

2023 CORPORATE PROFILE



ABOUT INSURANCE ADVISERNET

Insurance Advisernet Australia was founded in 1996 and Insurance Advisernet New Zealand in 2006. Today we're one of the largest and most respected general insurance businesses in Australia and New Zealand, with an ever growing network of over 250 authorised insurance advice practices.

As part of the AUB Group, an ASX-listed company, with over \$4.4 billion in premium under influence across the AUB network, our buying power spans major insurers in Australia as well as access to major overseas insurers.

Insurance Advisernet were the 2019, 2021 and 2022 ANZIIF industry winners for Network of the Year and 2021 and 2022 Insurance Business Awards industry winners for Broking Network of the Year.



ADVICE YOU CAN TRUST

Trust sits at the heart of any successful relationship. It's the cornerstone on which Insurance Advisernet is built. For two decades Insurance Advisernet has grown through an unwavering trust from business owners across Australia and New Zealand; that we'll always be transparent, do what we say we'll do, and go further to understand your risk profile and ensure your insurance needs are accurately and objectively met. This trust has seen us become one of Australasia's leading general insurance broker dealer groups by delivering the very best advice, the most efficient systems and the right insurance solutions for every individual client. It's a trust we never take lightly or for granted. And one we look forward to sharing with you.



THE NUMBERS INSURANCE ADVISERNET



FOUNDED IN

1996

OVER

1,100  STAFF

OVER
240,000
POLICIES



 OVER
115,000
CLIENTS



250
AUTHORISED
INSURANCE ADVICE
PRACTICES



IN AUSTRALIA & NEW ZEALAND



WHY CHOOSE INSURANCE ADVISERNET

Every year more and more businesses entrust their risk management requirements to Insurance Advisernet and enjoy considerable benefits in doing so. By choosing an authorised Insurance Advisernet representative, you will too.



Advice

Great advice is based on great understanding and relationships. It's why adopting a risk management approach and assessing your unique risk profile is essential to ensuring the right policies are always in place. It's what sets us apart.



Trust

Trust is the cornerstone on which our business is built. It means we do what we say we'll do. Use our expertise to put your needs first and foremost. And are always transparent about the advice we provide and why we provide it.

The four pillars of Insurance Advisernet

We believe in delivering you the very best advice, the most efficient systems and the right insurance solutions, all built upon our four core business pillars: Trust, Advice, Choice & Value.



Value

Price is always important. But value goes much further. It's the sum total of the depth of our relationships, the quality of our advice, the breadth of our offering and the efficiency of our systems - all bolstered by our unrivalled buying power as one of the leading general insurance broker dealer groups. Ultimately though, our key value to you is as your advocate in the event of a claim.



Choice

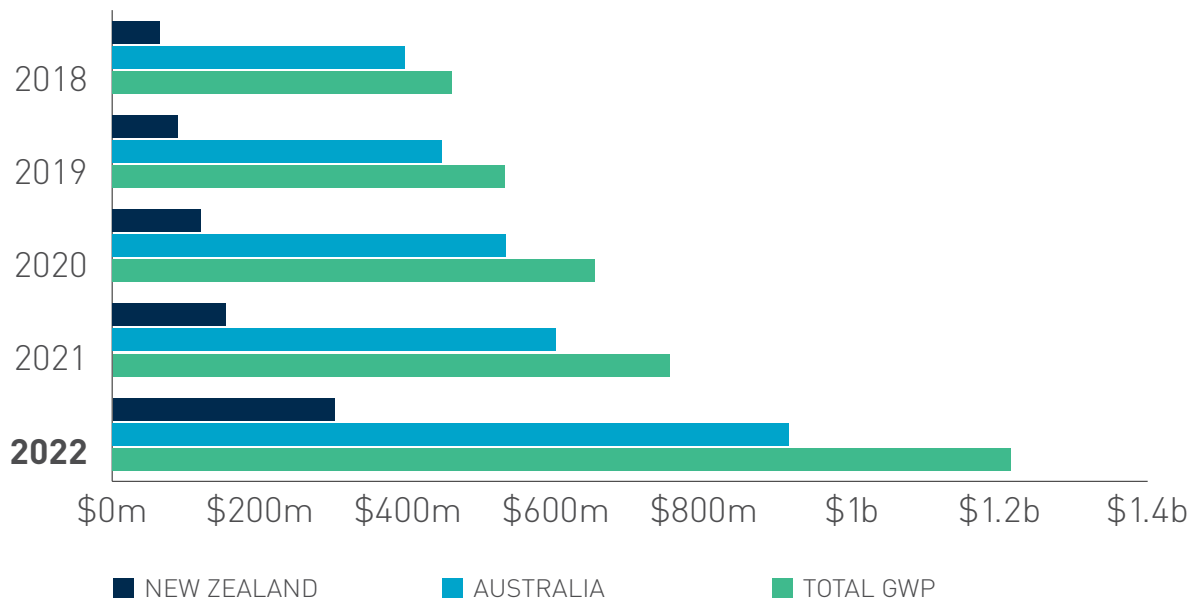
Insurance is no time for compromise. It's vital to have access to a wide range of insurance options so, once identified, your needs can be effectively met. It's why we have active relationships with more than 100 major insurers.



