



INSURANCE COUNCIL
OF NEW ZEALAND

ANNUAL REVIEW

2020

Mission

Promoting and shaping a responsive and sustainable insurance industry to safeguard New Zealand.

Vision

New Zealanders have trust and confidence in the insurance industry.

Values

Doing what's right, setting and maintaining high standards, working constructively with all stakeholders, making things happen, and fostering awareness and understanding.

CONTENTS

2 Our
structure

4 President's
Report

8 Chief
Executive's
Report

14 2020 –
The year
in numbers

18 The sector's
response to
COVID-19

20 Supporting
New Zealand's
communities

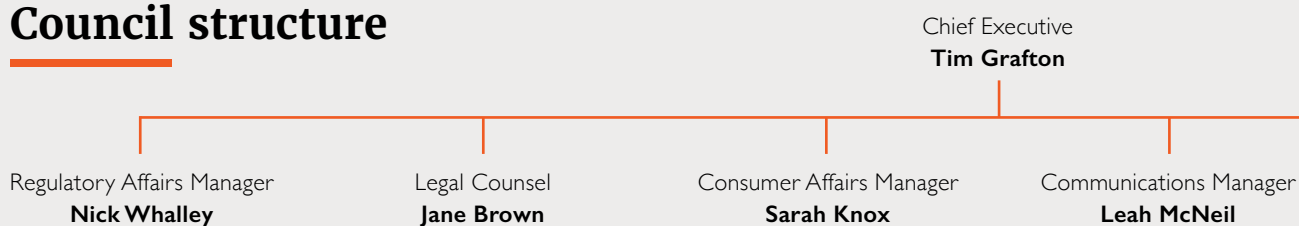
26 Council
activities
2020

36 Industry
Statistics

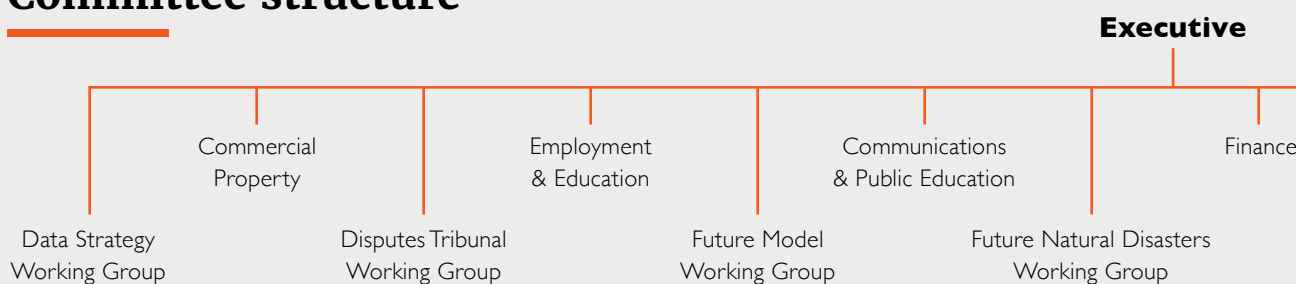
OUR STRUCTURE



Council structure



Committee structure



Left to right back row: Yvonne Wynyard (ICNZ), Terry Jordan (ICNZ), John Lucas (ICNZ), Declan Moore (QBE), Martin Stokes (MAS), Leah McNeil (ICNZ), Jimmy Higgins (Suncorp), Chris Black (FMG), Nick Whalley (ICNZ), Jane Brown (ICNZ)

Left to right front row: Sarah Knox (ICNZ), John Lyon (Hollard), Chris Curtin – Vice President (AA Insurance), Craig Olsen – President (IAG), Tim Grafton (ICNZ), Toni Ferrier (AIG)

Not in the photo: Andrea Dry (Swiss Re), Andrew Brooks (Chubb)



Insurance Manager
John Lucas

Administration & Support
Deirdre Fitzgerald

Operations Manager
Terry Jordan

Insurance Fraud
Bureau Manager
Yvonne Wynyard

Marine

Motor

Insurance Claims
Register

Fraud
Working Group

Travel

Motor Assessors
Technical Working Group

Liability
Cyber
Subcommittee

Personal
Lines

Regulation

Broker
Working Group



PRESIDENT'S REPORT

Tēnā koutou

The COVID-19 global pandemic dominated 2020 for everyone and not least for the general insurance sector. It is difficult to look ahead without seeing its impacts extending well beyond the coming year too.

Looking back, ICNZ's members can be justifiably proud of their early response to the looming crisis by agreeing a set of principles that committed them to support their customers, partners, suppliers and brokers facing financial hardship, with each company deciding the most appropriate way to deliver on those principles.

This collective effort demonstrated the ability to respond swiftly and flexibly to support customers as their lives were turned upside down, and was achieved while each insurer was also being challenged to transform their entire operations to work-from-home arrangements.

It was impressive to see how many insurers put in place the necessary infrastructure and business continuity planning to continue to provide services effectively for customers, including remote processing of claims.

The sector maintained its strong position enabling it to support initiatives aimed at helping to alleviate the financial challenges the crisis caused for many.

I also want to acknowledge the approach of our regulators and the Government, in their decisions to defer regulatory reviews, submission requests and the progress of legislation for several months, so the primary focus could be placed on supporting customers. The early recognition by authorities

of insurance as an essential service was also appreciated.

It is fortunate that a major natural disaster did not occur during lockdown nor when there was community spread of COVID-19. This should be factored into future planning given the severe travel restrictions that applied at times which would have significantly impeded the ability to gather resources and respond in a safe manner.

Closer co-operation in future on other major issues and risks, such as those presented by climate change, would be welcome.

Fair Insurance Code

It was pleasing to see the revised Fair Insurance Code (the Code) launched during the lockdown in April with a supporting video message from the then Minister of Commerce and Consumer Affairs, Hon Kris Faafoi. The Code reflects our sector's commitment to set high standards in all dealings with customers. We are particularly proud to have achieved the WriteMark plain English standard for the Code, and to now be able to offer an audio recording, as well as versions in Te Reo Māori and New Zealand Sign Language.

The Code is overseen by three independent experts. I thank Sir David Carruthers, David McGee QC and David Caygill for their valuable services this year. In particular, I would like to acknowledge and thank David McGee who stepped down from the role in May after three years on the Code Compliance Committee. David was replaced by a former Secretary to the Cabinet, Diane Morcom.

“ THIS COLLECTIVE EFFORT DEMONSTRATED THE ABILITY TO RESPOND SWIFTLY AND FLEXIBLY TO SUPPORT CUSTOMERS AS THEIR LIVES WERE TURNED UPSIDE DOWN. ”

The sector's customer focus

The Code aligns with community and regulatory expectations that the consumers' best interest must be at the heart of insurers' decisions. I know members have undertaken extensive reviews of their systems and processes over the past year to ensure issues identified by our regulators in their 2019 review of culture and conduct in the banking and life insurance sectors are not features of general insurance.

In December, the Vice-President and I were able to join the inaugural meeting of ICNZ's Consumer Advisory Committee, which is chaired by Sir Mark Solomon. This Committee, through its wide consumer representation, will play an important role in providing advice and insights to the ICNZ Board. It is a welcome initiative and one of many the sector is undertaking to improve outcomes for consumers of general insurance products and further enhance consumer trust and confidence in the sector.

Landmark agreements with the EQC

A notable achievement during the year was the conclusion of the National Disaster Response Agreement and Data Agreement (DA) with the Earthquake Commission (EQC). These agreements were achieved after many hours of discussions in remote meetings over several months. They lay the foundation for insurers to manage and settle claims on behalf of the EQC after a natural disaster.

Customers will have one point of contact and accountability for the management of their claims caused by natural disasters, namely, their own

insurer. This builds on the experience from the 2016 Kaikōura/Hurunui earthquake when insurers undertook the same role.

Importantly, the DA will enable EQC to gain better insight into its own exposure, which will assist its reinsurance programmes.

New Zealand is one of the riskiest countries for natural disasters for the size of its economy. The new agreements have successfully taken the partnership between private insurers and the EQC to a new level and, in the process, created one of the best natural disaster schemes in the world.

Legislative and regulatory landscape

I am conscious of the significant volume of work in the legislative and regulatory pipeline and which the industry will be providing input to.

Our members support clear, well-structured and well thought through regulation that protects policyholders and enables insurers to carry out their risk-bearing roles efficiently and effectively. It will be important that this work is not rushed through, is well co-ordinated and there is due regard to the unique and complex issues that arise in the sector. It is particularly important given the fundamental role insurance plays for communities with ICNZ's members collectively accepting the risks for over \$1 trillion worth of New Zealand's assets and liabilities.

To that end, it is pleasing to see a commitment to ensure better co-ordination of legislation and regulation through the government's Council of Financial Regulators and the proposed establishment

of the Insurance Forum under it. We would welcome closer engagement with this group to improve mutual understanding of each other's perspectives.

While COVID-19 has dominated the past year, one of the most significant systemic global risks is climate change. Insurers have for many years signalled the need for society to take measures to adapt effectively to the social, economic and environmental challenges this presents. We support the steps taken thus far by the Government to provide a long-term focus on these issues.

However, the journey ahead is a long one with some tough decisions needing to be made in the future. Among these are measures that will empower, encourage and support consenting authorities to avoid or reduce climate risks over the long-term. We look forward to seeing progress in these areas, so people can continue to enjoy the security provided by affordable and available insurance.

“

WHILE COVID-19 HAS DOMINATED THE PAST YEAR, ONE OF THE MOST SIGNIFICANT SYSTEMIC GLOBAL RISKS IS CLIMATE CHANGE.

”

Acknowledgements

I would like to acknowledge the contributions over several years of two Board members who stood down this year. My predecessor as President, Paul Smeaton, and Richard Harding, who both returned to Australia in July. It was a pleasure to welcome Jimmy Higgins and Declan Moore to the Board as their replacements.

