



R I S K M A N A G E M E N T

“no matter how private
our lives, we share our risks with someone else”
makes you think



BUSINESS



CARGO AND TRANSPORT



HOME



LIFESTYLE & FAMILY



EMPLOYEES



HEALTH AND WELLBEING



TRAVEL AND RECREATION



welcome


A very clever person once said, "Human beings, who are almost unique in having the ability to learn from the experience of others, are also remarkable for their apparent disinclination to do so."

Established in 1981 by Derrick Abbott, the Abbott Group has earned industry respect as a leading independent insurance brokerage. Respect for listening to the needs of the business community within the very complex field of risk management.

As no client is the same as the other, the Abbott Group has grown into a collection of professional partners that have the experience and people skills to advise and assist at all levels. Arranging complex insurances with ease to make life as hassle-free as possible for all our clients.

Positive experiences that a selection of our clients are happy to share with you appear over the following pages.

insurance tends
to be a purchase
made reluctantly.
no-one can
predict the future
but we can
prepare for it.



the business of insurance

No one understands the importance of insurance more than the ones who have been caught without it. Equally, no one understands the value of business insurance brokering than the businesses that have been caught up in the complexities of liabilities, litigation, declarations and claim adjustments.

John Ruskin said, "What we think, or what we know, or what we believe is, in the end of little consequence. The only consequence is what we do."

Here at Abbotts, we take personal pride in what we do. We do risk management, and we do it well. That is why we have a comprehensive portfolio of specialist insurance providers that we work with in order to provide the best advice and direction.

CLIENT Robyn Galloway

COMPANY The Innovative Travel Company

Sipping a cocktail on a sunny Greek terrace early September 2010, Robyn Galloway had no idea what was happening some 17,000km in her home town of Christchurch. After a busy day researching opportunities for Innovative Travel, her wholesale travel business specialising in Europe, the Middle East and Mediterranean, her relaxing reverie was rudely interrupted by an urgent text message.

A magnitude 7.1 earthquake had struck Christchurch city and damaged the Innovative Travel premises. Located inside the CBD, a subsequent inspection revealed minimal



damage, but some interior cracking and broken windows needed replacing urgently to restore the building's security.

Despite being on the other side of the world at the time, Robyn was confident that Abbotts would handle everything for her. Her trust was well placed. Just four days later the glass windows had been replaced by professional trades people with the full approval of her insurer and minimal disruption to her team.



Robyn recognises, as an SME owner of over 20 years, that there are many grey areas within insurance policies, and therefore a need to have a strong advocate to fight your case in the event of a claim. Thanks to Abbotts, and their pragmatic and empathetic approach, her award-winning business has recovered quickly from the quake and continues to thrive.

business continuity

Business Continuity is all about finding a way around business interruption. From material damage of building, plant or stock, through to a death or severe disablement of a business owner or partner - the right cover and advocate will enable the business to solely focus on the rebuild, relocation or recovery as required to continue.

BUSINESS ASSETS

BUSINESS COSTS

BUSINESS EQUITY PLANNING

COMMERCIAL LOAN REPAYMENT

TRAUMA INSURANCE

[Call received]
Robyn away

To do:

- Secure property / make safe - done ✓
- Monitor ongoing requirements ✓
- Follow up when back