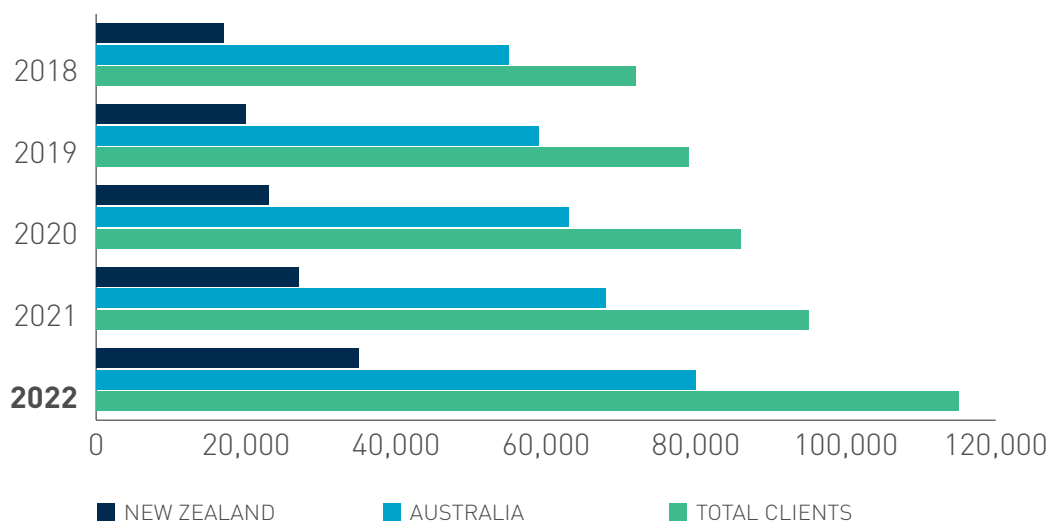
THE SUCCESS

The following graphs indicate the outstanding growth that Insurance Advisernet has achieved since inception and is a testimony to the success of the model and quality of the people within our network.

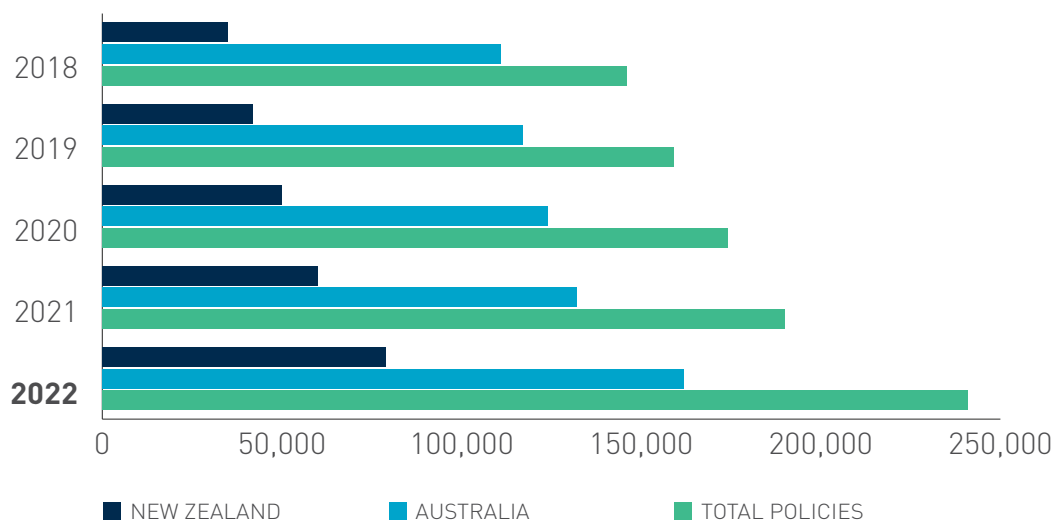
GWP by Country



Clients by Country



Policies by Country





THE PURPOSE

Our vision is to provide insurance brokers with the benefits of maintaining their local presence whilst being able to tap into a national buying group for products and services needed by their customers in today's complex business world.

