is to create a better broker experience and become easier to do business with.

SME Packages on VeroEdge provides brokers with the benefits of new smart functions, a clearer risk appetite and updated products.

This guide contains key information to ensure you are ready to use the system and you understand the changes to our package products.

A Sunrise User Guide is also available on VeroCentral.

Your business development manager is available to assist you further with these changes.

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VeroEdge packages

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Key changes to packages products and appetite

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VeroEdge Packages Quick Reference Guide

Getting started

Accessing VeroEdge

Follow the normal process to access an insurers policy platform. The product code for VeroEdge Business Insurance is **VEROSME** (formerly SUNSME in E2).

Transitional actions	Can do	Can't do
Start a quote	<ul style="list-style-type: none"> use E2 before 14 August use VeroEdge from 14 August 	<ul style="list-style-type: none"> use E2 from 14 August use VeroEdge before 14 August
Complete or bind an E2 quote	<ul style="list-style-type: none"> after 14 August within the normal 30 day quote validity period 	<ul style="list-style-type: none"> after 14 August outside the normal 30 day validity period
Set E2 policy term	<ul style="list-style-type: none"> through backdating or extension, have a policy term in E2 until 16 November 2018 	<ul style="list-style-type: none"> through backdating or extension, have a policy term in E2 beyond 16 November 2018

Quotes and new business

Quick quote

1. Insured name and address will be auto filled from your BMS
2. Select and complete desired covers for the policy
3. Answer any underwriting and special acceptance questions
4. Click **Validate** or **Calculate** to check acceptability.
5. **Return to BMS** to save the quote

Bind new business

1. Find quote in your BMS
2. Convert to a policy as per your current process
3. Answer mandatory acceptance details on **Completion** page if not yet completed
4. **Validate** or **Calculate** to check acceptability
5. **Return to BMS** to finalise the binding process

Renewals and transitional key dates

- Eligible Vero policies with due dates from 2 October 2017 and beyond will automatically transition to VeroEdge as a Sunrise import. If a policy is not currently on Sunrise but is deemed:
 - Sunrise eligible, the renewal will be imported onto VeroEdge
 - Sunrise ineligible, the renewal notice will be emailed to your office.
- Due to the change to VeroEdge or to new product wording, you may be required to provide information to allow certain policies to transition to VeroEdge. A Vero representative will contact you as part of the renewal review process.
- To signify a policy has transitioned, the policy prefix will change:
 - SME & SMX: SPX
 - SMT: SPT
 - SMK: SPK
 - NFP: SPK (NB Not for Profit liability policies are not eligible for VeroEdge)
- Once a policy on a Vero in-house product (Vero Business Insurance, Vero Professional Services, etc.) has transitioned to the new policy prefix, the new PDS for that in-house product will apply (cluster group and scheme wordings excluded).
- Current Sunrise policies with an SM* prefix will continue to be maintained in E2 until they transition to VeroEdge on renewal.
- Ebiz renewal reporting will not be available in the first year of renewals. A transitional import reporting process will be implemented.

Navigating VeroEdge

Navigation Menu

Policy

Policy Type, Account , Occupation Search, Business Description, Annual Turnover, Primary Business Address, Holding Insurer and Special Acceptance questions.

Property Risks

Add the Situation Address and Property Items of cover such as Construction Materials, Property Damage, Theft, Money, Glass.

Business Interruption

Cover Type, Annual Turnover.

Liability

Liability, Management Liability and Employee Dishonesty items of cover, Annual Turnover, Driver Risk, Special Acceptance questions.

Equipment Breakdown/Machinery Breakdown with sub-cover of Electronic Equipment

This option is dynamic based on the policy type. Insured Amounts, Air conditioning machinery, Deterioration of Stock, Restoration of Computer Data, Increased Cost of Working.

Other Covers

Portable and Valuable Items, Goods in Transit, Tax Probe, Cover Type, Annual Turnover and Special Acceptance questions.

Commercial Motor

Add vehicles to be insured and any special acceptance questions.

Insured

Add additional insured names or edit, Stamp Duty exemption, Qantas Business Rewards number, Primary Business Address.

Interested Parties/Endorsements

Add interested parties or endorsements.

Documents

1. Policy

Policy documentation for the insured is attached on this screen once a new business transaction is complete.

2. Attachments

Attachments may be added onto quote/policy here.

Referral Messages

This is where broker contact information, referral comments, history of transactions are entered and tracked.

Premium

Premium breakdown of transaction charges, policy term totals and policy term charges including GST.