Once again the Board of ICNZ demonstrated its ability to show leadership during a time of crisis and uncertainty in New Zealand, and I am grateful for the efforts and support of each of my fellow Directors. Their voluntary commitment and valuable contributions were needed more than ever this year as the Board met remotely on several occasions during the lockdown.

On behalf of the ICNZ Board, I would like to thank the team at ICNZ, for the work they do on our behalf and the many ways in which they support our members more generally.

The chairs and members of ICNZ's various standing committees and working groups also do an outstanding job on behalf of the sector, so my sincere thanks to these people for their time and commitment in 2020.

Ngā mihi,

Craig Olsen

Craig Olsen
President
Insurance Council of New Zealand





CHIEF EXECUTIVE'S REPORT

Tēnā koutou

Insurers often speculate on Black Swan events, the ones that are so big and beyond what we might expect to happen they can change everything. While we have tended not to consider a microscopic virus as a trigger, in 2020 COVID-19's pandemic status created world-wide disruption.

The Insurance Council team was well prepared to respond early to the operational challenges presented by COVID-19.

In January, as news emerged of a new virus in Wuhan emerged, our communications started to set public expectations about the limited extent travel and other insurance policies could respond to the developing pandemic. Although insurance played an important role in responding to the crisis, most policies have long reflected the inability of insurance to cover all liabilities from a systemic global event.

These limits were conveyed to the Government and the Reserve Bank of New Zealand (RBNZ) to help inform national response planning.

In February, the ICNZ conducted a business continuity planning exercise based on scenarios involving community spread of the virus. The exercise anticipated and tested the capability to work from home to maintain support for members and a seamless transition to new work arrangements then occurred with the full lockdown in late March.

The Board meeting and Annual General Meeting scheduled to be held in Rotorua were conducted remotely. Critically, the timing of these meetings meant members were able to agree from the outset

a set of principles that would guide the sector's response to the unfolding situation by supporting their customers, brokers and suppliers facing genuine financial hardship.

ICNZ was in a position by the end of March to launch proactive communications and a dedicated COVID-19 section on our website responding to the numerous insurance queries that we were fielding.

The Government and regulators were informed of the range of measures members were taking. They in turn deferred their regulatory programmes to enable all to focus on the crisis.

ICNZ reported fortnightly to the Board through April and May on any issues related to customer outcomes, claims developments, emerging issues, reputational and operational impacts.

Further support was provided for members by hosting remote meetings with the RBNZ and the Financial Markets Authority (FMA). Regulators reinforced their view that insurers needed to maintain strong capital positions while supporting those facing financial hardship.

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”

“ ICNZ ESTABLISHED A VULNERABILITY DISCUSSION GROUP WITH MEMBERS TO SHARE BEST PRACTICE AND LEARN FROM EACH OTHER. ”

Customers and vulnerability

ICNZ established a vulnerability discussion group with members to share best practice and learn from each other and provided FinCap, an organisation that works to support those in financial hardship, with links to members' hardship information and contacts so that budget advisors could raise issues directly on behalf of their clients.

ICNZ also worked with the FMA as it plans to update its Conduct Guide to include vulnerability expectations. ICNZ has recommended an educational rather than a binding approach to reflect that many insurers have already developed their vulnerability training material for staff and partners.

Our commitment to better understanding broader consumer needs saw the establishment of our Consumer Advisory Committee in December. Its chair and Māori representative is Sir Mark Solomon and has representatives from the Pasifika community, Consumer NZ, Citizens Advice Bureau, Commission for Financial Capability, FinCap and the external dispute resolution schemes.

The cooperation between the sector and regulators and the closer working relationship that has developed this year is noteworthy. Such approaches will assist with addressing other emerging and potentially systemic risks.

Fair Insurance Code

The revised Fair Insurance Code, which strengthens the high customer standards expected of the sector, was launched during lockdown. Where significant breaches occur, members proactively report these to the Code Compliance Committee with accompanying explanations of the remediation action being taken for customers and to prevent recurrence. This is welcomed by the committee.

In 2020, insurers received over 1.08 million claims, of which 11,482 led to complaints. The drop in claims most likely reflects impacts of COVID-19, for example motor. Conversely, the increase in complaints year on year reflects both the industry's commitment to doing the right thing by the customer, and standardised reporting of complaints. Of the complaints received, 420 were referred to the external dispute resolution schemes with only 46 upheld, encouragingly reflecting only a small lift on the previous year.

No. of Claims	No. of complaints to internal DR process	No. of complaints to external DR process	No. of complaints upheld by external DR process	No. of significant breaches	No. of unresolved significant breaches
1,083,160	11,482	420	46	4	0

NB: This data was reported to ICNZ by its members as at 1 February 2021 for the 2020 calendar year.

Agreement to manage and settle EQC claims

ICNZ played an important role in supporting members through many remote meetings over several months to conclude the National Disaster Response Agreement (NDRA) and Data Agreement (DA) with the EQC. These arrangements ensure customers' EQC claims are managed and settled by their insurer acting as agent for the EQC, removing duplication and delay to recovery efforts following a natural disaster.

While bilateral arrangements are being worked through with the EQC for each insurer, ICNZ is involved in supporting the development of processes and procedures under the new arrangements.

Extreme weather events

The extreme weather events during the year were a continuing reminder of the impacts of climate change and the need for New Zealand to implement a comprehensive risk reduction response. Some of the notable events that contributed to over \$248 million of insured losses during the year were February's floods in Southland, July's Northland floods, and the largest loss event, the extensive floods and landslips in Napier in November, and the Boxing Day hailstorm in Nelson/Marlborough. While flooding may be the most frequent natural disaster peril, the loss of almost 50 homes in Lake Ōhau in October from fire exacerbated by dry conditions and high winds demonstrate the need to be constantly thinking about the risk landscape.

It was pleasing to see a review of the Resource Management Act recommend that the Government enact a Managed Retreat and Climate Change Adaptation Act and for funding to be set aside to meet the costs of reducing these risks. ICNZ looks forward to seeing the proposal advance.

Supporting climate change and natural hazard issues

ICNZ has contributed in many ways to support adaptation initiatives to climate change and better understanding of natural hazards.

After Chairing the Deep South Science Challenge's Representative Users Group for three years, the Chief Executive stood down and remains an active member. The challenge focuses on climate change adaptation and outputs include several reports to improve understanding of insurance.

We supported the Government's move to require climate change financial disclosures though we caution the need to avoid mandatory disclosure until there is greater guidance to ensure disclosures are transparent, consistent and consensus develops on the future scenarios.

ICNZ was an active contributor to the final report published by the Aotearoa Circle on a Sustainable Finance Roadmap for New Zealand. This covers recommendations to support greater responsibility for sustainable outcomes, improved governance, external reporting, pathways to sustainable investment and raising financial capability.

We represent members on the Advisory Committee for the upgrade of the National Seismic Hazard Model. This is the first major upgrade since 2002 and will likely identify higher levels of risk with flow-on implications for insurers and building codes. Our work has also involved supporting low damage seismic designs for buildings.

ICNZ has formed a working group to develop a data strategy to explore potential ways in which the sector can harness data at an aggregate level to provide wider public benefits. Members agreed to share street level claims numbers for the July flood event with the Northland Regional Council to assist them with prioritising flood mitigation work.

Regulatory

The pace of regulatory change returned in the latter half of the year as New Zealand successfully took control of the COVID-19 crisis.

As Parliament rose for the election, proposed changes to the Financial Markets (Conduct of Institutions) Amendment Bill (COFI) left insurers responsible for having fair conduct programmes for customers but removed the equivalent obligation on intermediaries. ICNZ has engaged with officials and the Minister to address this gap. The issue highlights the need for brokers and insurers to work more closely together to ensure customers' needs are met. An ICNZ Working Group has sought to progress this with the Insurance Brokers Association of New Zealand this year.

The Fair Trading Amendment Bill, designed to address, among other issues, egregious behaviour for small trade contracts valued less than \$250,000 presented another issue. ICNZ advocates for insurance contracts to be exempted until the review of unfair contract terms as part of the pending Insurance Contract Law Review. To leave arrangements as they are would result in insurers having to review the relevant policy wordings and amend their systems and processes twice.

ICNZ submitted on proposals for the establishment of a Consumer Data Right. This concept would see consumers able to give permission for trusted third parties to access data held by entities like insurers and for the portability of their data to other providers. In principle this right is supported, but ICNZ wants to ensure this would deliver genuine consumer benefits and reflect the complexities of decision-making regarding insurance. For example, greater data portability may not make it easier for consumers to compare offerings between insurers.

The Treasury sought urgent feedback on a range of technical issues to meet deadlines for the introduction of new EQC legislation in mid-2021. Members rose

to the occasion to provide robust input, but the process was rushed, did not provide time to model implications and complete deep analysis, instead being based on limited information and assumptions about critical issues such as changes to the EQC cap. Insurance plays a critical role in protecting New Zealand from natural hazards, so changes need careful and thorough consideration. Where possible EQC arrangements should align as closely as possible with the private insurers' policies to avoid unnecessary complexity for customers.

The long-awaited multi-year reviews of the Insurance Prudential Supervision Act and Solvency Standards began at the end of the year. Urgency attaches to an aspect of the Solvency review due to changes to accounting standards under IFRS17. ICNZ and members are working closely with the RBNZ to minimise changes required in financial reporting for solvency purposes.

The Fire and Emergency New Zealand (FENZ) levy review was delayed by COVID-19 and the election but will be a focus for 2021. It is noteworthy that even though general taxation was not in scope as an option for funding the service, more than half of those making submissions were critical of this and it was also a popular theme at public meetings.