Our Vision

- ✓ Be a dynamic, market leading general insurance broking dealer group
- ✓ Deliver superior business systems, products and services to our brokers
- ✓ Be innovative, agile and adept to remain relevant in a fast-changing insurance environment
- ✓ Attract and retain highly professional team-orientated people
- ✓ Retain our family culture with embedded values and people who 'walk the talk'
- ✓ Encourage a superior life/family/work balance

Our Mission

- ✓ Provide our brokers with products and services that add superior value and become an integral part of their business
- ✓ Be an advocate to protect, enhance and grow our broker practices
- ✓ Deliver business tools that help our brokers provide quality professional advice and training
- ✓ Provide our brokers with sound business advice
- ✓ Provide our brokers with high quality new business referrals
- ✓ Above all, consult and listen to our brokers to ensure everything we do allows them to achieve their personal and business goals with Insurance Advisernet



Through this vision and mission Insurance Advisernet brokers are able to offer their customers:

COMPETITIVELY PRICED PRODUCTS

PEACE OF MIND IN THEIR INSURANCE ARRANGEMENTS

ACCESS TO LEADING NEW ZEALAND AND INTERNATIONAL INSURERS

SINCERE AND PERSONALISED WORKING RELATIONSHIPS

MORE PROFITABLE, PRODUCTIVE AND SAFER WORKPLACES FOR THEIR STAFF

CLAIMS ADVOCACY ADVICE TO SUPPORT OUR CLIENTS THROUGH THE CLAIMS PROCESS



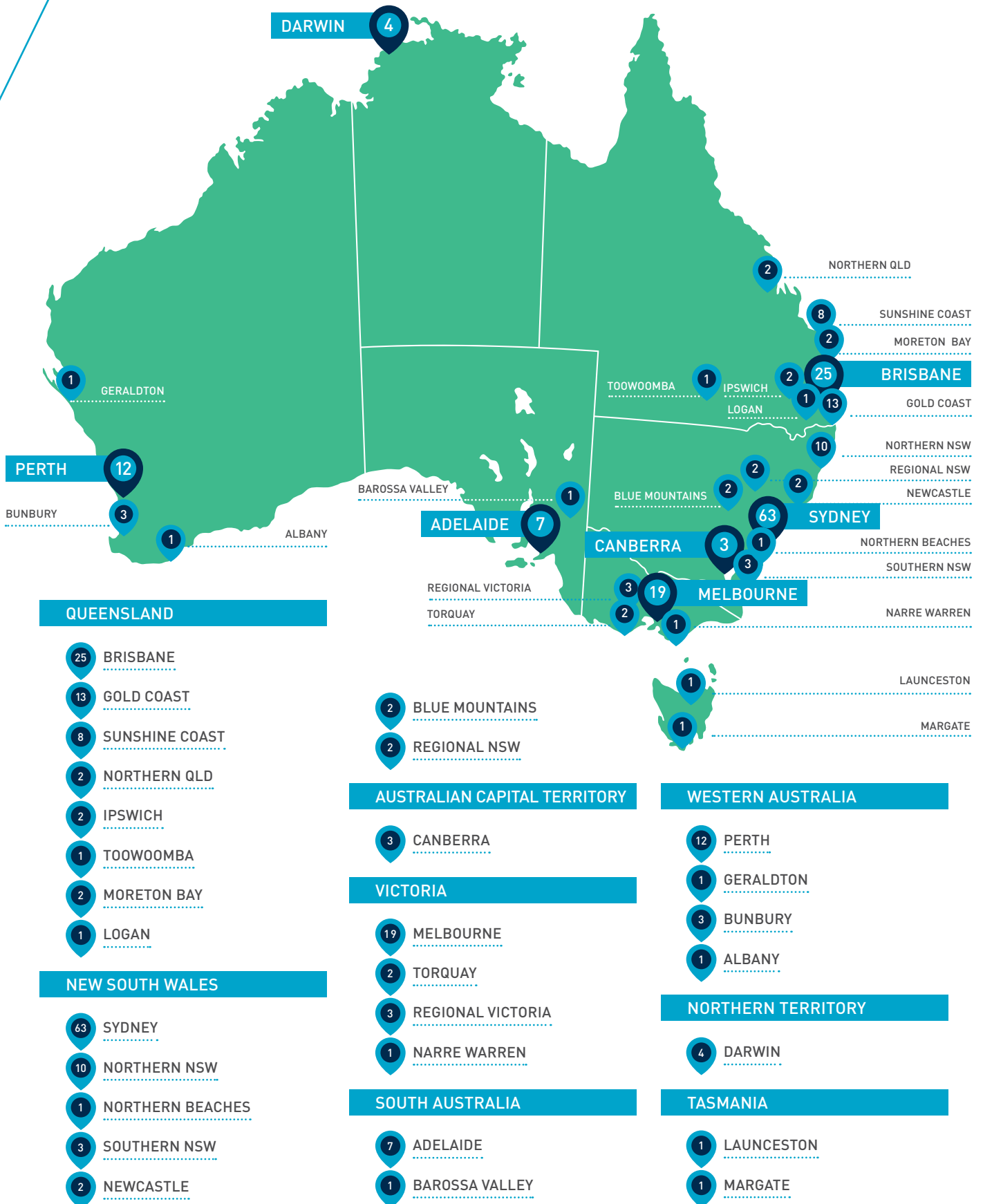
Insurance Advisernet exceeds our customers' expectations through a balance of great people with great technology to give great advice.