trust

CLIENT Craig Waghorn

COMPANY Construction Holdings

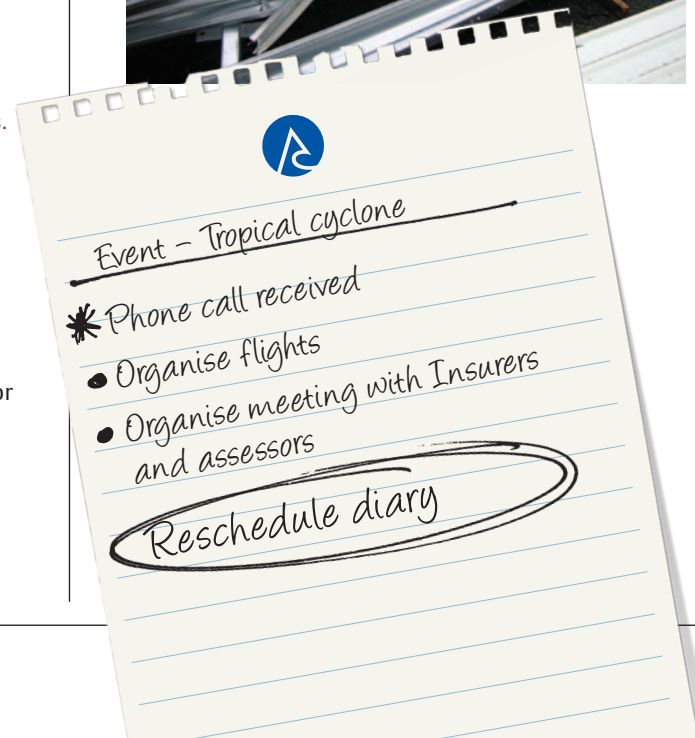
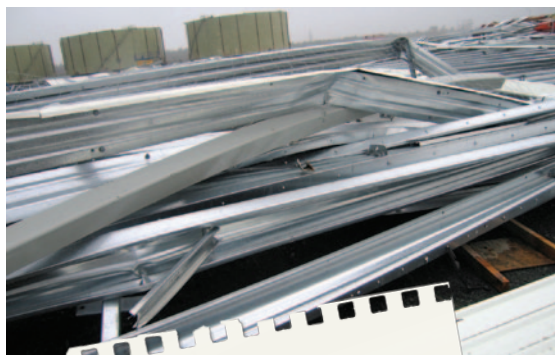
Construction Holdings company Apollo Projects Ltd, offers world class design and construction of food processing and storage facilities. With offices in Hamilton and Christchurch, they work with businesses in New Zealand and offshore including Canada, Africa, the Pacific Islands and Indochina.

A project to design and build an 8,000 square metre storage facility for export products at Marsden Point, near Whangarei, was progressing well. Three quarters of the way through the build, disaster struck when an unexpected tropical cyclone completely levelled it. Had the cyclone hit two weeks earlier or later the building would have survived; however, it was caught at a critical point of vulnerability resulting in \$1.2 million of damages.

At the time, the project was insured via another broker but Abbott Group stepped in to pursue the claim on Apollo's behalf. Stuart Speirs travelled to Auckland a number of times to meet with underwriters and his assistance with the claim was instrumental to reaching a successful settlement for the company.

Abbott Group have since become Construction Holdings' choice of Insurance Broker for all their business insurance.

"We also use Stuart's advice on all other projects and especially the more complex, out of the ordinary ones. We have been involved in such things as the construction of a processing facility in Niger (Central Africa) and wineries in North America. Stuart's assistance with risk management and arranging complex insurances have helped us minimise the risks and allow us to take on these jobs with confidence."



CLIENT Max Bremner

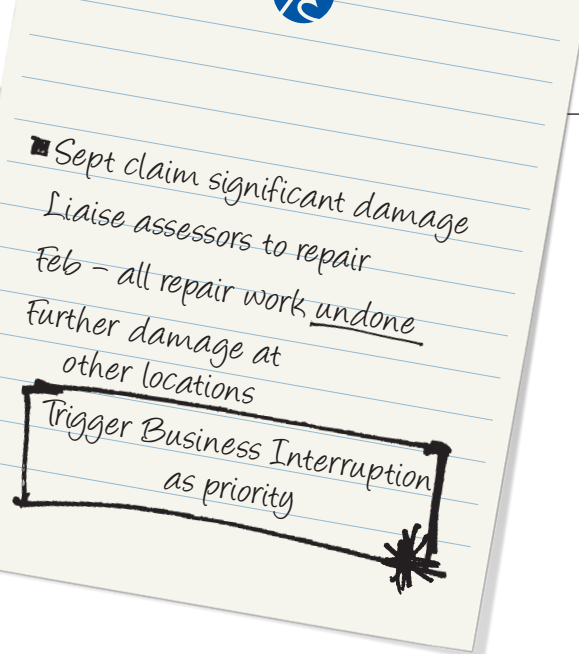
COMPANY Oxford Management Services

After over 20 years in the hospitality industry, Max Bremner has developed a portfolio of freehold hospitality outlets. Rather than being a passive investor, Max's business, Oxford Management Services, runs a wide range of bars, restaurants and cafes in Christchurch, including the trendy and popular SOL Square, and Cashel Mall.

Christchurch's two devastating earthquakes hit Max's portfolio hard, resulting in millions of dollars of damage and disruption.

One of the worst hit properties was the busy Speight's Ale House on Bealey Avenue. In addition to being a thriving bar and restaurant, it also has visitor accommodation, popular with business travellers, tourists and visiting sports teams alike. Although the Ale House managed to reopen reasonably quickly, the accommodation block was completely destroyed by the quake and will take over 18 months to rebuild.





