

AON

**Welcome to
the Insurance
Guide for **NZ Post
Couriers****

March 2024



Overview

This document is intended provide information about the insurance scheme that Aon administer for NZ Post Contracted Couriers, this scheme is referred to as “CourierCover”.

This document should be updated annually by Aon, and is valid for the period to 1 September 2024

CourierCover

The CourierCover insurance package is designed for NZ Post Contracted Couriers. It's tailored to meet the insurance requirements in your contract with NZ Post. These insurances include:



Motor Vehicle

Comprehensive Motor Vehicle Insurance covering you for accidental damage to your vehicle and third-party liability



General Liability

Covers your legal liability to pay damages to third parties who may have suffered property damage or personal injury as a result of your activities



Carriers Liability

Covers your liability for loss or damage to goods imposed on you under the Contract and Commercial Law Act 2017 for goods carried on a Limited Carriers Risk basis



Optional 'Add-on' Covers

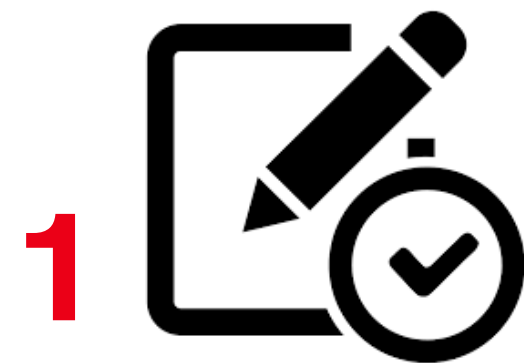
There are various Add-On covers you can consider, such as:

- Loss of Use cover under your motor policy
- Income Protection insurance
- Cover for your business assets (scanners etc)

CourierCover application process

Application

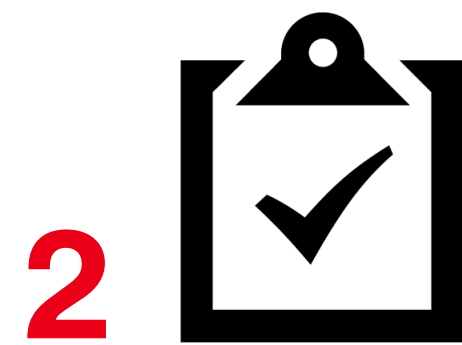
[Application-Form-2023-24_1.pdf](#)
(aon.co.nz)



1 Please complete the above form and email it along with an image or scan of your driver's license (front & back) to Gioconda Newbury gioconda.newbury@aon.com or the NZ Post Courier mailbox nzpostcourier@aon.com

Take care to complete the Driver History section of the form with full disclosure – failure to fully disclose your insurance & claims history could lead to delays in the application process or additional terms imposed by the insurer.

Processing



2 Gioconda will process your application form at Aon, which takes between 1-2 days and is subject to the Insurer's response.

Delays can also occur due to factors including incomplete documentation, your claims history, or declared conditions that require additional approval such as transporting dangerous goods. Be aware that we may contact you with additional questions or requests further to your application.

Insurance Quote



3 Once we have received terms for your application from the insurer, we will send you a quote. You will need to complete the quote document with a further Declaration & Agreement that summarises and confirms key information necessary to your application, as well as your bank details for Direct Debit of your insurance premiums.

The standard process for monthly payment of your premiums is a Direct Debit on the 20th every month to your nominated account. If the Direct Debit can't be completed for any reason, please contact us.

Policy

[Aon NZ - CourierCover Insurance Scheme Documents](#)



4 Upon our receipt of your completed quote, we will place the policy and send you documentation including your certificate of insurance, a summary of your covers, and all relevant policy wordings.

You are now covered by CourierCover.

General Information

Who is Aon?

As New Zealand's leading insurance broker with over 30 years of industry experience, we understand there is no "one size fits all" when it comes to insurance.

We've designed solutions to meet the specific needs of all New Zealanders and negotiate with insurers on your behalf to save you time, money and the worry arising from navigating and understanding insurance contracts.

Our dedicated insurance brokers have the experience to provide you with the advice and support when you need it most. We act as your independent advocate to insurers, negotiating on your behalf, and if required, providing you with options.

Real Humans. Here to help.

Say **hello** to your local Aon broker today.

Who is the insurer?

The insurer to the CourierCover and ARC-Cover schemes is NZI. NZI are one of the leading insurers in New Zealand, and more information can be found on their website www.nzi.co.nz

What's the difference between an insurance broker and an insurance company?

An insurance broker acts as an intermediary between the client and insurance company. Insurance brokers help clients navigate the insurance market and find a solution that best fits their needs.

Insurance companies provide the actual insurance coverage, they assume the risk of potential losses in exchange for premium payments and are responsible for paying out claims covered by the policies.