SHAUN STANDFIELD

MANAGING DIRECTOR,
INSURANCE ADVISERNET AUSTRALIA & NEW ZEALAND



OUR NETWORK



With over 250 authorised insurance advice practices and 1,100 staff across Australia and New Zealand, Insurance Advisernet is one of the leading insurance dealer groups in the Southern Hemisphere. Each year we help more than 115,000 active clients and manage in excess of 240,000 policies.

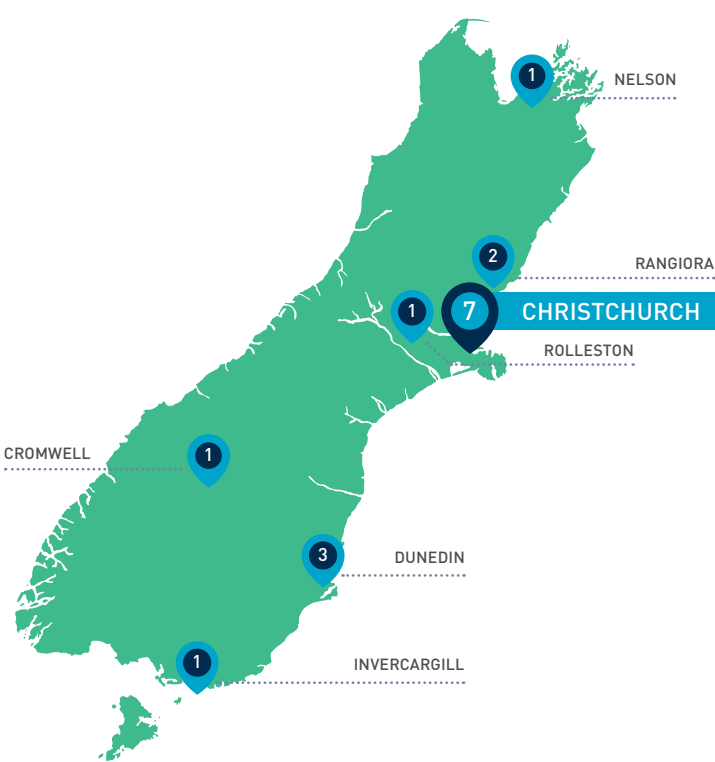
North Island

- 21 AUCKLAND
- 4 TAURANGA
- 1 TAUPŌ
- 1 GISBORNE
- 3 NEW PLYMOUTH
- 1 TAIHAPE
- 2 NAPIER
- 2 HASTINGS
- 1 MASTERTON



- 10 WELLINGTON
- 1 NELSON

- 7 CHRISTCHURCH
- 2 RANGIORA
- 1 ROLLESTON
- 1 CROMWELL
- 3 DUNEDIN
- 1 INVERCARGILL



South Island



CLAIMS ADVOCACY

Being there for our clients at the time of a claim is probably the most important role your Insurance Advisernet broker can play. At times, the claims process can be long and complex but at Insurance Advisernet, we work closely with our clients and insurer partners to make this process as simple and efficient as possible for you - ensuring you are back in business or on the road sooner!