“ THE PACE OF
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... AS NEW ZEALAND
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CONTROL OF THE
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Communications Campaigns

Our social media platforms have extended their reach this year. Facebook has been used effectively to conduct communication campaigns to provide advice to consumers and raise awareness of fraud. Facebook posts are conversational and use infographics to offer 'tip'-based advice. We found this resonates well with the public.

ICNZ Conference and Webinars

Due to COVID-19, the annual ICNZ Conference was replaced this year by six webinars to avoid physical contact. About 500 people registered for the series which attracted several high calibre international speakers.

International work

ICNZ's international contribution to the sector through the Chief Executive's membership on the Global Federation of Insurance Association (GFIA) executive and involvement with its climate change and cyber working groups continued. This enables direct input on strategic issues by engaging with the International Association of Insurance Supervisors and other international forums and informing our members of emerging issues.

Financial Capability

Our financial capability programme was delivered in partnership with FinCap, Banquer and Citizens Advice Bureau, although due to COVID-19 some activities had to be curtailed. FinCap delivers risk management and insurance education through its network of budget advice and financial mentors assisting people experiencing financial hardship and other vulnerabilities. ICNZ also ran insurance sessions for staff and volunteers at Citizens Advice Bureau and with new migrants.

Banquer delivers educational videos on risk and insurance to almost 12,000 high school students on its educational platform.

Insurance Fraud Bureau (IFB)

In March, the IFB Manager attended an international fraud forum in Toronto and presented to a global insurance fraud seminar later in the year. A key lesson from attendance was the need to share fraud data to effectively combat fraud. They have also broadened our international contacts and learnings to benefit members.

Acknowledgements

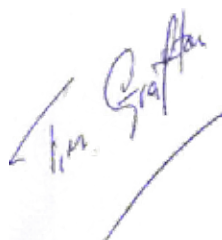
I am grateful for the hard work and support of my team at ICNZ. They have achieved a lot for members over the past year and make a valuable contribution to our sector. ICNZ ended the year in a strong financial position with reserves of \$2.0 million.

Sadly, we said farewell to our Operations Manager, Terry Jordan, who retired after 20 years' service with ICNZ. Terry played a lead role in facilitating insurer working groups in response to the Canterbury and Kaikōura/Hurunui earthquakes.

Nick Whalley joined ICNZ mid-year replacing our Regulatory Affairs Manager Andrew Saunders who moved on to broaden his insurance experience.

ICNZ's effectiveness is dependent on the support we have from our members. I particularly want to thank the President for his support and guidance and the Board for their leadership of the sector and their response to COVID-19.

Ngā mihi,



Tim Grafton
Chief Executive
Insurance Council of New Zealand

ICNZ 125 YEARS OLD

Established in 1895

In 2020 the Insurance Council of New Zealand (ICNZ) celebrated 125 years as a representative body for fire and general insurance companies.

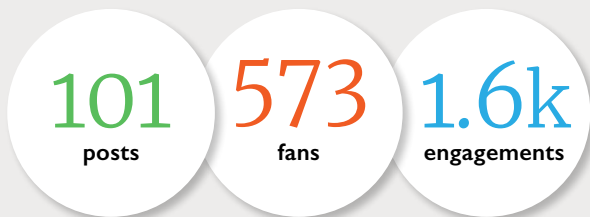
Our mission is to promote and shape a responsive and sustainable insurance industry to safeguard New Zealand. We are dedicated to working with stakeholders and consumers to help people understand and manage the risks they face, through promoting a strong and sustainable insurance industry that people can trust and have confidence in.

2020

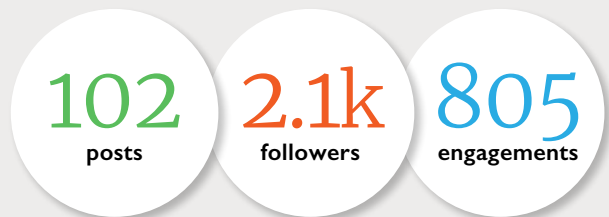
THE YEAR IN NUMBERS

In 2020 the ICNZ and IFB expanded their social presence across Facebook, LinkedIn and Twitter, implementing consistent educational campaigns to help grow Kiwis understanding of insurance and risk.

Facebook



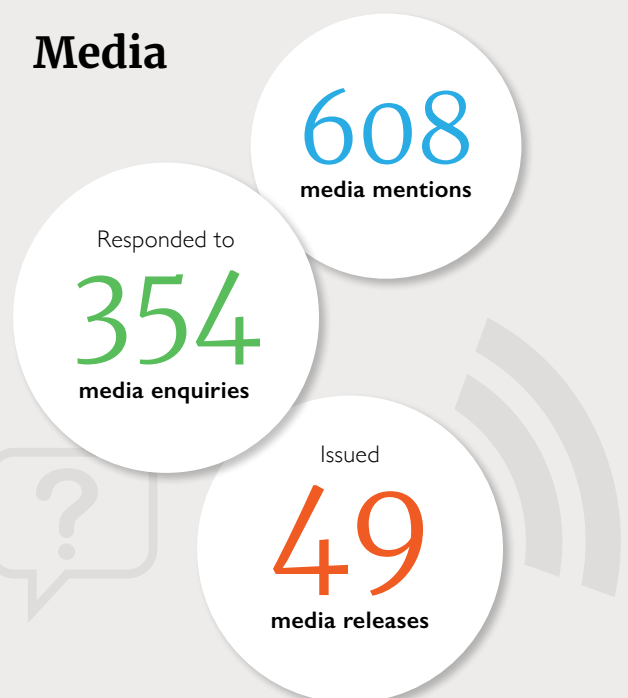
LinkedIn



Newsletters



Media





The Insurance Fraud Bureau (IFB) **turns 1**.



During 2020 the IFB worked **alongside general insurers** in New Zealand to reduce the impact of insurance fraud on all customers.



In March the IFB undertook a survey to understand how much Kiwis knew about insurance fraud and the impact it could have on them. The responses reinforced **how little Kiwis know about insurance fraud** and how important the IFB's efforts are to educate Kiwis about the implications of fraud.



Presentations

The ICNZ team delivered **24 presentations** to industry bodies, regional and local government and consumer groups.



Submissions

Engaged with government, presented **17 submissions** and holding a further ten discussions on regulatory change and key sector issues.



ICNZ Speaker Series

In response to the necessary health and safety measures and social distancing required by COVID-19, ICNZ replaced its annual conference with a series of six webinars – the ICNZ Speaker Series.

The series connected our members and the wider sector with international and local experts on topics and issues affecting the sector in New Zealand and around the world.

Topics included:

- **Webinar 1:** The future of insurance in a post-COVID world
- **Webinar 2:** The COVID effect: what the new financial landscape looks like
- **Webinar 3:** The Empowered Consumer
- **Webinar 4:** Insight into fraud in times of recession
- **Webinar 5:** A deep-dive into the US Election
- **Webinar 6:** 'The Perfect Storm: Our climate and New Zealand's resilience'

The series provided access to 18 international and national subject matter experts and reached close to 500 people. It supported the sector's ongoing professional development awarding close to 1000 CPD points. The series was delivered with the generous support of our sponsors.

The Fair Insurance Code – setting the standard of service ICNZ members must provide to their customers

On 31 March 2020 ICNZ launched the revised Fair Insurance Code, effective from 1 April 2020



A key aspect of the work to revise the Fair Insurance Code was ensuring it was more accessible to Kiwi's. ICNZ worked alongside Writemark to ensure the revised Code had a clear purpose, structure, language, and design – which we are proud to say has earned it the WriteMark.

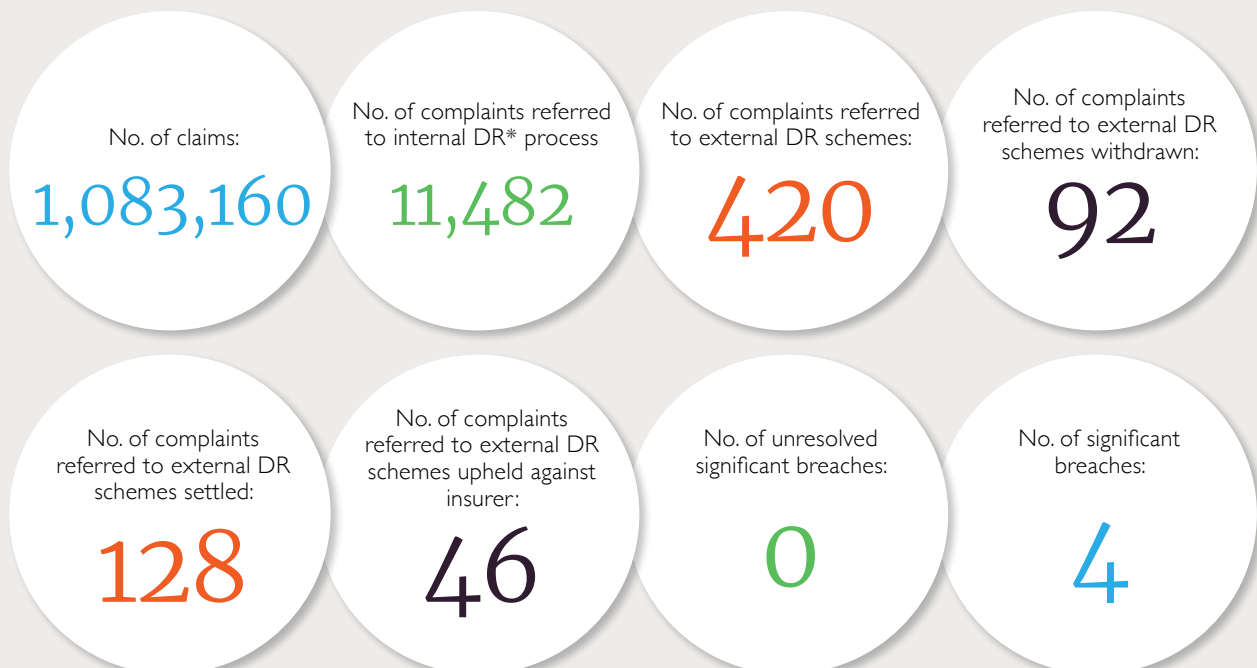
The Code now uses straightforward language that talks directly to readers and is easy to understand. Sentences are short and uncomplicated. It is also now accessible for readers and speakers of other languages with copies in Te Reo Māori, New Zealand Sign language and audio available on ICNZ's website.