Completion

This is one of the most important screens as you are binding your client to the Vero Packages policy terms and conditions.

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Policy Details

Vero Packages

Policy No.	Quote Ref.	Mode	Stage	Status	Term Start	Term End	Effective
IDP010000217	QTE005785001	Incomplete	Quote	Acceptable	18/07/2017	18/07/2018	18/07/2017

Policy

Property Risks

Level 37 266 GEORGE Street Bris ...

Business Interruption

Liability

Liability

Management Liability

Equipment Breakdown

Other covers

Portable and Valuable Items

Goods in Transit

Tax Probe

Commercial Motor

Insured

Insured Name

Address

Interested parties

Endorsements

Documents

Documents

Attachments

Referral messages

Premium

Completion

Policy details

Policy type

Vero Business Insurance

Account

AUSSIE MENS 2 INDEPENDENT BDM (600083481)

Occupation

Accounting service (693201)

Occupation search

Business description

Accounting service

Annual turnover

\$500,000

Primary business address

Level 37 266 GEORGE Street Brisbane City QLD 4000

Address search

Has the business or any owner, director, partner or officer of the business sustained more than 3 losses, or had losses totalling more than \$5,000 in the last 3 years, for those covers to be insured by this policy?

No

Holding insurer

Previous

Next

Gross Premium

\$1,462.35

Calculate

Validate

Suspend

Cancel

Return to BMS

Key buttons on screen

Validate

This button validates in VeroEdge and provides real time call to the Vero policy system. It saves your quote information in VeroEdge and to the policy system, as well as flag any mandatory fields not completed on screen. It flags any referral conditions that may require more information.

Suspend

The suspend button allows you to temporarily puts on hold any transaction without losing the quote information entered to the point of suspending.

Cancel

This button allows you to cancel the current transaction, taking you back to your Broker Management System, without saving.

Return to BMS

This button returns you to your Broker Management System to save/continue your transaction.

Calculate Button

Gross Premium: Shows Gross Premium.

Calculate: Makes a call to our Pricing Engine for a Premium.

Header Bar

Policy Number: Starts with IDP prefix and changes to SP* prefix once NB validation complete. An IDP reference number means it is not yet a policy.

Quote Ref: Starts with IDP prefix and changes to QTE once validated.

Mode: Shows the status of the policy contract. Valid values are: Incomplete (QTE to CVN), Finalised (SP*), Abandoned (QTE, CVN, SP*).

Stage: Shows the status of the policy lifecycle. Valid values are: Quote, New Business, Policy, Alteration, Amendment, Cancellation and Lapse.

Status: Shows the status of the transaction being processed or viewed. Valid values are: Draft, Acceptable, Declined, Referral Required, More Information Required.

Term Start: Shows the start date of the Policy contract.

Term End: Shows end date of the Policy contract.

Effective date: is the date this transaction takes effect.

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Features and benefits of VeroEdge Packages



Feature	Benefit
Headline features	
Smart occupation search As you key in an occupation, options and descriptions will appear to help you make the right selection. When you select an occupation you will be provided with any decline notifications and 'included' and 'excluded' business activities where it may not be clear.	Easier to select the right business descriptions and occupations Faster quotes
Electronic certificates of currency (CoCs) Available for the policy and for individual covers, including future dated CoCs. Available through the print option in your BMS or via the VeroEdge Documents page: just click Request documents .	Easy access to CoCs, future dating
Broker referrals All messages sent and received in VeroEdge will be captured and recorded for easy tracking and reference on the Referral messages page. Brokers only need to enter contact details once, the system will remember you.	Record of discussion with underwriter

Feature	Benefit
Improvements from E2	
Address search Automated address search as you key in details.	Faster quotes, fewer errors
New Navigation menu Header bar and Previous and Next buttons on all screens keep you informed of where you are in the process and allow you to navigate to where you want quickly. You can navigate using either the Navigation bar or the Previous and Next buttons.	Easier navigation
Calculate button Click the Calculate button to obtain the premium as you go so you can stay informed.	Check premium as you construct a quote
Simpler acceptance rules Streamlined and simplified special acceptance questions and refined rules that trigger referrals.	Fewer referrals
Attachments It's now easy to add documents to the policy using the Documents – Attachments section.	More convenient quote process
Duty of disclosure questions These are not required at quote stage; they can be answered at bind stage.	Faster quotes
Electronic documents All documents can be retrieved from VeroEdge in electronic form when you need them: schedules (quote, new business, renewal) and covering letters including both current and historic.	Comprehensive document retrieval

