

3 MARCH 2011

The emotional stress and huge uncertainties facing many Christchurch based brokers and their clients have been strongly reinforced over the last few days as our adjusters started calling on customers. The size of the task is enormous and is compounded by a whole new set of issues. This makes us even more determined to support you and help the business community get back to normal as soon as possible.

Vero customers that have Business Interruption cover will have immediate access to, without prejudice, progress payments up to 10% of the Business Interruption sum insured (to a maximum of \$20,000) in the first instance if:

- They have suffered damage that has significantly affected business operations or
- If their business is currently within the cordon area and
- Their turnover is less than \$5 million

If you or your client have not already contacted us to get this underway please contact either your dedicated Earthquake Claims Consultant, or call us on 0800 808 121.

The needs of larger businesses will be managed by their individual loss adjusters.

This interim payment will be made in good faith. In the unlikely event that the final business interruption loss is less than the interim payment, the difference will have to be refunded.

We realise that individual cases may vary and some might be in more dire circumstances than others. These cases can be reviewed on an individual basis.

In this fast paced environment we are faced with inevitable changes and regrettably these will have to be reflected in policy and deductible amendments as well as rate increases across the country. Providing you and your customers with the best possible service and support remains our top priority. Full details of our new approach will be sent out soon.

For earthquake claim enquiries, please call **0800 808 121** or for general enquiries **0800 800 786** or visit **www.vero.co.nz**. You can also follow us on Twitter @vero_NZ.

Kind regards

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