Max has remained calm in the face of this devastation, something he attributes to the confidence he has in his insurance advisor, Derrick Abbott. The men have a long history, having been introduced more than 20 years ago, and Max describes Derrick as his 'One-Stop Shop' for all insurance needs, both personal and professional.

Throughout the difficult post-earthquake period, Abbott Group's speed, accuracy and efficiency in processing Max's claims have allowed him to focus solely on the important tasks of rebuilding, relocating and recovering his business.



CLIENT Graeme Marshall

COMPANY ASKO

The corner of Salisbury and Victoria Streets is one of the oldest retail sites in Christchurch and has been home to specialist furniture retailer ASKO for over 26 years.

With plate glass windows beautifully displaying unique pieces for every room, passers by were tempted into a store full of high quality home wares.

The character building, which had stood for over a hundred years, was actually composed of five different structures.



Sadly, on 4th September 2010, a magnitude 7.1 earthquake marked the end for this much loved Christchurch landmark.

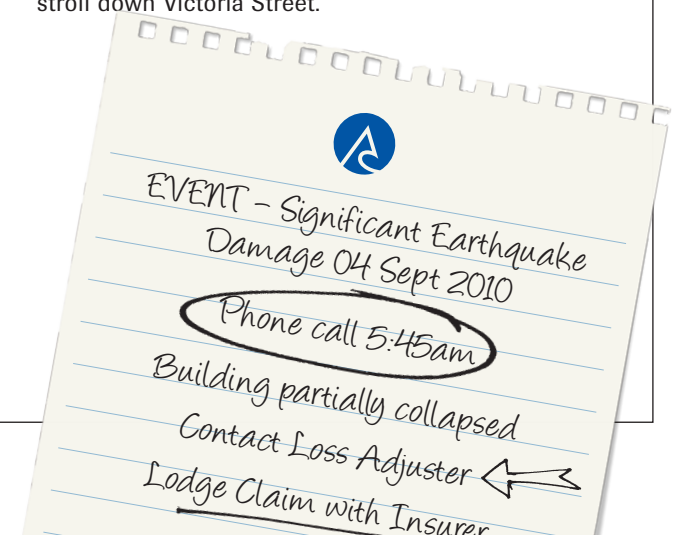
Deemed unusable after the main quake, Graeme Marshall, ASKO's owner, contacted his broker Scott Sheridan from Abbott Group to find out what could be done. Scott moved quickly.

Just 48 hours after the main quake, an engineer was on site erecting beams and props to allow the ASKO team to rescue their precious stock. Unfortunately aftershocks quickly rendered the building unsafe to enter, limiting the rescue activities, and the building was formally demolished just a week later.

Scott worked tirelessly to ensure that ASKO could reopen their business and continue trading as quickly as possible.

A strong advocate of using an experienced business insurance broker, Graeme's personal experience bears out his belief. Without the purchase of earthquake insurance on Scott's advice just two years earlier, his business would have been lost.

Passers by may have to walk a little further now, but thanks to Scott's excellent advice and support, and Graeme's determination, they can still enjoy the many delights of the new ASKO shop just a short stroll down Victoria Street.



business liabilities

Liability Insurance and the management of litigation risk is always a complex process. Expert knowledge and flexibility is paramount to meet the challenges of a continually changing environment.

In the event of a formal lawsuit or other third-party claim, a Business Liability Cover policy protects a company and/or business owner. This includes any financial liability incurred in addition to expenses related to the company's legal defence.

PROFESSIONAL INDEMNITY

PUBLIC LIABILITY

STATUTORY LIABILITY

EMPLOYERS DISPUTE INSURANCE

EMPLOYERS LIABILITY

Don't forget
to grab some
snags!!



CLIENT Nick Harris & Todd Heller

COMPANY Hellers

Producing over 3.5 million sausages and over 1.5 million slices of bacon every week, Hellers is both a household favourite in New Zealand and a recognised expert manufacturer of award-winning smallgoods.

Founder Todd Heller's passion for quality extends far beyond the flavour of his sausages though. Hellers production plants are technologically advanced and meet the strictest health and safety guidelines.

Operating to high standards within the food manufacturing sector doesn't come without its risks. For over 25 years Hellers has valued the advice of Abbott Group in guiding their insurance decisions.

Managing Director, Nick Harris, remembers how thorough Derrick Abbott was in his recommendations, and also selective about the insurances that he advised for the company. He ensured that the business was fully aware of their risks and how best to cover them. Nick knew that he wasn't being oversold to, and that any hole in the business's cover would be his own doing as a result of failing to take Derrick's advice.