Frequently asked questions



Frequently asked question	What to do
Where do I enter my contact details for referrals?	Navigate to the 'Referral messages' page using the left-hand navigation menu. Enter your personal contact details.
Can I add general comments on the schedule?	General comments cannot be added through VeroEdge directly. Contact Underwriting via Referral messages . If acceptable, general comments will be added as a special endorsement and will appear on the Endorsements page.
Can I refer a quote or policy to Vero if the status is Declined?	No. Review the quote and confirm details are correct.
How do I adjust broker commission?	Go to Premium page and click Adjust commission . You can select the required action for both motor and non motor risks. The premium will recalculate when you click on OK .
How do I get policy documents emailed to me automatically?	Navigate to the Documents page, check the Email all documents for this policy box . This action will be required for every policy.
How do I add a discount?	Go to Premium page and click Adjust premium . A discount may be given subject to minimum premiums and the authority granted to your broking office.
How do I add a stamp duty exemption?	Attach the stamp duty exemption certificate in the Documents page. Navigate to the Insured page and request a Stamp duty exemption for the insured.

Frequently asked question	What to do
How do I request a certificate of currency?	There are two ways: through the print option in your BMS or by viewing the policy in VeroEdge, navigate to the Documents page and click on Request documents . In VeroEdge you can request liability only, and other single risk CoCs as well as future dated COCs.
Do I need to select 'No' for every policy section not required?	No. Section required fields can be left blank if not required.
Are there any changes to VeroEdge workers compensation?	When VeroEdge packages goes live, you will note the following changes to workers compensation: <ul style="list-style-type: none"> • "Qantas Acquire" will become "Qantas Business Rewards" • the Check Acceptability button will now become Validate • minor style, labelling and formatting changes
Where do I get help?	For all VeroEdge enquiries (excluding technical system support), please contact your relevant Vero representative. For technical assistance and support, please call 1800 632 196 .

Vero Packages Business Insurance Product



We have recently refreshed our Business Insurance Product Disclosure Statement and Policy Wording and have included some improvements as a result of your feedback.

Below is a Schedule of Changes which is provided as a guide of some of the changes between **Vero Enterprise Business Insurance PDS and Policy Wording V4537 V11 25/05/12B** and **Vero Business Insurance PDS and Policy Wording V10162 12/08/2017A**. The Schedule does not cover every change. It is only a summary and does not reflect all the changes or how they apply to your client. Please read the new **PDS/ Policy** which is available at **verocentral.com.au** for full details of the covers, conditions and exclusions.

Schedule of Changes

Policy Section 1. Property Damage

New:

- Extra Cover 'Forensic cleaning expenses' \$2,000
- Extra Cover 'Rewards' \$5,000
- Extra Cover 'Playing surfaces' \$50,000
- Extra Cover 'Mortgage discharge costs' \$30,000
- Extra Cover 'Environmental upgrade' 10%
- Additional costs or repairing electronic equipment

Uplift:

- Additional Benefit 'Theft of external property' from \$5,000 to \$10,000

Change:

- Extra Cover 'Removal of Debris' **now reads** 'Removal of Debris and temporary repairs'.
- Additional Benefit 'Damage to glass in vacant buildings' **now reads** 'Damage to vacant buildings'
- Additional Benefit Directors and employee's tool of trade and personal effects cover

Policy Section 2. Theft

New:

- Extra Cover 'Rewards' \$5,000

Change:

- Additional Benefit 'Directors and employee's tool of trade and personal effects cover'

Policy Section 3. Glass

New:

- Optional insurance 'Additional broken sign costs'

Change:

- Extra Cover 'Costs' includes window tinting

Policy Section 4. Money

New:

- Extra Cover 'Rewards' \$5,000

Uplift:

- Additional Benefit Directors and employee's tool of trade and personal effects cover

Change:

- Additional Benefit 'Developing security images' \$1,000

Schedule of Changes Continued.