Upholding the interests of the customer

In 2020 there were **four significant breaches** of the Code.

The breaches were referred to ICNZ's Code Compliance Committee to be independently investigated. The Committee found each breach to be adequately addressed by members, with necessary changes put in place to both remedy the breach and prevent future instances occurring.

The Fair Insurance Code numbers for 2020



* DR = Disputes Resolution



FAIR INSURANCE CODE CASE STUDIES

A busy time during COVID-19

During the start of the COVID-19 pandemic, travel insurers were flooded with claims for cancelled and disrupted travel plans. Due to the large increase in claim numbers, it meant that it was sometimes difficult for them to meet the timeframes set out in the Fair Insurance Code. In September, a member notified ICNZ that they had failed to comply with paragraph 17 of the Fair Insurance Code on a number of instances during the pandemic. Paragraph 17 says that ICNZ members will decide whether or not to accept a claim within 10 business days of receiving all the information they need to make the decision.

The Code Compliance Committee considered the information provided by the member before asking for more details about what was being done to remedy the breach. The Committee acknowledged that the member was operating in very difficult circumstances and had received a lot more claims than normal, but ultimately decided that there had been a significant breach of the Code. However, after receiving more information from the member about how they had engaged with customers and reviewed their claims processes, they agreed that no further action needed to be taken by the member.

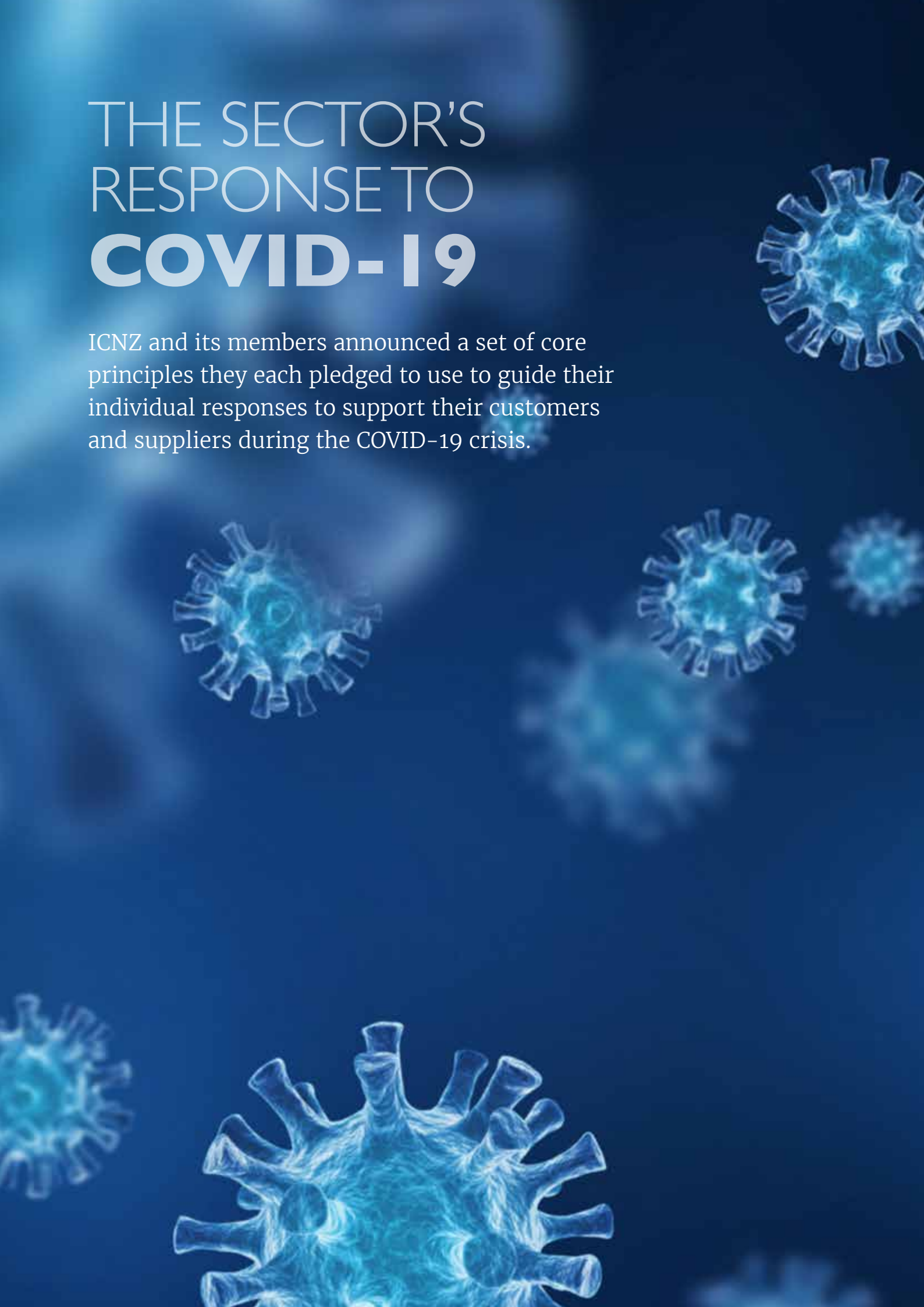
Missing policy documents

In October, a member notified ICNZ about a significant breach when they discovered that policy documentation had accidentally not been provided to new customers. This was a breach of paragraph 6 of the Fair Insurance Code which says that ICNZ members will give policyholders access to their policy wording.

When they told ICNZ about the breach, the member also provided a full remediation plan to ensure policyholders were provided all the correct information and to put processes in place so this issue would not happen again. The Code Compliance Committee reviewed the remediation plan, agreeing that the member had taken sufficient steps to remedy the breach. They were also satisfied that the changes the member proposed putting in place would mean that the breach would not reoccur in future. The Committee confirmed that the incident had been a significant breach, and engaged with the member to request another update on implementation of the remediation plan for their next meeting.

THE SECTOR'S RESPONSE TO **COVID-19**

ICNZ and its members announced a set of core principles they each pledged to use to guide their individual responses to support their customers and suppliers during the COVID-19 crisis.



The Ten Principles

The ten core insurance principles for COVID-19 are:

- 1 We are an essential service that is open for business and will take all necessary steps to maintain operations to safeguard and protect New Zealand.
- 2 We will continue to handle all insurance claims and support our customers.
- 3 We will respond flexibly and responsibly to those in genuine financial hardship or are vulnerable or have difficulties communicating with us.
- 4 We urge all customers to contact their insurer if they are in genuine financial hardship.
- 5 We will continue to meet the high standards set in the Fair Insurance Code that cover all our dealings with customers. If the crisis prevents us from meeting the timeframes in the Code to respond to claims or a complaint we will explain why and keep you informed about the progress of your claim at least every 20 days.
- 6 We will be transparent and open in all our communications.
- 7 We will use our repair networks and suppliers (where appropriate or possible) to settle claims, noting as an essential service we are limited to making repairs when our customers' health and safety is at risk or to support those in essential services.
- 8 We and our agents will always strictly adhere to all health and safety requirements including measures to reduce and eliminate the spread of COVID-19.
- 9 We recognise the critical importance of our supply chains and the cash-flow pressures they may be under, so we will ensure there is prompt payment for their services.
- 10 We will work with our brokers and distributors of insurance to help them to support their clients and our customers. We urge all businesses to work with their broker and insurer to ensure they have the appropriate insurance in place during the crisis.

Following these principles ICNZ's members implemented a range of measures to support the unique and changing needs of their customers, brokers, business customers and suppliers. They moved early, ensured they were fully open for business and acted to keep New Zealanders and their assets protected by easing the financial pressures they faced.

We worked collaboratively as a sector, with government, regulators and consumer bodies. In the early days of COVID-19 a response was provided to

Treasury outlining actions and initiatives members were taking for people experiencing financial hardship. These messages were also conveyed through ICNZ's channels and to consumer groups such as Consumer NZ and FinCap.

At the request of FinCap, a resource was developed to link to members' hardship information and a contact list was developed of names and non-0800 numbers for each insurer so that budget advisors could advocate directly on behalf of their clients.





SUPPORTING NEW ZEALAND'S **COMMUNITIES**

NATURAL DISASTER SUPPORT

During 2020 ICNZ members paid more than \$248 million to support New Zealand's recovery from extreme weather events.

Insurers were there when customers needed them with approximately 13,600 claims paid during the year.

Each event was a poignant reminder that the unexpected can happen – and just how important it is to have insurance to help you get back on your feet in times of need.

more than
\$248m
(total)

Boxing Day hailstorm Tasman District

26 December

Hail can lead to widespread damage to anything in its path – roofs, cars, buildings and the produce the region is so well known for. ICNZ worked with its members to ensure those affected knew that their insurer was there to help them pick up the pieces and progress their claim – even on Boxing Day!