As a result, Derrick has been a valued business adviser and mentor to Hellers for many years. Todd Heller shares Nick's view, and particularly values Abbott Group's honesty, integrity and attention to detail.

Of course over the years insurance claims have had to be made by the business, and Nick is happy to report that on every occasion where a claim contractually should be paid, Abbotts have ensured that it has been.

These days, the account management activities are carried out by Scott Sheridan, and Nick appreciates having the same polite, responsive and diligent service that he has come to expect from the Abbott Group.

CLIENT Rod Gordon

COMPANY Russley Golf Club

An oasis of calm in a busy city, Russley Golf Club's lush fairways cut through abundant parkland to carefully manicured greens bounded by pure white sand. Unsurprisingly, this picturesque course attracts a thriving membership of around 1,000, mainly from Christchurch's northwestern suburbs including Fendalton and Merivale.

Russley is also a popular championship course hosting many prestigious golf tournaments throughout the year, including the New Zealand Open. With a stunning clubhouse and function centre, Russley caters for a wide range of events, from meetings and conferences to weddings and celebrations, and has been inundated with demand following the Christchurch earthquakes.

The earthquakes were a very real reminder that golf clubs are not immune from risk, with several clubs in the region suffering major damage. Thankfully, Russley was not badly affected but had they been, they would have faced any issues safe in the knowledge that they had a comprehensive insurance package in place to protect the club and allow its members to continue their enjoyment.

As General Manager Rod Gordon points out, the club requires a competent and sympathetic

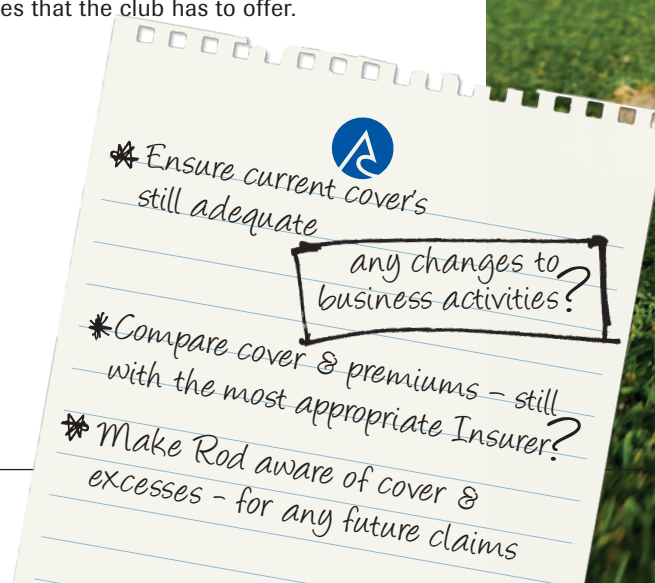
insurance broker to help them deal with the varied demands of a busy golf club, and Russley found theirs amongst their membership.

Rod Gordon had a great deal of respect for member Andrew Dufton's golfing abilities, and also admired his demeanour and integrity. When the subject of insurance came up several years ago, Andrew was delighted to offer the services of Abbott Group, and Rod was impressed with their advice.

"Given his responsibility and determination as a team player and the manner in which he represented our club at the highest levels of competitive golf, we knew that Andrew would do the same for us as our insurance broker."

Andrew and Rod have worked together to ensure that the club is well covered should the worst happen; however for now Andrew and the rest of the Russley members can continue to enjoy the beautiful course and facilities that the club has to offer.

responsible



cargo and transport

As the life-blood of all industry, storage and transit runs a fine line between success and loss.

We are fully versed on the processes and channels available to you, and will work with you in the development of a full, comprehensive cover package that can help protect your business if disaster strikes.

MOTOR VEHICLES

TRANSIT INSURANCE

MARINE HULL

MARINE CARGO

CARRIAGE OF GOODS LIABILITY

FREIGHT FORWARDERS LIABILITY

BAILEES LIABILITY

STEVEDORES LIABILITY

CLIENT Brian Jamieson

COMPANY MacKenzie Supply Services

As a central South Island freight transporter, Brian Jamieson of MacKenzie Supply Services kept a close eye on the weather. A snowstorm was closing in, and Brian knew he might have to do a bit of reorganising to ensure that he could meet his customers' needs.