<p>Policy Section 5. Business Interruption</p> <p>New:</p> <ul style="list-style-type: none"> Optional Covers <ul style="list-style-type: none"> (1) Additional claims preparation costs; (2) Additional increased cost of working; (3) Additional outstanding accounts receivable <p>New/Change:</p> <ul style="list-style-type: none"> Extra Covers: <ul style="list-style-type: none"> (2) Included Increased Cost of Working \$10,000 (3) Included outstanding accounts receivable \$10,000 <p>Change:</p> <ul style="list-style-type: none"> Separate cover for <ul style="list-style-type: none"> (a) 'Gross Profit and Gross rentals'; (b) 'Gross rentals' Extra Cover 'Professional fees' now reads 'Included Claims preparation costs' 	<p>Policy Section 10. Tax Probe</p> <p>Change:</p> <ul style="list-style-type: none"> Exclusion '5. Shortfall tax audits' excludes (a) intentional disregard; (b) recklessness.
<p>Policy Section 6. Public and Products Liability</p> <p>Change:</p> <ul style="list-style-type: none"> Definition for "Principals" is now included. <p>Uplift:</p> <ul style="list-style-type: none"> Watercraft (writeback) from 8m to 10m 	<p>Policy Section Policy Section 11. Commercial Motor</p> <p>Uplift:</p> <ul style="list-style-type: none"> \$50m limit if liability Extra Cover 'Vehicle modifications' from \$3,000 to \$5,000 Extra Cover 'Funeral Expenses' from \$5,000 to \$10,000 Extra Cover 'Emergency travel' from \$1,250 to \$2,000 Extra Cover 'Emergency accommodation' from \$1,250 to \$2,000 Extra Cover 'Emergency repairs' from \$500 to \$1,000 (motorcycles) Additional Benefit 'Two-wheel trailer' from \$1,000 to \$2,000 Additional Benefit 'Locks and keys' from \$3,000 to \$5,000
<p>Policy Section 9. Equipment Breakdown</p> <p>New:</p> <ul style="list-style-type: none"> A single sum insured is required for all Equipment types. <p>Change:</p> <ul style="list-style-type: none"> Machinery, computers and electronic equipment now fall under the one heading of 'Equipment' 	<p>Policy Section 12. Goods In Transit</p> <p>Uplift:</p> <ul style="list-style-type: none"> Definition of Transit includes 'goods being delivered to you' <p>Change:</p> <ul style="list-style-type: none"> Extra Cover 'Freight and salvage charges' \$10,000 Extra Cover 'Minimisation costs' \$10,000

Appetite 2017 | Top 5 Business Insurance Occupations

■ Easy processing, no touch underwriting.
 ■ System acceptability, potential underwriter handling.

Electronic Equipment Wholesale	Clothing Wholesale excl. Furs and animal pelts	Restaurant	General Engineering	Hairdresser/ Beauty
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Note: Check the occupation acceptability on Vero Edge as some occupations are excluded for certain cover types

Vero Packages Retail Services Product



We have recently refreshed our Retail Services Product Disclosure Statement and Policy Wording and have included some improvements as a result of your feedback.

Below is a Schedule of Changes which is provided as a guide of some of the changes between **Vero Retail Services PDS and Policy Wording V6502 V5 25/05/12C** and **Vero Retail Services Policy PDS and Policy Wording V10164 12/08/2017A**.

The Schedule does not cover every change. It is only a summary and does not reflect all the changes or how they apply to your client. Please read the new PDS/ Policy which is available at verocentral.com.au for full details of the cover, conditions and exclusions.

Schedule of Changes

Policy Section 1. Property Damage

New:

- Extra Cover 'Forensic cleaning expenses' \$2,000
- Extra Cover 'External storage of stock at the premises' 15%
- Extra Cover 'Rewards' \$5,000
- Extra Cover 'Additional costs of repairing electronic equipment'
- Additional Benefit 'Franchise refurbishment contribution' 15%
- Additional Benefit 'Shopping centre fit-out contribution' 15%
- Additional Benefit 'Limited transit cover \$25,000

Uplift:

- Additional Benefit 'Theft of external property' from \$5,000 to \$10,000

Change:

- Extra Cover 'Capital additions' **now reads** 'Retail fit out and Capital additions'.
- Extra Cover 'Removal of Debris' **now reads** 'Removal of Debris and temporary repairs'.
- Additional Benefit 'Damage to glass in vacant buildings' **now reads** 'Damage to vacant buildings'
- Additional Benefit Directors and employee's tool of trade and personal effects cover

Policy Section 2. Theft

New:

- Extra Cover 'Rewards' \$5,000
- Additional Benefit – 'Trauma counselling expenses'
- Optional Cover – 'Additional damage to rented buildings'

Change:

- Additional Benefit – 'Directors and employee's tool of trade and personal effects cover'
- Additional Benefit 'Developing security images' \$1,000

Policy Section 3. Glass

New:

- Optional insurance 'Additional broken sign costs'

Change:

- Extra Cover 'Costs' includes window tinting

Policy Section 4. Money

New:

- Extra Cover 'Rewards' \$5,000

Uplift:

- Additional Benefit Directors and employee's tool of trade and personal effects cover

Change:

- Additional Benefit 'Developing security images' \$1,000

Schedule of Changes Continued.