So, your broker helps you find the right insurance, while the insurer is the one actually providing the coverage.

General Information

Why are insurance premiums increasing?

You may have some questions about why your insurance premiums have increased. Insurers regularly review the cost of providing cover and, where this cost increases, so too do premiums. There are many factors that contribute to this and below, we have outlined the top 3 in 2023.

Claims and losses

Insurance premiums are influenced by the frequency and severity of claims made by policyholders. New Zealand is prone to natural disasters such as earthquakes and increasingly floods and storms. When there is a significant event, insurers face a surge in claims. Last year was challenging for insurers with two of the most significant weather events in New Zealand's recent history happening within weeks of each other in the first quarter, resulting in some of the largest claims volumes ever experienced. As at the end of June 2023, insurers have paid out \$1.8 bn of an estimated total of \$3.18 bn with over 107,569 claims recorded from the Auckland Anniversary Weekend floods and Cyclone Gabrielle. For context, the general insurance sector incurred total claims in 2022 of \$3.08bn and claims from the 2016 Kaikoura earthquake totalled \$2.27 bn.

Underwriting

Insurance premiums are typically based on the risk profile of the policyholder. Factors such as the vehicle you drive, your past vehicle claims, what area of NZ you live in, and the sum insured amount, can all affect premium calculations. It is important to ensure that your insurer has up to date and accurate underwriting information and that you advise Aon of any material changes to your vehicle, business or circumstances that may occur during the period of insurance.

Inflation

Periods of high inflation can result in insurers experiencing higher claims and operating costs. The increasing level of technology in vehicles continue to lead to increased repair and claims costs which in turn are driving premiums up. Supply chain issues for parts can result in increased costs and delays in the ability to get a vehicle repaired.

You can read more about the state of the insurance market in our Aon Insight Series, found here: [Aon NZ - About Aon New Zealand](#)

General Information

What is an Insurance Policy?

An insurance policy is a contract between the client and the insurance company. It outlines the coverage you're getting and the terms of that coverage. Within the policy, you'll find details about what's covered. However, it's important to understand that insurance policies also contain terms and exclusions. Terms are the conditions you need to meet to qualify for coverage or to make a claim. For example, you need to pay your premiums within a timeframe and report any incidents that might give rise to a claim promptly.

Exclusions, on the other hand, are situations or events that are not covered by the insurance. These include things like intentional damage, unlawful acts by a driver, breach of license and non-disclosure.

It's crucial to carefully review the terms and exclusions of your insurance policy to ensure you understand what is covered and what isn't. This way, you'll have a clear understanding of your coverage.

Insurance Policy Documents

It's crucial to carefully review the terms and exclusions of your insurance policy to ensure you understand what is covered and what isn't. This way, you'll have a clear understanding of your coverage.

If you haven't received your policy wording documents, please contact us so we can send you a copy.

Please don't hesitate to reach out to us if you have any questions.

Important Information

Duty of Disclosure

When you apply for insurance, you'll be asked a series of questions by your insurer (via Aon).

You must provide full, honest and accurate information in response to these questions, as well as providing any additional information that may be relevant to the insurer. This is known as your **duty of disclosure**.

The information you provide your insurer is used to decide what cover they can provide you, how much premium to charge and any special terms or conditions that might need to be applied – such as an additional excess or limitations to cover.

When you need to disclose

The duty of disclosure applies at all times. You need to update your insurer on anything they need to know:

- when you take out insurance
- each time your policy is renewed
- if anything changes between these times.

Things you might need to tell your insurer about you or any other person insured under your policy include:

- criminal convictions, subject to the Criminal Records (Clean Slate) Act 2004
- any previous refusal by an insurer to insure you or if special terms were applied
- previous claims including those that were declined by an insurance company
- driving offences and infringements
- any non-factory modifications to the vehicle
- details of the main driver and additional/relief drivers of the vehicle
- If you've purchased a vehicle
- If you've sold a vehicle
- If your number of courier runs has changed
- Updating contact details
- Any incident that may lead to a claim under any of your insurance policies

Important Information

If you don't tell your insurer everything

If you don't tell your insurer everything they need to know then you have breached your duty of disclosure.

Depending on the date the information should have been provided, your insurer may:

- refuse to pay part or all of any claim you make
- treat the policy as having never existed – either from the start of the policy or from the time the information should have been disclosed.

If you deliberately chose not to tell them something, or chose to tell them something you know isn't correct, your insurer might refuse to continue insuring you. If they do this, you may find it difficult to get insurance from other insurers in the future.

There's more information on page 5 of the [Fair Insurance Code](#) about the duty of disclosure.

Deliberately choosing not to tell your insurer something or choosing to tell them something you know isn't correct is fraud. Insurance fraud is a crime in New Zealand.