Three weeks earlier, MacKenzie Supply Services had finished building a 1,200 square metre shed for customer products in Thomas Street, Temuka, which was now full of everything from gloves to general freight. At least Brian only had to be concerned with transporting the goods through the snow.

Overnight the snowfall became heavier and heavier, and by morning there was some 12" of snow on the



roof of the shed. Having been built to withstand a more normal 8" of snow, the 100 tonnes of weight caused the roof to subside and eventually collapse.

Not only was the new shed destroyed, but also a substantial amount of customer product. From nowhere, Brian was facing a \$400,000 insurance claim. Stuart Speirs from Abbott Group, he says, kept him sane. He kept Brian in touch daily with the process and developments and pursued a highly successful claim on behalf of MacKenzie Supply Services.

Brian sadly passed away as we were nearing the completion of this brochure, however his legacy lives on in our office with the many friends and business associates he had referred on to Stuart.



New shed roof
has collapsed in snow

◆ Ensure everyone is safe

◆ Salvage whatever
possible

◆ I will notify insurers now

Clear diary

→ going down there today



CLIENT Mike Moore

COMPANY Sharp Glass Services

“I place a large emphasis on building business relationships with true professionals, based on mutual trust. The relationship I have with you has proven invaluable since the fire that totally destroyed our home and contents a few years back.

If we go back to before the fire, due to the advice I had been given, I had excellent insurance cover, total replacement for my house (including cover for rental while my house was being built) and replacement contents cover of approximately \$180,000.00.

I am amazed at the number of people I speak to that have only \$40,000.00 to \$60,000.00 contents cover. In my case this would have left me with a new house furnished only with carpets, drapes, and possibly a TV and washing machine. Thanks to the advice I received I am able to fully furnish my new house to a high standard.


Equally important has been the advice, support and assistance I have received throughout the claim. As you are well aware things have not always proceeded smoothly through my claim, but thanks to your advocacy it has been possible for me to receive my full entitlements; including a true value

for replacing my house. For a variety of reasons this was not as easy as most would assume, thanks to you this was achieved in a way that allowed me to allocate the funds to build a new house of my choosing.

Finally there has been the review at the completion of the claim with your Practice Manager.

This has been handled in a constructive way that will hopefully assist the Loss Adjustor and Insurer to more efficiently manage future claims of this nature, to the benefit of the insured.

I have recently placed all my insurance, business and personal, through you for a further year and look forward to doing so for many years to come. It is a pleasure to deal with not only a professional but someone who cares about people as well.”


FIRE TO DWELLING -
likely total loss

- Advise Insurer /
arrange Loss Adjuster
- Meeting with Mike tomorrow
- Alternative accommodation
discussed staying with family

asset

home

Hindsight is a wonderful attribute to reconsider one's actions, but is of no value in attaining full entitlements lost in moments of crisis.

The parameters of home insurance are far more reaching than most people perceive. And the consequence of not having the right advice in putting in place sufficient limits within a policy can be quite traumatic.

One policy alone could be a combination of various insurance covers including essential protection for domestic dwellings and contents – both owner occupied and also tenanted. Policies also can include liability cover, loss of rents insurance, and additional living expenses cover.

lifestyle and family

The cornerstone of one's existence needs to be protected by insuring your greatest asset – the ability to earn.

What if the worst happened, or you lost your ability to work? How would your lifestyle and/or the plans of the family unit be affected? Alternatively, do you have the means or provision to enable the lifestyle you deserve in your golden years?

That's why you need an appropriate plan in place, designed specifically to cover all personal and family needs. Secure, yet flexible to facilitate changing circumstances. Plan now to lessen the impact on those we love for the future.

INCOME PROTECTION

INCOME REPLACEMENT

TOTAL AND PERMANENT DISABLEMENT

RETIREMENT PLANNING

SAVINGS AND INVESTMENTS

LIFE COVER

TRAUMA COVER



CLIENT Alan Trent

COMPANY Bowden & Trent

As members of the same rugby club and running a successful company Alan Trent and Phil Bowden made a strong team, and their specialist glass business was flourishing when they booked a trip to the Rugby World Cup in France.

Over a corporate luncheon, another member of the club, Derrick Abbott, suggested that they review their business insurance cover. One of Derrick's main recommendations was to retain an existing health policy that Phil had, but also to buy an additional policy to cost-effectively increase his cover. Despite being a rugby player, as a smoker with a history of tuberculosis, Phil had to undergo a battery of tests before his cover could be confirmed. Eventually, following several repeated tests, Phil's cover was put into place.

