

## In This Issue

- Welcome!
- The current team
- Technology - Moving with the times
- We have NZ covered
- The case of the missing beer...
- Premium Generator Enhancements
- Container Legal Liability
- Carrier's Liability Update

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# The Navigator - Bumper Issue

August 2010

## Welcome to our 20th Anniversary Celebration Issue!



### A Little Bit of History

Vero Marine began as a joint venture between the marine companies of Commercial Union General Insurance Company Limited, Royal Insurance Fire & General (NZ) Limited and The Marine Insurance Company; 1990 saw the birth of International Marine Insurance Agency Limited (IMIA), later renamed Vero Marine. In 1996, Sun Alliance acquired the New Zealand companies of the Commercial Union and Royal Insurance and following the Royal and Sun Alliance merger in the United Kingdom, IMIA became part of the Royal & SunAlliance Group. In 2003, Royal & SunAlliance NZ and Royal & SunAlliance Australia formed parent company Promina Group, which was listed on both the Australian and New Zealand stock exchanges. IMIA was rebranded the same year to become Vero Marine.

Promina Group was acquired by the Australian based Suncorp Group in 2007, making Vero Marine a part of one of the largest financial and insurance operations throughout Australia and New Zealand.

## The current team



### 2010 Vero Marine Team:

Back Row: Andrew Timms, Mark Beale, Kerry Walker, Paul Simpson, Andy Wrenn, Natalie Gear

Middle Row: Lindsay Ross, Flora Chen, Allen Chong, Ken Eades, Lisa Tyrrell, Natalie Donovan, Celia Aspey-Gordon, Alison Priest, Gayatri Keshav, Burke Butler, Anneke Fox, Anthony Smith, Bettine Visser

Front Row: Lillian Kuan, Puay Lan Kueh, John McKelvie, Karla Brighton

Absent: Hayley Tottenham, John Rooney, Joseph Allan, Melanie Rose, Naveen Doolabh, Stuart Campbell, Siew Moey Lim

Can you offer an insight into this vessel, which sits by the front door of Vero Marine Auckland?

If so, you could win a bottle of wine!

Send answers to:  
info@veromarine.co.nz, by the 14th of September 2010



## Technology - Moving with the times

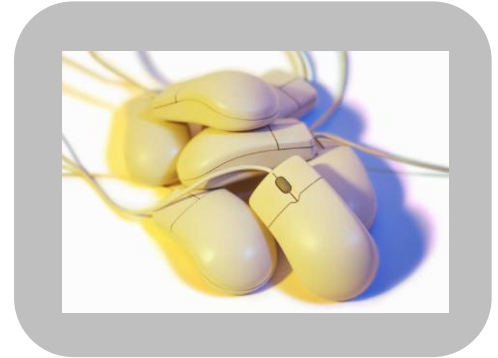
Over the years, Vero Marine has always been ahead of the times regarding technology. From the very beginning, Vero Marine has maintained its own computer system. Nicknamed 'Xena', this is a dedicated marine management IT system, designed by people in marine insurance for the exclusive use of our staff. This allows Vero Marine to retain control of its underwriting, claims and premium processes – from the loading of the data of a new policy, to dealing with credit control, policy renewal, handling and paying of claims – all steps of the process are handled by a member of the Vero Marine team. This puts Vero Marine in a unique position in the NZ Marine Insurance market allowing the Vero values of Customer Focus and Expertise to be at the heart of everything we do.

As technology has progressed over the last 20 years, so too has 'Xena.' In 2007, we developed Xena VFS (Virtual Filing System) which allows us to capture and electronically save all policy, claims and underwriting information. You benefit from this technology by being able to obtain Client Claims Reports via spreadsheet format or by being able to email your broker closings to us (closings@veromarine.co.nz) to avoid them being misplaced. Of course some things shouldn't change, so you are always able to contact us via direct dial telephone regarding your marine query without first having to deal with an automated voice service!