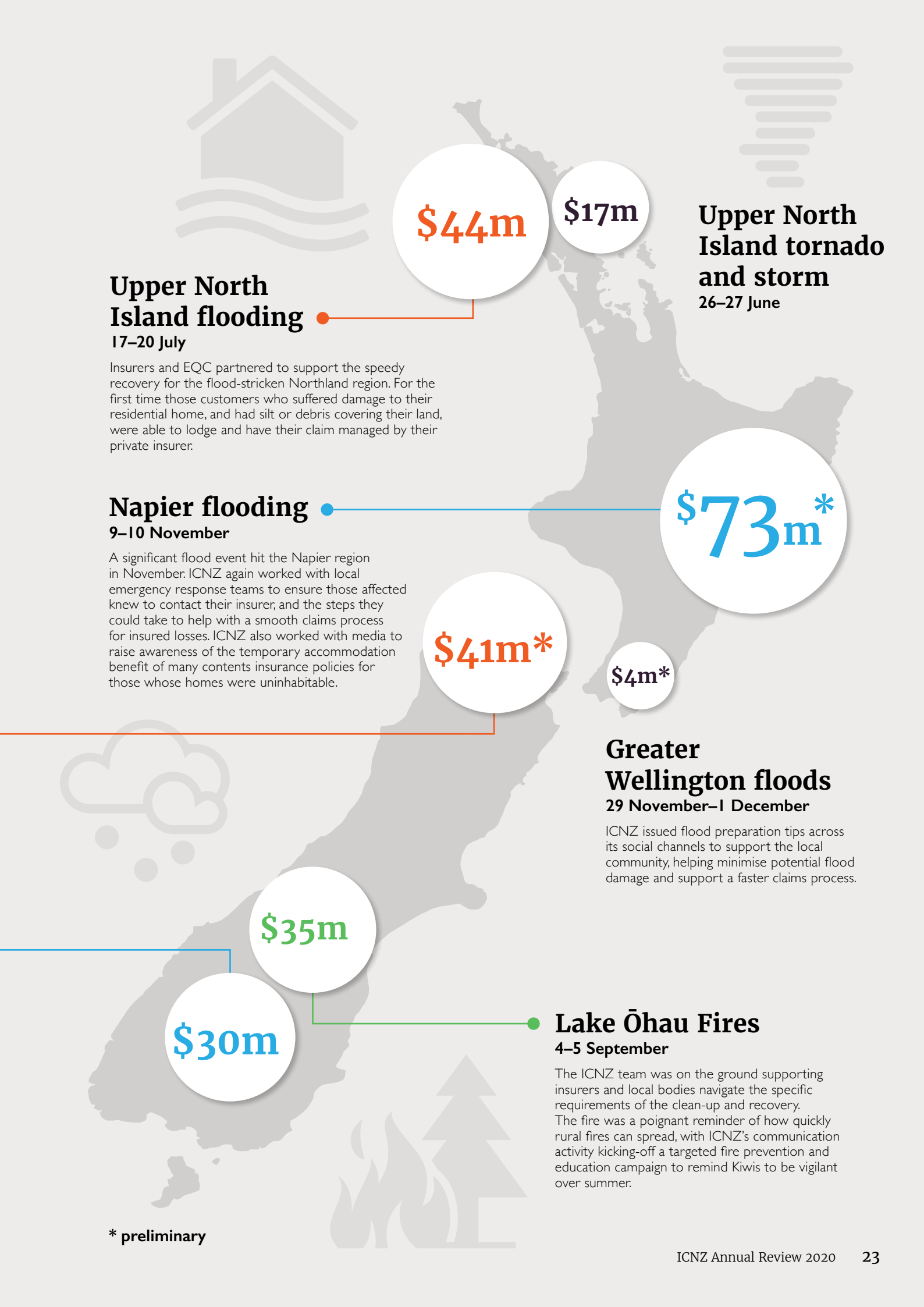
Southland flooding

3–18 February

In February ICNZ issued advice to those in the flood affected areas following a state of emergency declared for Southland, Fiordland and Clutha. ICNZ's Insurance Manager visited to provide support and advice for those affected alongside Civil Defence and the local council at the community drop-in centre.

\$5m

**Tasman low
and polar blast**
25–29 September



Upper North Island flooding

17–20 July

Insurers and EQC partnered to support the speedy recovery for the flood-stricken Northland region. For the first time those customers who suffered damage to their residential home, and had silt or debris covering their land, were able to lodge and have their claim managed by their private insurer.

\$44m

\$17m

Upper North Island tornado and storm

26–27 June

Napier flooding

9–10 November

A significant flood event hit the Napier region in November. ICNZ again worked with local emergency response teams to ensure those affected knew to contact their insurer, and the steps they could take to help with a smooth claims process for insured losses. ICNZ also worked with media to raise awareness of the temporary accommodation benefit of many contents insurance policies for those whose homes were uninhabitable.

\$73m*

\$41m*

\$4m*

Greater Wellington floods

29 November–1 December

ICNZ issued flood preparation tips across its social channels to support the local community, helping minimise potential flood damage and support a faster claims process.

\$35m

\$30m

Lake Ōhau Fires

4–5 September

The ICNZ team was on the ground supporting insurers and local bodies navigate the specific requirements of the clean-up and recovery. The fire was a poignant reminder of how quickly rural fires can spread, with ICNZ's communication activity kicking-off a targeted fire prevention and education campaign to remind Kiwis to be vigilant over summer.

* preliminary

GROWING KIWIS' UNDERSTANDING OF INSURANCE



Banquer launch

ICNZ became an official Support Partnership of Banquer High in May, as part of its work to grow young Kiwis insurance literacy – a key part of financial capability. The online financial education tool for secondary students helps to ensure all Kiwi kids have access to quality financial education. ICNZ's Consumer Affairs Manager also joined Banquer in its Banquer Live! webinars to help grow students' understanding of risk and how to protect ourselves against it.



SIMPLIFYING the claims process after a natural disaster

NDRA announcement

Putting customers first to deliver one of the best natural disaster response platforms in the world

The EQC and eight private insurers announced a new partnership in November that will provide an improved, more collaborative approach to supporting New Zealanders through natural disasters in the future.

Under the new partnership, anyone with home insurance whose home or land is damaged in a natural disaster will only need to lodge one claim through their private insurer – who will assess, manage and settle their claim. This will ensure a more effective and efficient response, delivering simplicity and certainty for customers during a very stressful time.

ICNZ and ANZIIF scholarship

The annual ICNZ and Australian and New Zealand Institute of Insurance and Finance (ANZIIF) scholarship aims to recognise outstanding insurance professionals who demonstrate potential to become industry leaders, and also provides an opportunity for career development. In December, we were proud to announce **Anna Graham** of IAG as the winner of the 2020 ICNZ and ANZIIF Scholarship, for her entry to the topic question: *Whether systemic, global risks such as pandemics can be diversified and if the insurance sector should make changes in response to future systemic risks?*

INSURANCE

THE FIVE PILLARS HELPING INSURANCE SAFEGUARD NEW ZEALAND



COUNCIL ACTIVITIES 2020

The following list identifies the specific work outcomes of the Council and its standing committees and working groups.

While the activities vary in scale, they all contribute to delivering the strategic priorities of members and the Board.



Mataura river, Southland flood February 2020

Submissions to and work with Government

- Department of Internal Affairs (DIA) on the Fire and Emergency New Zealand Funding Review
- Economic Development, Science and Innovation Select Committee and Ministry of Business, Innovation and Employment (MBIE) on the Fair Trading Amendment Bill
- MBIE on the Financial Markets Authority (FMA) Funding and Levy
- Finance and Expenditure Select Committee and MBIE on the Financial Markets (Conduct of Institutions) Amendment Bill
- Inland Revenue Department on the GST policy issues
- Environment Select Committee on the Building (Building Products and Methods, Modular Components, and Other Matters) Amendment Bill
- FMA on the proposed standard conditions for financial advice provider full licences and license classes
- Wellington City Council on Planning for Growth (Draft Spatial Plan)
- MBIE on establishing a Consumer Data Right
- The Treasury and the EQC on the EQC Act review and potential changes to the EQC Building cap
- Reserve Bank of New Zealand (RBNZ) on the Deposit Takers and Depositor Protection
- RBNZ on the Solvency Standards Principles and Timeline
- FMA on the Recognition of Australia adviser qualifications
- Ministry of Justice on the prioritising countries for overseas disclosures under the Privacy Act
- Governance and Administration Select Committee on the Insurance (Prompt Settlement of Claims for Uninhabitable Residential Property) Bill
- Waka Kotahi NZ Transport Agency on supporting the proposed extension for holders of overseas driver licence during COVID-19
- Waka Kotahi NZ Transport Agency on the NZTA Regulatory Stewardship (Omnibus) Amendment 2020.

Submissions can be found online at www.icnz.org.nz/submissions

Discussions were also had with:

- MBIE regarding the Fair Trading Amendment Bill and the Financial Markets (Conduct of Institutions) Amendment Bill
- FMA regarding the proposed standard conditions for financial advice provider full licences
- EQC to reach agreement on a future model for settling claims for residential buildings and through the relationship level governance group
- Treasury on the insurance sector
- MBIE on the Public Inquiry into the EQC (dispute resolution)
- Ministry of Housing and Urban Development on the proposed regulations for methamphetamine contamination
- Law Commission on Class Actions and Litigation Funding
- IBANZ about improving communication between insurers, intermediaries and insureds
- Wellington City Council regarding their draft spatial plan, climate change impacts and other resiliency issues
- MBIE as a participant in their Building Sector Working Group.

Natural Disaster related matters

- Collected and published Canterbury progress statistics on a quarterly basis.
- Assisted Treasury with Canterbury statistics for Ministerial reporting.
- Worked with EQC and insurers to develop a Natural Disaster Response Agreement for responding to future natural disasters where insurers will manage and settle all claims.

Disaster response

- Attended three public meetings and liaised with local councils to facilitate recovery efforts following the February 2020 Southland floods.
- Finalised the agreed protocol between EQC and insurers in May 2020 for land clean-up beneath dwellings following flood events.
- Attended the Northland Flood Recovery in July 2020 and liaised with the Northland Civil Defence & Northland Regional Council.
- Liaised with the Waitaki District Council and remotely attended a public meeting on the recovery from the Lake Ōhau Village fire in October 2020.
- Liaised with Hawke's Bay Civil Defence and Napier City Council concerning the Napier Flood and Landslip event in November 2020.