<div>Policy Section 5. Business Interruption</div> <div><div>New:</div><ul style="list-style-type: none">Optional Covers<ul style="list-style-type: none">(1) Additional claims preparation costs;(2) Additional increased cost of working;(3) Additional outstanding accounts receivable<div>New/Change:</div><ul style="list-style-type: none">Extra Covers:<ul style="list-style-type: none">(2) Included Increased Cost of Working \$10,000(3) Included outstanding accounts receivable \$10,000<div>Change:</div><ul style="list-style-type: none">Separate cover for<ul style="list-style-type: none">(a) 'Gross Profit and Gross rentals';(b) 'Gross rentals'Extra Cover 'Professional fees' now reads 'Included Claims preparation costs'Extra Cover 'Departmental provision' now reads 'Multi-channel retailing'</div>	<div>Policy Section 9. Equipment Breakdown</div> <div><div>New:</div><ul style="list-style-type: none">A single sum insured is required for all Equipment types.<div>Change:</div><ul style="list-style-type: none">Machinery, computers and electronic equipment now fall under the one heading of 'Equipment'</div> <div>Policy Section 10. Tax Probe</div> <div><div>Change:</div><ul style="list-style-type: none">Exclusion '5. Shortfall tax audits excludes (a) intentional disregard; (b) recklessness.</div> <div>Policy Section Policy Section 11. Commercial Motor</div> <div><div>Uplift:</div><ul style="list-style-type: none">\$50m limit of liabilityExtra Cover 'Vehicle modifications' from \$3,000 to \$5,000Extra Cover 'Funeral Expenses' from \$5,000 to \$10,000Extra Cover 'Emergency travel' from \$1,250 to \$2,000Extra Cover 'Emergency accommodation' from \$1,250 to \$2,000Extra Cover 'Emergency repairs' from \$500 to \$1,000 (motorcycles)Additional Benefit 'Two-wheel trailer' from \$1,000 to \$2,000Additional Benefit 'Locks and keys' from \$3,000 to \$5,000</div> <div>Policy Section 12. Goods In Transit</div> <div><div>Uplift:</div><ul style="list-style-type: none">Definition of Transit includes 'goods being delivered to you'<div>Change:</div><ul style="list-style-type: none">Extra Cover 'Freight and salvage charges' \$10,000Extra Cover 'Minimisation costs' \$10,000</div>
<div>Policy Section 6. Public and Products Liability</div> <div><div>Uplift:</div><ul style="list-style-type: none">Watercraft (writeback) from 8m to 10m<div>Change:</div><ul style="list-style-type: none">Definition for "Principals" is now included.</div>	

Appetite 2017 | Top 5 Retail Services Occupations

Easy processing, no touch underwriting. System acceptability, potential underwriter handling.

Clothing Shop	Homewares and Gifts Retail	Grocery	Hardware Retail	Auto Spare Parts/ Accessories
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Note: Check the occupation acceptability on Vero Edge as some occupations are excluded for certain cover types.

Vero Packages Professional Services Product



We have recently refreshed our Professional Services Product Disclosure Statement and Policy Wording and have included some improvements as a result of your feedback.

Below is a Schedule of Changes which is provided as a guide of some of the changes between **Vero Professional Services Policy PDS and Policy Wording V6408 V6 25/05/12B** and **Vero Professional Services PDS and Policy Wording V10166 12/08/2017 A**. The Schedule does not cover every change. It is only a summary and does not reflect all the changes or how they apply to your client. Please read the new PDS/ Policy which is available at verocentral.com.au for full details of the cover, conditions and exclusions.

Schedule of Changes

Policy Section 1. Property Damage

New:

- Extra Cover 'Additional costs of repairing electronic equipment'
- Additional Benefit 'Limited transit cover' \$25,000

Uplift:

- Additional Benefit 'Theft of external property' from \$5,000 to \$10,000

Change:

- Extra Cover 'Removal of Debris' **now reads** 'Removal of Debris and temporary repairs'.
- Additional Benefit 'Damage to glass in vacant buildings' **now reads** 'Damage to vacant buildings'
- Additional Benefit Directors and employee's tool of trade and personal effects cover

Policy Section 2. Theft

New:

- Optional Cover -Additional damage to rented buildings

Change:

- Additional Benefit 'Directors and employee's tool of trade and personal effects cover'

Policy Section 3. Glass

New:

- Optional insurance 'Additional broken sign costs'