In 2004, we elected to share some of our technology with you. We launched our Premium Generator system ([www.pgveromarine.co.nz](http://www.pgveromarine.co.nz)) allowing you to quote, bind cover, and issue policy documentation electronically to your clients by using our web-based facility for cargo risks. This facility has been improved over the years to incorporate annual cargo risks as well as the original portfolio of single transit cargo risks.

Technology keeps advancing though, and Xena has taken another leap forward by being able to use the Internet to capture information in the public domain. We have recently developed the ability to capture within Xena the 'Google Earth' satellite information relating to the specific locations of our clients' risks. This technology allows us to better understand your clients' business risks – from marine cargo throughput of primary produce all the way through to marine builder's risks – allowing us to develop better underwriting solutions for you.

In the event you need to research anything related to marine insurance, please feel free to check our dedicated website ([www.veromarine.co.nz](http://www.veromarine.co.nz)). You will find a wealth of information relating to your marine insurance needs. We welcome your feedback too, so please use the links at the top of each webpage to provide feedback, or get in touch with us!



International Marine  
The Marine Insurance Professionals



## We have New Zealand covered

Ever since Vero Marine's beginnings we've benefited from having some of New Zealand's most experienced marine underwriters and claims staff. During our twenty years, we've maintained offices in Wellington and Christchurch, serving those local markets without the need to 'refer to Auckland.'

As we all know, New Zealand is foremost a country of agricultural exports. Many of these export marine insurance accounts are characterised by their profile of having many and varied temperature-control claims en route and at destination. Vero Marine has specialised in becoming an extension of our exporters' marketing teams, ensuring that claims run smoothly and are paid promptly. Vero Marine is able to do this because we have experienced local New Zealand underwriters and a New Zealand-based Claims team that understands its clients. We also introduce and develop new staff by way of our comprehensive internal training modules, so you can be confident of an experienced team of marine insurance professionals at Vero Marine for at least another 20 years!



## Voyage / Transits

As the global economy recovers from recession and technology allows companies to look to new revenue streams in order to grow, the traditional approach of imports to and exports from New Zealand may no longer be adequate. Does your NZ-based client have insurable sendings taking place in other countries, or insurable sendings that don't touch NZ? Please review this with your client to ensure they have the correct level of cover in place.

## The case of the missing beer...

Kerry Walker of Vero Marine Claims received a call in mid-July from a concerned broker reporting that a container of 'premium English ales' had gone missing either en route to, or possibly within, New Zealand. There was confusion with the paperwork, as two bills of lading had been issued in error by the shipping company. The container had – according to one bill – left the UK on a Maersk vessel, been transhipped in Malaysia, and arrived in Auckland over the weekend. When our client's carrier arrived at the container terminal to collect the container, they were told that another carrier had already uplifted the container. Some further quick enquiries revealed that this container had carried medical supplies and had been unloaded and returned.



So... where was our container of beer?

Luckily the insurance broker recognised that a large local marine insurance underwriter had the resources to mobilise in order to find such a precious cargo. The email from the broker detailing the shipment and its documentation ended "We would be grateful if you can assist in any way to find the missing container... enquiries from [Vero Marine] carry more weight".

As soon as the call was received, Kerry moved into action. A marine surveyor was in the shipping company's offices within hours, with all the available shipment details. A fast local response usually achieves a good result, and the errant paperwork tangle was soon unravelled. The container of beer was located not in New Zealand, but Felixstowe - it had never left due to the documentation errors.

What's to be learnt from this story-with-a-happy-ending? First, it highlights the importance of shipping documentation in a marine claim: the paper often represents the cargo in its absence on the high seas. Second, it's often the swift response of a trained and expert local claims team that can make the difference.



## Premium Generator Enhancements

We've recently made some enhancements to the log-in process for Premium Generator (PG) to make it more user-friendly.