Less than 3 months later, Phil was diagnosed with throat cancer. Despite having insurance cover, the insurer refused to pay out as his diagnosis was made within the policy's 90 day stand down period. Distraught at this news, the business partners turned to Derrick to see if anything could be done. Without hesitation, Derrick successfully argued with the insurer that the time taken to process Phil's medical checks had unnecessarily delayed

the policy being put into place, and the claim was paid out in full.

The Rugby World Cup trip also had to be cancelled, but there was a hitch here too. When Phil had completed the travel insurance forms, he hadn't ticked the 'pre-existing conditions' box. This time it was Scott Sheridan who came to the rescue.

With encyclopaedic knowledge of insurance policies, Scott knew that Phil and Alan's business travel policy didn't require such a declaration, and yet another successful claim was made.

Sadly, Phil passed away in December 2006, but despite losing his friend and colleague, Alan didn't lose his business. The combination of business continuity policies, bought on the advice of Abbotts, meant that he could afford to buy Phil's share of the business and continue trading.

A portrait of Phil Bowden has pride of place in the reception area at Bowden and Trent, and you can't help but think how proud he would be of the success Alan has been able to continue to make of the business.



- Meet with Phil to discuss process
- Liaise with Insurers

→ Communicate the steps

CLIENT Rick Armstrong

COMPANY Armstrong Motor Group

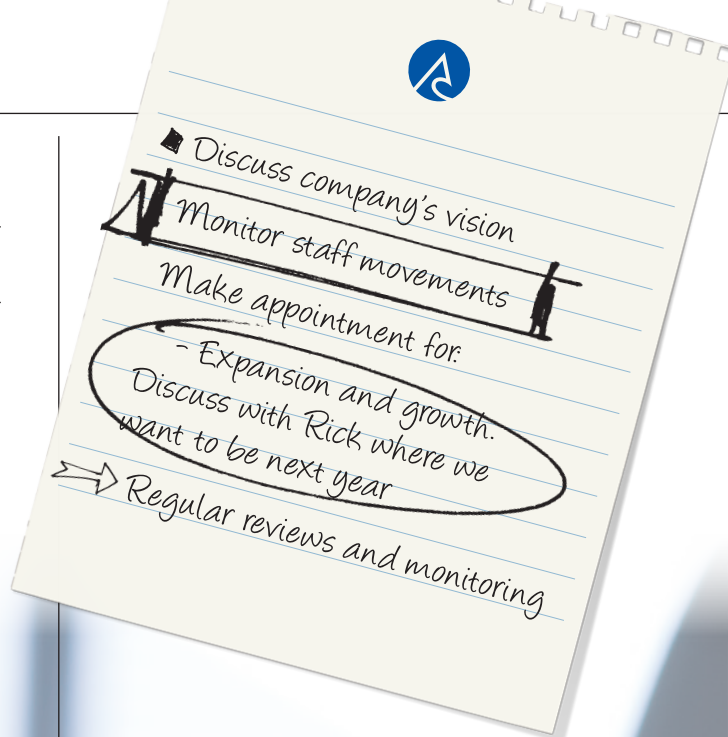
With six branches throughout New Zealand, and representing thirteen franchise brands, anyone with an interest in luxurious and prestige cars will know Armstrong Motor Group.

Founded by Rick Armstrong in Tuam Street, Christchurch in 1993, with just 33 vehicles, it now sells over 400 new and used cars per month, and employs over 220 staff.

The insurance liabilities for a prestige car business go beyond the usual business insurances. There's motor cover for a large number of unnamed drivers, with both customers and staff frequently driving high value vehicles. There's also the risk of theft, such as someone neglecting to return a valuable vehicle from a test drive.

Then there's the risk of a customer's car being damaged while in the workshop, either through a mechanic's faulty workmanship, which is rare but still a risk, or other unforeseen incidents.

On top of that there's a need for the more regular buildings and premises insurance for all the



Armstrong branches, and cover for a large number of employees on multiple sites throughout New Zealand. Staff needs include travel and medical insurances as well as key person protection.

Since day one, Rick has trusted Derrick Abbott's advice for all of his insurance needs. Some 18 years later, Rick still appreciates having a direct line to Derrick, and says that far from taking their relationship for granted, Derrick works as hard now to deliver cost effective insurance cover as he did at the start. As a result Abbott Group have earned their place as Armstrong Motor Group's insurance broker for the foreseeable future.

employees

It's well recognised that a business's most valuable asset is its people. Understanding employee benefits in an ever-changing human resource environment is fundamental to the success, and smooth running of any business.

