



CONCORDIA
Underwriting Agency

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PO Box 1151, Auckland 1140, New Zealand
Phone +64 0800 424 915 | **Fax** +64 9 529 0635
Website www.concordia.org.nz | **Email** info@concordia.org.nz

INTRODUCTION

YOUR DUTY OF DISCLOSURE

You are required to tell us anything you know, or ought to know, that may affect the decision of a prudent insurer whether to accept your insurance, or renew your policy, and if so, on what terms. If you have not disclosed all material information, or have misrepresented that information, then we are entitled to avoid the policy retrospectively from the beginning.

Set out below are some examples of the types of information you should disclose and do not need to disclose. If you are unsure what type of information may be material to us, please ask.

Types of information that should be disclosed include:

- any previous claims you have made within the past five years
- any aspect of your property to be insured that increases the risk of a claim
- if you have ever had insurance declined or had special terms imposed
- any criminal record

Types of information that do not need to be disclosed:

Anything that

- reduces the risk of a claim
- you have already told us or which in the ordinary conduct of your business that we should be aware of
- is common knowledge

INSURER SECURITY AND STRENGTH

This insurance has been arranged for the Insured by Concordia Underwriting Agency. The policy is underwritten by the Insurer(s) shown in the Schedule.

Concordia underwrites insurance on behalf of certain underwriters at Lloyd's and other insurers. Lloyd's of London is one of the world's largest insurance organisations and has an A+ claims (strong) financial rating from Standard & Poor's - so you can rest easy knowing you are in safe, capable hands.

Around 30 per cent of all Lloyd's of London's premiums come from global cover holder agreements through Managing General Agencies (MGA), including Concordia, who represent worldwide distribution and underwriting centres for these syndicates.

As an MGA, Concordia must demonstrate business practices and compliance that meet Lloyd's of London's strict cover holder requirements, which are regularly audited.

FAIR INSURANCE CODE

Our Insurers are members of the Insurance Council New Zealand (ICNZ). As such our insurers are bound by the Fair Insurance Code. Under the Fair Insurance Code insurers are committed to raising the standards of service to customers.

This voluntary code details:

- minimum standards for insurance companies
- the responsibilities that you and your insurance company have to each other
- how professionalism is to be encouraged within the insurance industry
- facts you may need to disclose to us
- how claims should be managed



This code can be viewed and downloaded from the ICNZ website www.icnz.org.nz

SERVICE OF SUIT CLAUSE

Any legal proceedings to be served upon the underwriters may be served upon:

Scott Galloway
Lloyd's General Representative in New Zealand
c/o Hazelton Law
Level 29, Plimmer Tower
2-6 Gilmer Terrace
Wellington
New Zealand

Who has authority to accept serve and to appear on the underwriters behalf.

Scott Galloway's other contact details are:

Telephone: (04) 472 7582
Email: Scott.galloway@hazelton.co.nz
Post: PO Box 5639, Wellington 6140

CONCORDIA – OUR VISION AND PURPOSE

Concordia exists to reduce the financial risk in faith, care, education and charity sectors by providing insurance and risk mitigation that is designed specifically for your needs.

Concordia can provide risk management services which will help eliminate or reduce the risk or severity of loss to any organisation. Effectively introduced risk management measures can also lead to reduced premiums through loss reduction.

Concordia was born out of a joint venture between All Churches Insurance Bureau Limited (ACIB) and Aviation & Marine Underwriting Agency (A&M). Our customised risk management services minimise the frequency and severity of losses, giving organisations and individuals insurance they can rely on.

ACIB's vision is to focus on the insurance needs of churches and affiliated care, as well as educational and community services. They partnered with us because together, we can provide market leading insurance cover.

ACIB participants include the Anglican Insurance Board, Methodist Church New Zealand, Baptist Union New Zealand, Elim Church, ACT Apostolic Church, Christian Churches NZ, Lutheran Church, and other memberships. These memberships include schools, retirement villages, private hospitals, rest homes, care and charitable community service organisations.

A&M, formerly known as Aviation Co-operating Underwriters Pacific Ltd, has been providing specialist insurance underwriting services to clients and insurers since 1982, representing Lloyds of London and international insurance markets.

30 DAY FREE LOOK

As part of our service commitment to you, if this policy is not entirely to your satisfaction for any reason, it can be cancelled by returning the policy to us within 30 days of the policy commencement. Your premium will be refunded in full. You cannot claim under the policy.

DISPUTE RESOLUTION SERVICE

Concordia places the highest priority on providing prompt, efficient and friendly service, protecting your privacy, and adhering to the Fair Insurance Code. However if you do not believe this has been achieved, please contact us to resolve the complaint that you may have. Contact details are as follows;

Concordia Underwriting Agency LP: Phone 0800 424 915

Email info@concordia.org.nz

Your complaint will be acknowledged within 3 working days and you will receive regular updates on the progress of your complaint. If we are unable to resolve your concern, Concordia is a member of an independent dispute resolution scheme that can consider breaches of the Fair Insurance Code and assist in claims resolution disputes. We are bound to comply with the decision of the scheme. We will refer you to our dispute resolution service provider at your request.

GET IN TOUCH

If you would like to find out more about New Zealand's only provider of specific insurance for faith, fare, education and charity sectors, we would love to hear from you. We have a range of comprehensive insurance products that we can tailor specifically to your needs – giving you insurance you can rely on.

For more information please contact Concordia Underwriting Agency:



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