Change:

- Extra Cover 'Costs' includes window tinting

Policy Section 4. Money

Change:

- Additional Benefit 'Directors and employee's tool of trade and personal effects' cover
- Additional Benefit 'Developing security images' \$1,000

Policy Section 5. Business Interruption

New:

- Optional Covers
 - (1) Additional claims preparation costs;
 - (2) Additional increased cost of working;
 - (3) Additional outstanding accounts receivable

New/Change:

- Extra Covers:
 - (2) Included Increased Cost of Working \$10,000
 - (3) Included outstanding accounts receivable \$10,000

Change:

- Separate cover for
 - (a) 'Gross Profit and Gross rentals';
 - (b) 'Gross rentals'
- Extra Cover 'Professional fees' **now reads** 'Included Claims preparation costs'

Schedule of Changes Continued.

Policy Section 6. Public and Products Liability
Uplift: <ul style="list-style-type: none"> Watercraft (writeback) from 8m to 10m Change: <ul style="list-style-type: none"> Definition for “Principals” is now included
Policy Section 9. Equipment Breakdown
New: <ul style="list-style-type: none"> A single sum insured is required for all Equipment types Change: <ul style="list-style-type: none"> Machinery, computers and electronic equipment now fall under the one heading of ‘Equipment’
Policy Section 10. Tax Probe
Change: <ul style="list-style-type: none"> Exclusion ‘5. Shortfall tax audits excludes (a) intentional disregard; (b) recklessness

Policy Section Policy Section 11. Commercial Motor
Uplift: <ul style="list-style-type: none"> \$50m limit of liability Extra Cover ‘Vehicle modifications’ from \$3,000 to \$5,000 Extra Cover ‘Funeral Expenses’ from \$5,000 to \$10,000 Extra Cover ‘Emergency travel’ from \$1,250 to \$2,000 Extra Cover ‘Emergency accommodation’ from \$1,250 to \$2,000 Extra Cover ‘Emergency repairs’ from \$500 to \$1,000 (motorcycles) Additional Benefit ‘Two-wheel trailer’ from \$1,000 to \$2,000 Additional Benefit ‘Locks and keys’ from \$3,000 to \$5,000
Policy Section 12. Goods In Transit
Uplift: <ul style="list-style-type: none"> Definition of Transit includes ‘goods’ being delivered to you’ Change: <ul style="list-style-type: none"> Extra Cover ‘Freight and salvage charges’ \$10,000 Extra Cover ‘Minimisation costs’ \$10,000

Appetite 2017 | Top 5 Professional Services Occupations

 Easy processing, no touch underwriting.
  System acceptability, potential underwriter handling.

Accountancy Practice	Doctors/ Dental/ Medical Clinic	Real Estate Practice	Legal/Solicitor	Consultancy Service
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Note: Check the occupation acceptability on Vero Edge as some occupations are excluded for certain cover types.

Vero Packages Mobile Business Product



We have recently refreshed our Mobile Business Product Disclosure Statement and Policy Wording and have included some improvements as a result of your feedback.

Below is a Schedule of Changes which is provided as a guide of some of the changes between the **Vero Mobile Business PDS and Policy Wording V6819 V3 25/05/12C** and **Vero Mobile Business PDS and Policy Wording V10163 12/08/17 A**. The Schedule does not cover every change. It is only a summary and does not reflect all the changes or how they apply to your client. Please read the new PDS/ Policy which is available at verocentral.com.au for full details of the cover, conditions and exclusions.

Schedule of Changes

Policy Section 1. Property Damage

New:

- Extra Cover 'Mortgage discharge costs' \$30,000
- Extra Cover 'Environmental upgrade'
- Extra Cover 'Rewards' \$5,000
- Extra Cover 'Additional costs of repairing electronic equipment'

Uplift:

- Additional Benefit 'Theft of external property' from \$5,000 to \$10,000
- Extra Cover 'Professional fees' from \$5,000 to \$25,000

Uplift/Change: Extra Cover 'Removal of Debris' **now reads** 'Removal of Debris and temporary repairs' from \$25,000 to \$50,000

Change:

- Additional Benefit 'Damage to glass in vacant buildings' **now reads** 'Damage to vacant buildings'
- Additional Benefit Directors and employee's tool of trade and personal effects cover

Policy Section 2. Theft

New:

- Extra Cover 'Rewards' \$5,000

Change:

- Additional Benefit 'Directors and employee's tool of trade and personal effects cover'

Policy Section 3. Glass

New:

- Optional insurance 'Additional broken sign costs'

Change:

- Extra Cover 'Costs' includes window tinting

Policy Section 4. Money

New:

- Extra Cover 'Rewards' \$5,000

Uplift:

- Additional Benefit Directors and employee's tool of trade and personal effects cover

Change:

- Additional Benefit 'Developing security images' \$1,000

Schedule of Changes Continued.