We can advise and provide a custom portfolio of employee benefits to suit any business model.

ACC

INCOME PROTECTION

KEY PERSON PROTECTION

KIWISAVER

LIFE AND DISABILITY

MEDICAL

SUPERANNUATION

TRAVEL INSURANCE

relationship

health and wellbeing

A traumatic health event has repercussions at all levels – personal, family, and financially.

If you run a business, this could have even more impact than you realise.

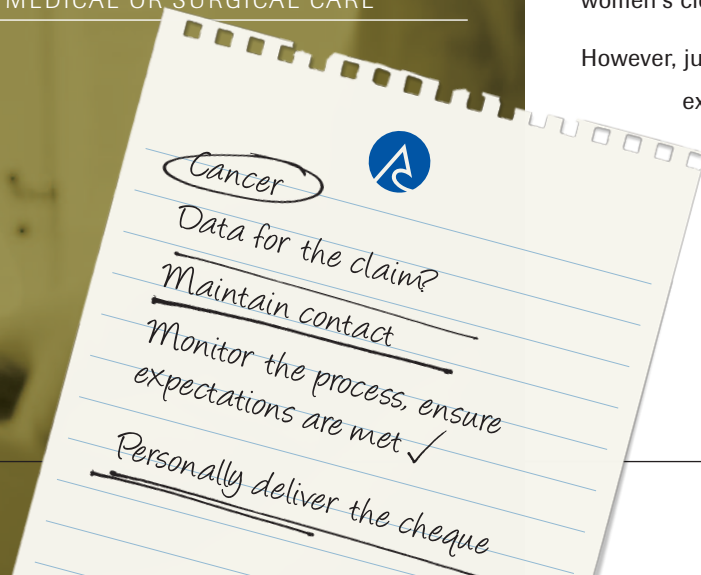
Consideration should be given to undertaking a comprehensive risk management review to safeguard you, your family, and your business partners.

It's all about having the comfort and knowledge that programmes are in hand if such an event could happen. It may just be a matter of an injection of capital to maintain stability for a short period of time. Ultimately it's all about being prepared for any eventuality.

COMPREHENSIVE CARE

HEALTH INSURANCE

MAJOR MEDICAL OR SURGICAL CARE



CLIENT Withheld on request

COMPANY Withheld on request

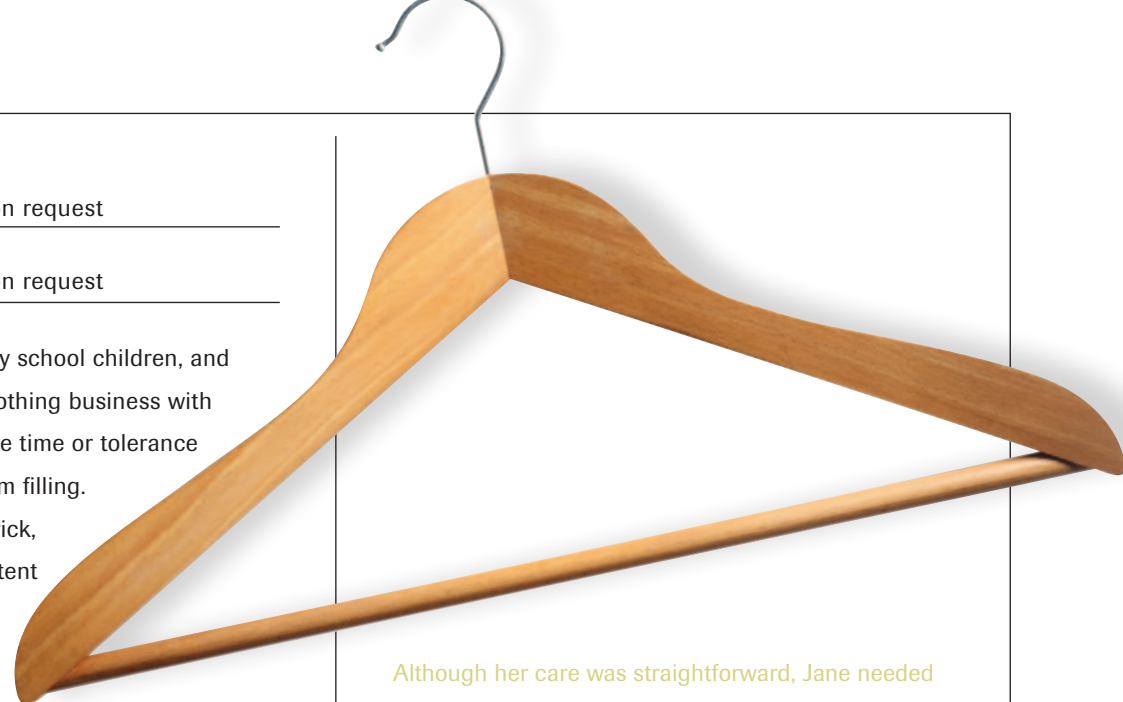
A busy mum of two primary school children, and co-director of a thriving clothing business with her husband, Jane had little time or tolerance for mundane tasks like form filling.