One of the most common forms of insurance fraud is not telling an insurer everything they need to know when a policy is being taken out. This causes the insurer to accept business which would otherwise be refused or to charge less for that business than they normally would, based on the risk it poses.

Examples of this type of fraud are:

- when a client fails to tell their insurer about their full claims history
- if a client chooses not to tell their insurer about any criminal convictions they've received
- If you insure your car in someone else's name to get a cheaper premium.

*Reference: Insurance Council of New Zealand [Things You Need To Tell Your Insurer - ICNZ | Insurance Council of New Zealand](#)

Important Information

Review your insurance regularly

It is important that you regularly review your insurance, including excess levels and sum insured values, as they may need to change to ensure that should you need to make a claim, you are adequately insured and get the right outcome.

How much does the CourierCover insurance cost?

A driver's experience and claims history directly impact insurance costs. The safer and more responsible a driver has been, the lower their insurance premiums are likely to be.

If a driver has a lot of experience and a clean claims history, meaning they haven't been involved in at-fault accidents, insurance companies will likely see them as lower risk.

Insurers will feel more confident offering better terms if the driver is less likely to get into at fault accidents.

How much does insurance cost? (continued)

If a driver has less experience, or a history of at fault accidents, insurers may view them as a higher risk.

This means they think the driver is more likely to lodge claims in the future, which will cost the insurance company money. As a result these drivers typically face higher insurance costs or imposed terms to offset that risk.

Another factor that also impacts insurance costs is where in New Zealand you are based.

For example; in densely populated areas, there's generally more traffic, congestion and a higher likelihood of accidents and theft. Therefore, insurers may charge more if you are based in a densely populated area to account for the increased risk.

Important Information

Vehicles

Remember to check the sum insured of your vehicle

The value of most vehicles depreciates over time (noting the value of some vehicles can also increase too).

Please check that your sum insured correctly reflects the current value of your vehicle(s), otherwise you may be paying more premium than you need to.

If your vehicle is insured for market value, this is the estimated amount you could have sold your vehicle for just before the time of loss.

Plus - Permanent Accessories and Signwriting

Please advise us of any fixed accessories or signage/wrap/paint that aren't part of the factory-standard vehicle specifications. It is important to note that permanent accessories and signwriting need to be **added** to your vehicle sum insured. Please ensure you add it to your vehicle sum insured.

Additional Drivers

You do need to advise us about any additional drivers, please fill in an additional driver form (found here) and return it to Aon.

We will disclose the form to your insurer and negotiate the policy terms that will apply whilst that person is driving your vehicle(s).

Can I take my vehicle to any repairer if I'm involved in an accident?

Yes, you can, but NZI highly recommend that you use the vast selection of aligned NZI repairers available. Please contact Aon servicing team for an up-to-date list and you can choose one that is in your area.

Vehicle claims process

Step 1:

Complete the claim form (see below) and ensure you have the following:

- Photos of vehicle damage
- Police report (mandatory for stolen or burnt vehicles)
- Third party info: driver's name, rego, phone number & photos of their damage
- Email to:
gioconda.newbury@aon.com
or nzpostcourier@aon.com

Aon NZ - CourierCover Insurance Scheme Documents

Step 2:

- Select a repairer from the approved repairers list (see below)
- Notify us which repairer you have selected via email:
gioconda.newbury@aon.com
or nzpostcourier@aon.com
- The insurer will contact your repairer & any third party insurers involved

<https://suppliersearch.iag.co.nz/>

Step 3:

- We will inform you of the claim number
- We will keep you updated as to the progress of your claim
- If your claim is accepted, we will tell you if you need to pay an excess

Step 4:

- If your claim has been accepted the Insurer will pay the repairer directly
- You must then pay to your repairer any excess
- If you have Loss of Use cover and rent a temporary vehicle, the insurer will reimburse that cost (within limits), which would also be affected by any excess

Liability claims process

Step 1:

- Complete the claim form relevant to the type of liability covered: Marine Carriers Liability or Broadform/Public Liability
- Check your policy wordings, or contact us to discuss the types of events covered under these liabilities, as they often relate to a complex or unusual claim event
- Please include any additional documents needed to support your claim
- Email to:
gioconda.newbury@aon.com or
nzpostcourier@aon.com

Aon NZ - CourierCover Insurance Scheme Documents

Step 2:

- The insurer will often request additional information or evidence specific to the claim
- The timeframe and process will differ for each claim because of the different types of events involved in this type of liability
- We would expect to have claim acceptance, details and advice on next steps back from the insurer within a week of your initial submission
- We will inform you of the claim number and keep you updated as to the progress of your claim
- If your claim is accepted, we will tell you if you need to pay an excess
- The Insurer will contact any third party insurers directly

Contact Information

Main Contact

Gioconda Newbury

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General Contact

Aon Team

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Thank You