Policy Section 5. Business Interruption
<p>New:</p> <ul style="list-style-type: none"> Optional Covers <ol style="list-style-type: none"> (1) Additional claims preparation costs; (2) Additional increased cost of working; (3) Additional outstanding accounts receivable <p>New/Change:</p> <ul style="list-style-type: none"> Extra Covers: <ol style="list-style-type: none"> (2) Included Increased Cost of Working \$10,000 (3) Included outstanding accounts receivable \$10,000 <p>Change:</p> <ul style="list-style-type: none"> Separate cover for <ol style="list-style-type: none"> (a) 'Gross Profit and Gross rentals'; (b) 'Gross rentals' Extra Cover 'Professional fees' now reads 'Included Claims preparation costs'
Policy Section 6. Public and Products Liability
<p>Uplift:</p> <ul style="list-style-type: none"> Watercraft (writeback) from 8m to 10m <p>Change:</p> <ul style="list-style-type: none"> Definition for "Principals" is now included.

Policy Section 9. Equipment Breakdown
<p>New:</p> <ul style="list-style-type: none"> A single sum insured is required for all Equipment types. <p>Change:</p> <ul style="list-style-type: none"> Machinery, computers and electronic equipment now fall under the one heading of 'Equipment'
Policy Section 10. Tax Probe
<p>Change:</p> <ul style="list-style-type: none"> Exclusion '5. Shortfall tax audits excludes (a) intentional disregard; (b) recklessness.
Policy Section Policy Section 11. Commercial Motor
<p>Uplift:</p> <ul style="list-style-type: none"> \$50m limit of liability Extra Cover 'Vehicle modifications' from \$3,000 to \$5,000 Extra Cover 'Funeral Expenses' from \$5,000 to \$10,000 Extra Cover 'Emergency travel' from \$1,250 to \$2,000 Extra Cover 'Emergency accommodation' from \$1,250 to \$2,000 Extra Cover 'Emergency repairs' from \$500 to \$1,000 (motorcycles) Additional Benefit 'Two-wheel trailer' from \$1,000 to \$2,000 Additional Benefit 'Locks and keys' from \$3,000 to \$5,000
Policy Section 12. Goods in Transit
<p>Uplift:</p> <ul style="list-style-type: none"> Definition of Transit includes 'goods being delivered to you' <p>Change:</p> <ul style="list-style-type: none"> Extra Cover 'Freight and salvage charges' \$10,000 Extra Cover 'Minimisation costs' \$10,000

Appetite 2017 | Top 5 Mobile Business Occupations

■ Easy processing, no touch underwriting..
 ■ System acceptability, potential underwriter handling.

Electrician	Carpenter	Plumber	Plasterer	Painter / Decorator
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Note: Check the occupation acceptability on Vero Edge as some occupations are excluded for certain cover types.

Vero Packages Motor Trade Product



We have recently refreshed our Motor Trade Product Disclosure Statement and Policy Wording and have included some improvements as a result of your feedback.

Below is a Schedule of Changes which is provided as a guide of some of the changes between **Vero Enterprise Motor Trade PDS and Policy Wording V6583 V3 25/05/12 B** and **Vero Motor Trade PDS and Policy Wording V1076 12/08/17 A**. The Schedule does not cover every change. It is only a summary and does not reflect all the changes or how they apply to your client. Please read the new PDS/ Policy which is available at verocentral.com.au for full details of the cover, conditions and exclusions.

Schedule of Changes

Policy Section 1. Property Damage

New:

- Extra Cover 'Rewards' \$5,000
- Extra Cover 'Mortgage discharge costs' \$30,000
- Extra Cover 'Additional costs of repairing electronic equipment.'

Uplift:

- Extra Cover 'Removal of Debris and Temporary Repairs' \$25,000 to \$50,000
- Additional Benefit 'Theft of external property from \$5,000 to \$10,000

Change:

- Extra Cover 'Removal of Debris' **now reads** 'Removal of Debris and temporary repairs'.
- Extra cover 'Employees Tool of Trade' now combined with 'Directors and employee's tool of trade and personal effects'
- Additional Benefit Directors and employee's tool of trade and personal effects cover.