“ THE NEWLY ESTABLISHED CONSUMER ADVISORY COMMITTEE MET FOR THE FIRST TIME IN DECEMBER. ”

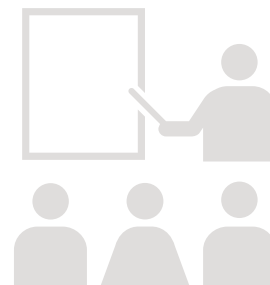
CONSUMER AFFAIRS

Consumer Advisory Committee – The newly established Consumer Advisory Committee met for the first time in December. The Committee was set up to advise the ICNZ Board on consumer issues. It is anticipated that the committee will decide on priority issues and solutions for the ICNZ Board to consider. Membership of the Committee includes a range of consumer groups and consumer representatives, with its Independent Chair and Māori representative Sir Mark Solomon, and Pasifika representative Ronji Tanielu.



Customers experiencing vulnerability – In 2020 ICNZ set up a Customer Vulnerability Discussion Group to facilitate members meeting to discuss best practice, share common challenges, keep up to date with vulnerability issues, and learn from each other. The group meets every two months and receives regular updates from the FMA on its vulnerability expectations as well as a wide range of speakers working on their approach to customers experiencing vulnerability.

Plain English – ICNZ continues to promote Write Limited’s offer of a free plain English review of a policy to assist members with assessing any improvements needed to their current policy wordings. Many members have now received or are in the process of receiving WriteMark accreditation.



Financial Capability – ICNZ’s Financial Capability programme uses different partners for different segments. Banqer helps us to reach intermediate age children with the transport and real estate modules and Banqer High insurance expansion for secondary school students. For financially vulnerable communities our partner is FinCap. And for the public more broadly, our consumer education is delivered direct via Facebook and indirectly via the media.

In 2020 the FinCap Risk Management and Insurance module 1 was developed into an online format. And ICNZ continues to offer Citizens Advice Bureau volunteers training on insurance as well as offering new migrant sessions.



Citizens Advice Bureau meeting Nelson

Presentations

Council staff made presentations to:

- YPM Body Corporate AGM, Wellington on better understanding of seismic risk and premium changes
- Presented at the Wellington City Council, Planning for Growth Series, Wellington
- ICNZ-IBANZ Liability Insurance Workshop
- Kāpiti Coast District Council's Takutai Kāpiti
- Presented the ICNZ-ANZIIF Scholarship to winner Euan Osborne of Chubb at the ANZIIF Business Breakfast
- Hosted webinar for members with the Reserve Bank of New Zealand
- Hosted webinar for members with the Financial Markets Authority
- Hosted webinar on Business Interruption with IBANZ
- Financial Services Council – presented on a webinar panel for the FSC
- Banqer webinar covering risk management and contents insurance for youth
- Property Council webinar covering customer support, risk management of vacant property and the importance of the updating insurance for changed trading conditions
- ANZIIF Webinar on the Fair Insurance Code
- Presented to Timaru District Council on insurance issues
- Hosted webinar for members with the RBNZ on its regulatory programme
- Hosted three webinars for the wider sector covering what role insurance might play in a future pandemic/systemic risk, the impact of COVID-19 on the sector and the empowered consumer
- Presented and participated on a panel at the NZILA Conference
- The NZILA Fair Insurance Code webinar
- The Waikato Regional Council
- DLA International Panel on Sustainability
- Coordinated and hosted the MetService Webinar for members
- Hosted three webinars for the wider sector covering what fraud, global implications for the US election outcome and Climate Change risks
- Presented to Citizens Advice Bureau (CAB) in Papakura, Lower Hutt and Johnsonville
- New Migrant Session on how insurance works in NZ in South Auckland
- Webinar: How to do an insurance health-check for CAB staff and volunteers nationally.

Committee activities

Commercial Property Committee

- Developed customer and broker COVID-19 support initiatives.
- Ran a Business Interruption Webinar Workshop jointly with IBANZ, with approximately 300 insurer, brokers and loss adjusters attending.
- Developed a cautious position on the use of Expanded Polystyrene Foam used in building construction.
- Continued representation on the MBIE / Engineering New Zealand Low Damage Design Steering Group (low damage seismic design building of the future).
- The Committee and the Engineering Subgroup helped develop a communication to Government on the ability for the local insurance market to support any Government shovel-ready construction initiatives.

Communications and Public Education Committee

- Monitored reputation and media issues across the industry, with attention to heightened regulatory change.
- Met fortnightly during COVID-19 Level 4 lockdown to proactively identify and address key reputational issues, agree priorities and core industry response and messages, and to identify wider activity and advice for ICNZ to lead for the sector to help mitigate reputational risk.
- Developed and implemented an industry Communications Plan to support ICNZ's launch of the revised Fair Insurance Code.
- Hosted two presentations from Treasury.
- Received a joint-presentation from FMA and RBNZ with information shared on FMA's recently released vulnerability toolkit, an overview of the regulators' expectations.

- Met with Consumer NZ on its insights to customer experience with insurance and recent consumer survey findings and identified key areas of insurance knowledge and education for its readership.
- Identified key topics for ICNZ social platforms with a focus on consumer education and to help grow New Zealanders' understanding of insurance.
- Met with the IFB to discuss a wider education programme of activity, including the use of the IFB logo across suitable and relevant member channels.
- Developed an overarching Business Plan to address key areas of consumer education and sector wide reputational risks.
- Reviewed media approach to share data insights following a major weather event or natural disaster, to leverage opportunities to share general insurance messages.
- Supported key campaigns and activity to grow New Zealanders' understanding of insurance, including Money Week, seasonal summer risk messages and ICNZ's Fire Prevention campaign.
- Met with ICNZ social media agency Virtual Marketers, supporting ICNZ's annual social media activity calendar.

Employment and Education Committee

- Produced the insurance sector's annual Remuneration Survey.
- Shared issues and discussed the ongoing impact on staff of COVID-19, including the health and safety obligations for people working from home in a pandemic.
- Discussed Health and Safety, and Diversity and Inclusion best practice.
- Acted as a key reference point for ANZIIF in New Zealand, including supporting and having input into a new learning module 'Building Integrity' to support training of conduct and culture in the insurance industry which has been built on the 5 C's from the FMA's conduct guide.
- Monitored employment and education sector changes such as the vocational education proposals.
- Received regular briefings from Business NZ on employment regulation proposals.
- Received presentations, analysis and tools on relevant issues such as mental health, recruitment strategies to improve the diversity of staff as members strive to reflect their customer base and the communities in which they operate.

Finance Committee

- Provided input to ICNZ's submission on the IRD GST Policy Issues Paper.
- Hosted Reserve Bank of New Zealand representatives at the March Committee meeting to discuss draft data guidelines, and established a sub-group to prepare a response.
- Formed an IFRS-17 sub-group to work on the issues arising from the introduction of IFRS 17 to provide a forum to identify issues associated with the introduction of IFRS 17 that could impact insurers and their relationships with regulators and Government departments.
- Met with RBNZ for an IFRS-17 update, and to discuss issues identified by the IFRS-17 sub-group identified.
- Identified 18 IFRS-17 priority focus areas in the lead up to the introduction of the new Standard on 1 January 2023.
- Undertook an IFRS-17 survey with members to gauge readiness.

Liability Committee

- Organised a liability workshop for IBANZ.
- Hosted WorkSafe's Chief Legal Advisor for a discussion around health and safety investigations and prosecutions.
- Worked with Marsh to update the New Zealand Transport Agency's insurance certificates.

Marine Committee

- Updated the 2020 Marine large loss statistics for New Zealand.
- Completed the annual statistical claims and premium return to the International Union of Marine Insurers.
- Represented insurers on Maritime New Zealand's Safer Boating Forum.
- Facilitated a function with the Maritime Law Association of Australia and New Zealand for the visit to New Zealand by the President of the International Union of Marine Insurers Richard Turner in March 2020.
- Jointly ran a weather training workshop webinar with MetService New Zealand over two days for insurers, covering a broad range of content from weather basics through to understanding detailed weather maps. Around 80 individuals took part in the training.
- Maintained a watching brief on the increasing trend for cargo export/import delays affecting New Zealand.

Motor Committee

- Established an understanding of individual insurer's COVID-19 support initiatives for customers and repairers.
- Updated members on Waka Kotahi NZ Transport Agency COVID-19 assistance rules for driver licence changes and vehicle safety inspections.
- Updated member guidelines for rental vehicle loss of use calculations that are based on vehicle running cost provided by the Automobile Association.
- Met to understand COVID-19 related motor vehicle parts supply delay, its impact on repairs and possible cost implications.
- Obtained independent legal advice on the compliance of rental vehicle companies with transport legislation, Fair Trading and Commerce Act issues.

Personal Lines Committee

- Met virtually on a regular basis during New Zealand's first COVID-19 lockdown to trap issues that needed public education e.g. rental inspections for landlords and why you should continue with your home and contents insurance despite some risks such as burglary being reduced.
- Developed a consumer guide on purchasing home insurance in a multi-unit building and assisted in developing a public education campaign to warn potential homeowners about the risks of buying into fee simple multi-unit complexes.
- Commissioned ESR to conduct research on any potential toxicity of ozone in built environments following building remediation.
- Agreed to provide street level claims data to the Northland Regional Council for the July 2020 floods for the purpose of prioritising flood mitigation projects.
- Assisted EQC with insurer views on changes to the EQCover Insurer's Guide.
- Met with and provided feedback to Ministry of Housing and Urban Development (MHUD) on the Residential Tenancies Act regulations for methamphetamine contamination in homes.
- Received presentations, analysis and tools on relevant issues such as asbestos, flood models, new climate academic research, residential risk analysis services and digital property inspections.
- Reviewed and made changes to the Dual Insurance Agreement.
- Conducted the two-yearly review of the Police MOU.
- Made an Official Information Request to FENZ on house fire loss data for analysis by insurers' own businesses.



