

We are here for you

With so much uncertainty caused by the latest event last week our first priority has been to ensure that our staff and your customers are taken care of. However we also want to make certain that we are well placed to begin the long process of rebuilding Canterbury while supporting those affected.

After the 4 September earthquake, we created a dedicated earthquake claims handling team. The events of 22 February mean we are going to more than double the size of this team. To take this forward we've appointed **Lisa Tyrrell as the Claims Operations Manager – Earthquake.**

With 17 years experience in the insurance industry, including roles in underwriting, claims and broking in New Zealand and the United Kingdom, Lisa brings a wide range of skills and knowledge to her new role.

Lisa will be responsible for the operational management and leadership of the Earthquake claims team. She will manage the specialised claims resolutions service dedicated to supporting customers and colleagues in our response to the Canterbury Earthquake.

Lisa is a valued member of the Vero team and she is looking forward to contributing to our response to the earthquake by supporting our clients in the long road ahead to recovery. Her appointment is effective immediately.

Our response

As of yesterday morning we have 20 in-house loss adjusters on the ground in Christchurch ready to continue with our response to this latest tragedy. We will have more joining them within the next few days.

We have secured new premises for our staff at 1 Washington Way, Sydenham and expect to have staff onsite and ready for business within the week once our computers, cabling and telephony have been installed. We will continue to support your customers by using our resources from across our national network as the Christchurch insurance market (as well as the city) gets back on its feet.

We are also fitting out four mobile claims units that will contain the necessary equipment to help your personal insurance customers and these will move throughout the affected suburbs. We realise that not everyone is mobile at this stage, so we're doing our best to get to customers as soon as we can. A schedule of their movements will be posted on our website shortly and will be advertised in the local media.

MWH Mainzeal – our rebuild partners

MWH Mainzeal are based in Christchurch and have been fortunate to escape damage to their building during the latest aftershock. While shaken, the staff there are ready to get back to work to continue the reconstruction of Canterbury.

One of the reasons that we chose to partner with them is that they are one of New Zealand's largest and most successful property and construction companies with first class expertise in project management. Together they specialise in commercial and industrial construction, having successfully completed over 2,300 projects in New Zealand and around the world, while also enjoying extensive experience in residential construction. They have 150-plus project managers, engineers and other specialists and...

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bring to the table a full range of professional talent in project management, design and construction management services.

We are confident that MWH Mainzeal have the necessary resources needed to handle the anticipated increase in claims. We know that our repair and rebuild efforts are in good hands.

John Key's announcement

John Key announced the government's response package for earthquake affected businesses late yesterday. We are now working on how we can support the Government's plans by providing assistance to those most in need.

For earthquake claim enquiries, please call us on **0800 808 121** or for general enquiries on **0800 800 786** or visit **vero.co.nz**. You can also follow us on Twitter **@vero_NZ**.

Kind regards

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