Policy Section 2. Theft

New:

- Extra Cover 'Rewards' \$5,000
- Optional Cover 'Additional damage to rented buildings'
- Optional Cover 'Additional theft without forced entry

Change:

- Additional Benefit 'Directors and employee's tool of trade and personal effects cover'

Policy Section 3. Glass

New:

- Optional insurance 'Additional broken sign costs'

Change:

- Extra Cover 'Costs' includes window tinting

Policy Section 4. Money

New:

- Extra Cover 'Rewards' \$5,000

Uplift:

- Additional Benefit Directors and employee's tool of trade and personal effects cover

Change:

- Additional Benefit 'Developing security images' \$1,000

Schedule of Changes Continued.

Policy Section 5. Business Interruption

New:

- Optional Covers
 - (1) Additional claims preparation costs;
 - (2) Additional increased cost of working;
 - (3) Additional outstanding accounts receivable

New/Change:

- Extra Covers:
 - (2) Included Increased Cost of Working \$10,000
 - (3) Included outstanding accounts receivable \$10,000

Change:

- Separate cover for
 - (a) 'Gross Profit and Gross rentals';
 - (b) 'Gross rentals'
- Extra Cover 'Professional fees' **now reads** 'Included Claims preparation costs'

Policy Section 6. Public and Products Liability

Uplift:

- Watercraft (writeback) from 8m to 10m

Change:

- Definition for "Principals" is now included.
- Exclusion 16 Contractual liability (write back) allows apprentice or trainee under MTA scheme

Policy Section 9. Equipment Breakdown

New:

- A single sum insured is required for all Equipment types.

Change:

- Machinery, computers and electronic equipment now fall under the one heading of 'Equipment'

Policy Section 10. Tax Probe

Change:

- Exclusion '5. Shortfall tax audits excludes (a) intentional disregard; (b) recklessness.

Policy Section Policy Section 11. Commercial Motor

Uplift:

- \$50m limit of liability
- Extra Cover 'Vehicle modifications' from \$3,000 to \$5,000
- Extra Cover 'Funeral Expenses' from \$5,000 to \$10,000
- Extra Cover 'Emergency travel' from \$1,250 to \$2,000
- Extra Cover 'Emergency accommodation' from \$1,250 to \$2,000
- Extra Cover 'Emergency repairs' from \$500 to \$1,000 (motorcycles)
- Additional Benefit 'Two-wheel trailer' from \$1,000 to \$2,000
- Additional Benefit 'Locks and keys' from \$3,000 to \$5,000

Policy Section 12. Goods In Transit

Uplift:

- Definition of Transit includes 'goods being delivered to you'

Change:

- Extra Cover 'Freight and salvage charges' \$10,000
- Extra Cover 'Minimisation costs' \$10,000

Appetite 2017 | Top 5 Motor Trade Occupations

Easy processing, no touch underwriting.

System acceptability, potential underwriter handling.

Motor Mechanic Workshop

Mobile Motor Mechanic

Auto Electrician

Motor Accessories Retail

Panel Beater

Note: Check the occupation acceptability on Vero Edge as some occupations are excluded for certain cover types.

Vero Commercial Motor Product



We have recently refreshed our Commercial Motor Insurance Product Disclosure Statement and have included some improvements as a result of your feedback.

Below is a Schedule of Changes which is provided as a guide of some of the changes between **Vero Enterprise Commercial Motor Product Disclosure Statement V6476 V5 20/09/10B** and **Vero Commercial Motor Insurance Product Disclosure Statement V10165 12/08/2017 A**. The Schedule does not cover every change. It is only a summary and does not reflect all the changes or how they apply to your client. Please read the new PDS/ Policy which is available at verocentral.com.au for full details of the cover, conditions and exclusions.

Schedule of Changes

Commercial Motor

Uplift:

- Legal Liability Limit increased from \$30m to \$50m
- Extra Cover 'Vehicle modifications' from \$3,000 to \$5,000
- Extra Cover 'Funeral Expenses' from \$5,000 to \$10,000
- Extra Cover 'Emergency travel' from \$1,250 to \$2,000
- Extra Cover 'Emergency accommodation' from \$1,250 to \$2,000
- Extra Cover 'Emergency repairs' from \$500 to \$1,000 (motorcycles)
- Extra Cover 'Emergency repairs' from \$500 to \$3,000 (car, 4WD utility or van of not more 2 tonne carrying capacity)
- Additional Benefit 'Two-wheel trailer' from \$1,000 to \$2,000
- Additional Benefit 'Locks and keys' from \$3,000 to \$5,000