Regulation Committee

- Prepared and presented submission on a range of regulatory issues (see section on Submissions and Work with Government).
- Monitored regulatory developments that may have an impact on the insurance sector.

Travel Committee

- Provided input into responses to media enquiries relating to COVID-19.
- Met with Consumer NZ to discuss travel complaints.
- Reviewed and refreshed the ICNZ website travel page and created a Travel Insurance Consumer Guide.
- Had a presentation from Write Limited about the benefits of plain English reviews for insurance policies.
- Provided feedback to the Ministry of Foreign Affairs and Trade about what COVID-19 travel insurance is likely to be available when international borders reopen.

Working group activities

Disputes Tribunal

Continued liaison between the Insurance Council Disputes Tribunal Working Group and the Ministry of Justice in 2020 to promote service efficiencies and ensure insurers have a good understanding of the Disputes Tribunal procedures.

Motor Assessor Technical Working Group

Joint work with Parts Trader to strengthen systems to help avoid parts sellers misrepresenting vehicle repair parts.

Broker Working Group

The Broker Working Group was established in January 2020. It drafted a broker agreement and provided to IBANZ for its input.

Data Strategy Working Group

The Data Strategy Working Group was established in July 2020. This group is exploring potential ways the sector can harness its collective data at an aggregate level to provide wider public benefits.

Insurance Fraud Bureau

This year was the first full operational year since the IFBs inception in September 2019. During 2020 the IFB undertook a range of activities including:

Presentations

- Spoke at the International Fraud Forum, Toronto
- Hosted an ICNZ Speaker Series webinar – ‘Fraud in times of a Recession & what to expect’
- Spoke at the 2nd Global Insurance Fraud Seminar.

Social Media

- Established the IFB Facebook channel in June with targeted campaigns to grow following
- Developed and leveraged 12 informative and educational anti-fraud blogs
- Developed a social media asset bank
- Designed targeted Facebook posts to drive awareness and understanding of insurance fraud.

Insurance Fraud Bureau Working Group

The IFB Fraud Working Group:

- Agreed on a common fraud definition
- Developed a public fraud education/communication framework
- Contributed to a fraud data sharing concept
- Liaised with Communication and Public Education teams
- Contributed towards the annual ICNZ public survey
- Contributed and agreed on IFB Fraud Working Group Terms of Reference
- Contributed and agreed on IFB Fraud Working Group Business Plan
- Assisted with A&W Autoparts investigation
- Hosted several speakers with a fraud focus.



**Insurance
Fraud Bureau
New Zealand**

Insurance Claims Register (ICR)

- Provided consistently reliable service with no operational outages reported during the year.
- Youi left the NZ market, leaving seven licensee members.
- Completed a platform vulnerability test with recommendations made for improvements.
- Finalised the review of governing documents in consultation with the Office of the Privacy Commission.

INDUSTRY STATISTICS

	2016	2017	2018	2019	2020
ALL BUSINESS					
Gross Written Premium	5,345,220,235	5,727,157,999	6,320,894,581	6,820,298,460	6,897,756,628
Net Written Premium	3,425,022,923	3,975,655,149	4,273,100,623	4,600,036,897	4,517,330,839
Net Earned Premium	3,366,482,641	3,784,224,340	4,049,633,966	4,410,796,801	4,480,726,853
Claims Incurred	1,968,592,517	2,710,849,427	2,412,636,982	2,300,034,410	2,517,421,278
Loss Ratio %	58.48%	71.64%	59.58%	52.15%	56.18%
Business Costs (Staff etc)	1,186,539,400	1,236,198,791	1,242,799,943	1,325,061,078	1,296,538,348
Combined Ratio %	93.72%	104.30%	90.27%	82.19%	85.13%

COMMERCIAL MATERIAL DAMAGE AND BUSINESS INTERRUPTION					
Gross Written Premium	680,630,993	720,886,662	821,348,477	923,276,042	979,281,814
Net Written Premium	357,611,986	375,638,036	439,060,052	504,556,262	527,352,347
Net Earned Premium	360,357,963	365,001,083	392,999,915	456,514,539	503,479,159
Claims Incurred	243,994,226	266,340,393	279,983,629	239,015,033	347,961,111
Loss Ratio %	67.71%	72.97%	71.24%	52.36%	69.11%

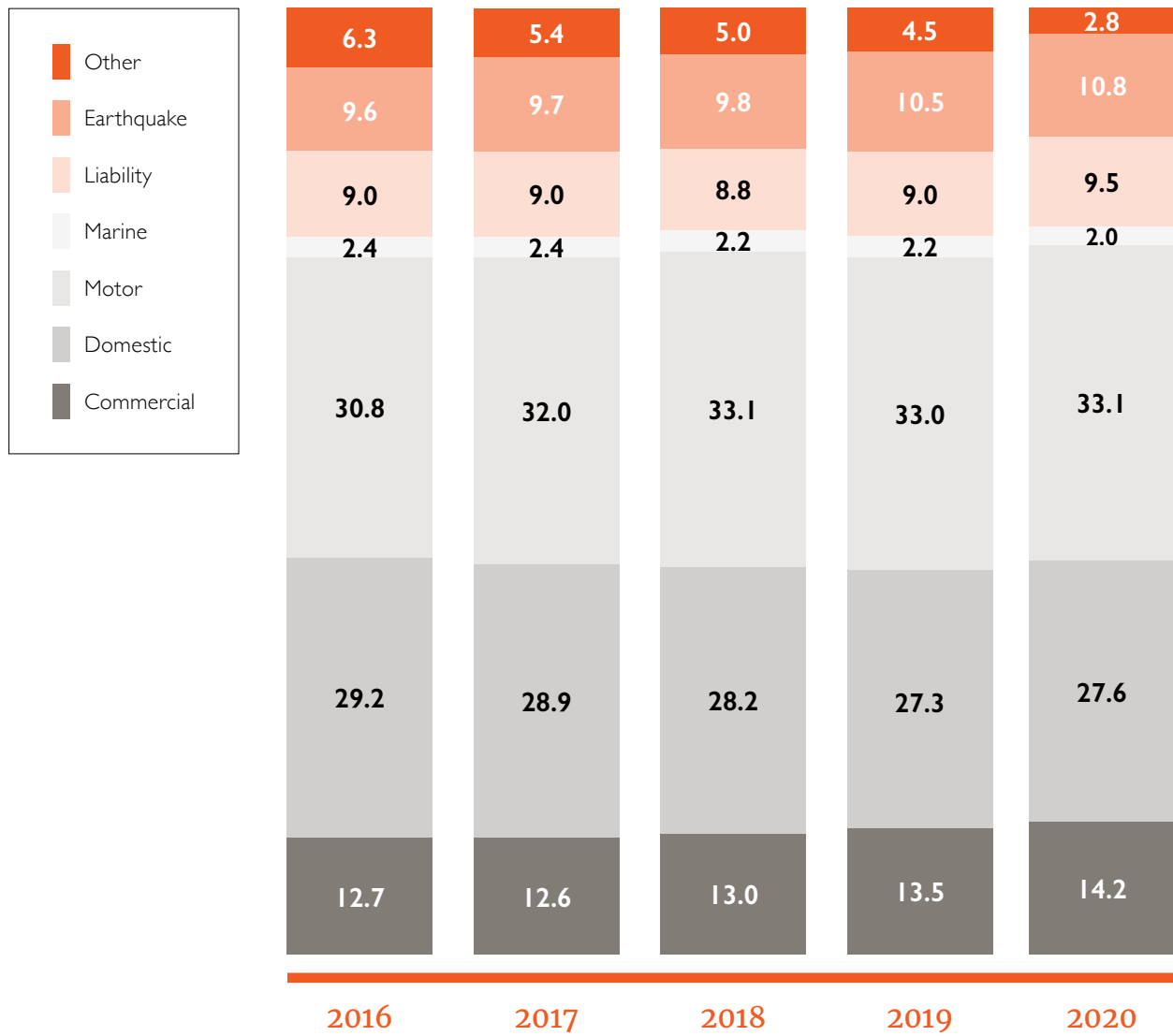
DOMESTIC BUILDINGS AND CONTENTS					
Gross Written Premium	1,560,818,092	1,653,980,584	1,785,251,411	1,864,492,475	1,902,866,076
Net Written Premium	1,149,372,792	1,248,972,005	1,254,418,489	1,273,910,939	1,301,841,590
Net Earned Premium	1,129,099,427	1,201,103,163	1,208,555,478	1,248,907,489	1,289,000,443
Claims Incurred	624,059,237	716,800,290	703,854,646	609,379,099	716,797,927
Loss Ratio %	55.27%	59.68%	58.24%	48.79%	55.61%

MOTOR COMMERCIAL AND PRIVATE					
Gross Written Premium	1,644,119,117	1,833,142,184	2,089,081,449	2,246,287,211	2,282,750,043
Net Written Premium	1,422,592,371	1,568,885,993	1,664,815,382	1,733,682,657	1,746,002,446
Net Earned Premium	1,377,217,656	1,475,665,889	1,564,914,747	1,671,167,121	1,697,379,453
Claims Incurred	1,023,576,910	1,132,804,218	1,139,574,076	1,159,798,847	1,129,207,364
Loss Ratio %	74.32%	76.77%	72.82%	69.40%	66.53%