- You can now use either your **User ID** or your **Email Address** to log in.
- We've added a new Forgotten Password function – click on Forgotten Password, enter your email address, click submit and a new password will be emailed to you.
- If your password has expired, you can use the same Forgotten Password function to have a new password sent to you.



If you have any problems logging into PG, you can still call us on 0508 856 856 and we'll be happy to help.



IMIA's 10<sup>th</sup> Birthday (Sept 2000)



Coupon Launch team (Nov 2002)

## Language of the British Merchant Seaman

Another sea-faring expression from the book 'All Hands and the Cook' by Captain Barry Thompson:

### Honeymoon revs

**At certain engine speeds and in some conditions almost all ships vibrate. Particularly in motor ships when approaching critical engine revolutions, this vibration can be heavy and gives rise to the suggestive expression.**

'All Hands and the Cook - The Customs and Language of the British Merchant Seaman 1875-1975' by Captain Barry Thompson is available for purchase by contacting [shipmaster@ihug.co.nz](mailto:shipmaster@ihug.co.nz).

## Container Legal Liability

A recent development for cargo owners has been the imposition upon them by shipping companies of costs associated with container damage when the container is in the hands of the cargo owner, either at their premises or being carried by one of their road carriers en route to or from a port. Liability for loss or damage has now been built into many hire contracts. Previously, of course, the shipping companies / container owners had their own 24/7/365 insurance cover, often based on the Institute Container Clauses – Time, and the cost of this was absorbed into the hire charge.

Now, with the amalgamation of shipping companies into larger operations, the lessening of competition, and the downturn in international trade volumes, this cost is being re-directed towards cargo interests. For example, should a NZ exporter's container be involved in a road accident on the way to the port, the costs of repair to the container are an additional burden to the exporter as well as the cost of the lost cargo shipment.

Vero Marine has additional cover available for this contractual liability. Our container legal liability cover is available either as a stand-alone cover for exporters using large numbers of containers, or as additional cover within a Cargo Open Cover.

## Exchange Rates

Over the last 12 months, the New Zealand dollar (NZD) has traded as low as USD0.619 and as high as USD0.763. Similar fluctuations have occurred against the Euro (EUR) and British Pound (GBP). Always remember to check that your client has an adequate level of cover in place by reviewing the Limit Any One Conveyance.



Vero Marine (Christmas 2008)

## Carrier's Liability update

Vero Marine is on track to release its updated Carriage of Goods Liability wording this year. Our existing wording remains one of the best in the NZ market. It was innovative at the time of its introduction by allowing the carrier to waive the 1979 Act's exclusion of liability where freight is damaged when the conveyance crashes in an attempt to save life. The new wording is now Plain English, and with some important new features:

- Removal of freight debris following an accident
- Assistance with getting goods to their destination following an accident (different to the cover available under commercial motor policies)
- Consequential Loss
- Legal costs

In addition, the new wording has a wider definition of when the goods are in transit (goods stored under bailment should be covered elsewhere). Debris Removal and Expediting Costs cover are available for Owner's Risk contracts. As always, the policy is backed by Vero Marine's claims expertise and quick response times.

This comes at a time when the NZ Government is considering an increase in the LCR unit limit. Such an increase is long overdue, having been last revised in 1989 when the limit moved from NZD1,000 to its current NZD1,500.

So keep a weather eye on the horizon for this updated wording.



"British" morning tea (Dec 2003)



Tania and Lil (Mar 2003)

## Language of the British Merchant Seaman

Another sea-faring expression from the book 'All Hands and the Cook' by Captain Barry Thompson:

### Scuttlebut

**Gossip – anything originating from the Galley wireless (mythical source of all rumours and gossip). A scuttlebutt was a cask of fresh water once provided for the crew, and consequently a popular gathering place. (Probably of naval origin).**

'All Hands and the Cook - The Customs and Language of the British Merchant Seaman 1875-1975' by Captain Barry Thompson is available for purchase by contacting [shipmaster@ihug.co.nz](mailto:shipmaster@ihug.co.nz).

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