Her insurance broker, Derrick, however, was politely insistent that a Key Person Policy was important for their business.

Jane freely admits that she and her husband considered the policy a 'nice-to-have' rather than an essential, and as a result were almost too busy to have the necessary medicals and forms completed. Their priority instead was growing and developing their company's range of stylish, contemporary women's clothing.

However, just 18 months later, Jane's routine breast exam turned her life upside down.

A significant mass had already reached her lymph nodes, requiring immediate surgery and postoperative treatment.



Although her care was straightforward, Jane needed extended time away from the business to allow her to rest and recover. Fortunately their Key Person Policy turned out to be an excellent investment, paying out sufficient funds to allow them to carry on the business in Jane's absence, and eliminating any financial worries, which may have hampered her recovery.

Now returned to full health and back at work full-time, Jane's still not a fan of form filling but is deeply grateful for Derrick's persistence.

A strong advocate of getting the right insurance cover, her advice to any business owner is to get those forms filled in promptly, so you can focus on running your business, secure in the knowledge that you're prepared for any eventualities.

essential

CLIENT Dee & Rob Penney

COMPANY Southern QA

It had been a long held dream of Dee and Rob Penney to take a Mediterranean cruise to celebrate Dee's 50th birthday. As they breakfasted on board their luxury cruise ship one sunny May morning, they excitedly discussed the prospect of exploring that day's destination – the beautiful Greek island of Corfu.

The sunlight was shimmering on the water as they climbed aboard a rental scooter and headed off on their day's adventure. Just a few minutes later, their dream holiday was over.

A passing car had clipped their scooter, leaving Dee with a severed artery and tendons, while Rob was knocked unconscious. Two blood transfusions and emergency surgery later, Dee began the long slow process of recovery.

Rob, having miraculously escaped with only severe bruising, was left to manage the situation alone in a foreign country. Having previously been assured by Scott, their insurance broker, that they had excellent travel cover in place, he was about to put it to the test.



The outcome could not have been better. Rob got straight through to an emergency team in Auckland, and Dee was transferred to a brand new private clinic in Corfu town, where she received excellent treatment. As soon as she was given medical clearance, Dee and Rob were flown back to New Zealand in first class seats.

Just a week after they arrived home, Scott visited them with all the necessary paperwork. Having collected their notes and expense details, he then efficiently handled the whole claim on their behalf.

To their delight, just a short time later, their full claim settlement was paid directly into their bank account.

Thanks to Scott's sterling efforts, almost exactly one year after initially setting sail on their dream cruise, Dee and Rob once again headed off to the Mediterranean, this time for a wonderful and decidedly less eventful holiday.

U.S. IN
030
ADA
DEC 0

X Scooter accident
on a Greek Island X
Dee still in hospital -
both safe and will be OK 😊

travel and recreation

Kiwis enjoy the lifestyle they embrace. What is not often realised are the risks involved, and how things can go awfully wrong – financially and physically. The best laid recreation plan could go up in a puff of smoke.

There are policies available that can cover a wide range of risks involved with travelling and recreational activities, such as luggage loss, emergency medical costs, and flight or accommodation cancellations. You can even arrange cover for specific periods, or on an annual 'multi trip' basis. High risk sporting or business activities, as well as pleasure craft, can also be catered for.

PLEASURE CRAFT INSURANCE

PLEASURE TRAVEL INSURANCE



Contact Insurer to ensure
emergency notification has been
received ✓

Claim process / acceptance
underway. ✓

Return to be confirmed. Make
appointment to finalise relevant
details

Abbott Group
Unit 4B, Moorhouse City,
166 Moorhouse Avenue
PO Box 3086
Christchurch 8140
New Zealand

0800 081 443

P +64 3 366 7536

F +64 3 379 5395

E enquiries@abbott.co.nz

W www.abbottinsurance.co.nz