	2016	2017	2018	2019	2020
MARINE HULL AND CARGO					
Gross Written Premium	126,516,762	134,650,106	136,255,756	149,260,058	140,643,151
Net Written Premium	93,028,019	101,443,977	97,977,744	105,442,174	99,192,228
Net Earned Premium	92,816,802	99,540,458	98,062,171	100,220,644	101,335,825
Claims Incurred	62,428,514	59,343,187	62,979,376	59,094,113	53,045,023
Loss Ratio %	67.26%	59.62%	64.22%	58.96%	52.35%
LIABILITY PROFESSIONAL & DEFAMATION, DIRECTORS & OFFICERS AND PUBLIC PRODUCT & OTHER					
Gross Written Premium	481,262,837	521,877,213	553,667,536	614,601,218	655,129,901
Net Written Premium	330,448,687	358,875,086	366,211,203	403,593,216	424,016,168
Net Earned Premium	320,109,298	343,539,963	356,371,538	376,198,764	405,724,360
Claims Incurred	112,861,384	100,322,242	114,795,055	147,256,363	156,504,156
Loss Ratio %	35.26%	29.20%	32.21%	39.14%	38.57%
EARTHQUAKE DOMESTIC, COMMERCIAL M.D., BUSINESS INTERRUPTION AND MARINE CARGO					
Gross Written Premium	513,288,251	554,701,233	621,395,116	712,986,291	747,048,043
Net Written Premium	-81,596,028	177,202,600	287,214,134	341,415,779	314,945,636
Net Earned Premium	-73,258,527	157,686,791	275,669,622	325,014,849	325,131,607
Claims Incurred	-204,420,440	363,309,158	40,281,584	-37,340,918	18,517,513
Loss Ratio %	279.04%	230.40%	14.61%	11.49%	5.70%
OTHER PERSONAL ACCIDENT, TRAVEL, LIVESTOCK AND OTHER					
Gross Written Premium	338,584,183	307,920,017	313,894,836	309,395,165	190,037,600
Net Written Premium	153,565,096	144,637,452	163,403,619	237,435,870	103,980,424
Net Earned Premium	160,140,022	141,686,993	153,060,495	232,773,395	158,676,006
Claims Incurred	106,092,686	71,929,939	71,168,616	122,831,873	95,388,184
Loss Ratio %	66.25%	50.77%	46.50%	52.77%	60.12%
GROSS WRITTEN PREMIUMS OF BUSINESS CLASSES					
Commercial	680,630,993	720,886,662	821,348,477	923,276,042	979,281,814
Domestic	1,560,818,092	1,653,980,584	1,785,251,411	1,864,492,475	1,902,866,076
Motor	1,644,119,117	1,833,142,184	2,089,081,449	2,246,287,211	2,282,750,043
Marine	126,516,762	134,650,106	136,255,756	149,260,058	140,643,151
Liability	481,262,837	521,877,213	553,667,536	614,601,218	655,129,901
Earthquake	513,288,251	554,701,233	621,395,116	712,986,291	747,048,043
Other	338,584,183	307,920,017	313,894,836	309,395,165	190,037,600
Total	5,345,220,235	5,727,157,999	6,320,894,581	6,820,298,460	6,897,756,628

Gross Written Premiums of Business Classes by Percentage

Year ended 30 September 2020



PRESIDENT

Craig Olsen	IAG
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BOARD

Chris Black	FMG
Andrew Brooks	Chubb
Chris Curtin (Vice President)	AA Insurance
Andrea Dry	Swiss Re
Toni Ferrier	AIG
Marc Guppy	Allianz
Jimmy Higgins	Suncorp New Zealand (part year)
John Lyon	Hollard
Declan Moore	QBE (part year)
Martin Stokes	MAS
Paul Smeaton	Suncorp New Zealand (part year)
Richard Harding	Tower (part year)

STANDING COMMITTEES 2020**COMMERCIAL COMMITTEE**

Marianne Barclay	TokioMarine & Nichido Fire Insurance
Brett Clark	AIG
Lance Clarke (Chair)	IAG (from October)
Jonathan Cleland	FMG
John Hardiman	Chubb Insurance NZ Ltd
Sheema Khurshed	Swiss Re
Graeme Lynskey	Hollard
Graham Martin	Vero
David Moffatt	Chubb
Raj Parikh	New India Assurance
Wendy Perry	Zurich
Gavin Peart	Munich Re
Richard Rolston	QBE
John Stubbs	Gen Re
Bryan Tedford (Chair)	IAG (till October)
John Whitta	Tower
Marcel Wratt	MAS

COMMUNICATIONS & PUBLIC EDUCATION COMMITTEE

Mike Davy	MAS
Marie Hosking	Vero (till June)
Bridget Catchpole	Vero (till March)
Lisa Meiklejohn	Vero (from September)
Amelia Macandrew	AA Insurance
Nicholas Meseldzija (Chair)	Tower
Cara Mygind	IAG
Glyn Jones	IAG
Bridget Nicol	QBE (till July)
Nicola Vallance	AIG
Colin Wright	FMG

EMPLOYMENT AND EDUCATION COMMITTEE

Sonya Cornwall	IAG
Jenny Erasmus	AIG
Pete Fizzell	FMG
Nikki Howell (Chair)	AA Insurance
Huma Houghton	MAS (from August)
Sarah Latch	Zurich
Michelle McBride	Tower
Ross McMillan	MAS (till August)
Rebecca Mowat	Ando
Suzannah Rhoda	Chubb
Lisa Rodgers	Vero

FINANCE COMMITTEE

Zak Abro	QBE
Elena Borro	Provident
Michelle Burton	Vero
Peter Chalkias	Chubb
Martin Chisholm (Chair)	AA Insurance
Melissa Christison	AIG
Anna Chung	Latitude
Paul Harvey	Allianz
Jonathan Hayes	Tower
David Field	MunichRe
Dave Kibblewhite	FMG
Nicholas Moss	KPMG
Doris Niyonsaba	Zurich
Dipti Pavaskar	New India Assurance
Alistair Smith/Martin Stott	IAG
Kudzaisho Tagwirey	Hollard
Scott Unterrheiner	Gen Re

LIABILITY COMMITTEE

Tani Alexander	Berkley Re
Heather Bailey	Vero Liability
Marianne Barclay	TokioMarine & Nichido Fire Insurance
Jeremy Batchelor	Chubb
Brent Burrett	Ando/Hollard
Jeno Capo	IAG
Scott Galloway	Lloyds
Max Garratt	Willis Re
Nicky Hughes	FMG
Nicholas Murphy	Gen Re
Philip Murphy (Chair)	QBE
Raj Parikh	New India Assurance

Bhairav Shah	AIG
Richard Upton	Zurich
Jade Wahlen	Guy Carpenter
John Whitta	Tower
Simone Williams	Munich Re

MARINE COMMITTEE

Louise Hattingh	IAG/NZI Marine
John McKelvie (Chair)	Vero Marine
Alistair Monk	AIG (till April)
Chris Nixon	QBE Marine
Henry Wallace	Ando

MOTOR COMMITTEE

Matt Carkeek	MAS
Fei Ding	Tower
Greg Evans	FMG
Gaye Fowler	Zurich
Michael Hookham	Vero
Matt McEneaney	Zurich
Blair Robertson	Ando
Daryl Roycroft	AA Insurance
Venkat Sridhara	New India Assurance
Ian Taylor (Chair)	IAG
Dave Walker	Provident

PERSONAL LINES COMMITTEE

Lance Ashton	Chubb (from April)
Matt Carkeek	MAS
Ian Dearmun	Willis Re
Tom Duke	Tower
Richard Godman (Chair)	Vero
Suresh Gurav	New India Assurance
Rebekah Harker	IAG (till November)
Ginni Holland	Ando (till June)
Steve Jordan-Law	IAG (from November)
Sheema Khurshed	Swiss Re
Dee Naidu	AA Insurance
Jacqueline Wilson	Ando (from June till August)
Riaan Wolmarans	Ando (from August)
Sandra Wong	FMG

REGULATORY COMMITTEE

Nathan Angel	Gen Re (till May)
Mike Brooks	Hallmark/Latitude (till March)
Graham Bunkell	Provident (till April)
Bryce Davies	IAG
Scott Galloway	Lloyd's
Suresh Gurav	New India Assurance
Richard Hart	AIG (till November)
Rachel Jones	Munich Re
Peter Keller	Gen Re (from November)
Joanna Khoo	Chubb
Parrus Kunvarji	Willis Re (from November)
Roslynd Lee	Allianz
Anne Lindsay	AIG (from November)
Nikki Lovett	Swiss Re
Nicolette Luke	Cigna
Angela MacDonald	Provident (from November)
Nick Mereu (Chair)	MAS
Kim Meyer	AA Insurance
Jamie Munro	KPMG
Lisa Murray	FMG
Nicola Ngan	Vero
David O'Carroll	Tower
Richard Shine	QBE
Brett Wainhouse	Zurich
Dave Walker	Provident (till March)
Tony Wang	Willis Re (till May)
Claire Wilson	Hollard

TRAVEL INSURANCE COMMITTEE

Mathew Abbott (Chair) till June	AIG
Karl Baylis (Chair) from August	Tower
Karl Dixon	Zurich/Covermore
Alison Manning	Cigna
Stefan Schmid	Chubb
Richard Warburton	Lloyds/I Cover (till May)
Claire Wilson	Hollard/Ando

2020 MEMBERS

AA Insurance
AIG
Allianz
Berkley Re
CBL Insurance
Chubb
Cigna New Zealand (Cigna)
Combined Insurance
FMG
General Re
The Hollard Insurance Company
IAG (AMI, State, NZI, Lumley)
Latitude Financial Services
Lloyd's
MAS
Mitsui Sumitomo
Munich Re New Zealand
The New India Assurance Company (New India Assurance)
Provident Insurance Corporation
QBE
Swiss Re
Tokio Marine & Nichido Fire Insurance
Tower
Vero (Suncorp)
Zurich

ASSOCIATE MEMBERS

Guy Carpenter
KPMG
Willis Re



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PHOTO: Courtesy of Stuff Limited