At Insurance Advisernet, your broker is there to guide our clients through the claims process. From lodgement of the claim, monitoring progress and negotiating with our insurer partners to ensure the best possible outcome for our clients.

Ultimately, our key value to you is as your advocate in the event of a claim.

Our Claims Management Philosophy:

- ✓ Act fairly in the interests of our clients in the event of a claim
- ✓ Assist our clients in the claims lodgement process through to finalisation of the claim
- ✓ Assist our clients to understand overly complex policy interpretations
- ✓ Assist our clients to reduce the cost and the number of claims through effective risk management strategies
- ✓ Provide 24hr emergency claims assistance where required

In the event of a claim, we will:

- ✓ Assist our clients in lodging claims and maintain communication every step of the way
- ✓ Advocate and negotiate with insurers on behalf of our clients to ensure they receive their full entitlements
- ✓ Arrange for a loss assessor to be appointed where required
- ✓ Arrange expert consultants including legal and accounting services where needed
- ✓ Arrange access to Risk Management services to assist in prevention or mitigation against future loss



OUR BOARD

IAN CARR

FOUNDER & CHAIRMAN, INSURANCE ADVISERNET
AUSTRALIA & NEW ZEALAND

Ian has worked in the insurance broking industry for over 40 years. His extensive experience includes numerous senior positions such as State Manager, General Manager and Director, Operations for a major national insurance broker in Australia. Ian founded Insurance Advisernet in 1996 and under his stewardship Insurance Advisernet has grown spectacularly to be one of the largest general insurance brokerages in Australia and New Zealand. He holds an Advanced Diploma Financial Services (Broking) and is a Fellow of NIBA, MAICD.

SHAUN STANDFIELD

MANAGING DIRECTOR, INSURANCE ADVISERNET
AUSTRALIA & NEW ZEALAND

As an experienced insurance executive, Shaun boasts a proven track-record in leading large multi-disciplined insurance sales, claims and underwriting operations and has led significant change programs in both Australia and Asia. He holds a Bachelor of Business, Graduate Management Qualification, Masters in Business Administration (MBA), Advanced Diploma of Financial Services and Graduate Diploma from the Australian Institute of Company Directors.

DAVID CRAWFORD

DIRECTOR

David started his insurance career with NZI in Auckland before travelling to London where he worked in a variety of roles and businesses in the insurance industry. He returned to New Zealand in the mid 1990's where he worked for Marsh for 4 years and then joined JLT in 2002 to help them re-establish a Corporate broking offering. He then took up the position of National Development Manager, before leaving in 2006 to start Insurance Advisernet in New Zealand. David was the Chairman of Professional IQ College, the industry owned training organisation and also spent 14 years as a board member of IBANZ.

TRAVIS ATKINSON

DIRECTOR, OPERATIONS

Travis has over 35 years' experience in the insurance industry in New Zealand and Asia. His most recent role prior to joining Insurance Advisernet in 2019 was Executive General Manager of NZI. Travis is a strong advocate of the part that insurance plays in supporting the sustainability and growth of businesses and to the greater good of the economy. A key component of his role with Insurance Advisernet is to contribute towards creating opportunities for brokers to thrive and ultimately deliver outstanding outcomes for their customers.



OUR PARTNERS

The strength of Insurance Advisernet goes far beyond the walls of our own business. It's also about the quality partnerships we build and nurture every day, from our ongoing relationship with the highly respected AUB Group, to the insurers we choose to work with and our ongoing involvement with key industry associations.

Leading Insurers

Rather than focus on a small number of 'favoured' insurers, our dedicated approach has allowed us to spend many years forging relationships with the very best local and international insurance providers. The benefits of these relationships are seen every day by our clients. Insurance Advisernet brokers have access to over 100 insurers to meet our clients insurance needs.





Insurance Advisernet allows insurance brokers and their clients to enjoy the benefits of locally-based understanding and services whilst also being able to tap into the tremendous value and choice of a national buying group.

IAN CARR

FOUNDER & CHAIRMAN,
INSURANCE ADVISERNET AUSTRALIA & NEW ZEALAND

Premium Funding

For many clients and industries we understand the vital importance of preserving day-to-day cash flow. In such situations we can help our clients spread their insurance premium payments over time through an instalment arrangement, arranged via our relationships with reputable insurance premium funding companies.

Industry Affiliations

As one of the leading general insurance broking groups in Australasia, Insurance Advisernet takes a deep and active role in the insurance industry through a variety of initiatives and affiliations.



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