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BACKGROUND

We have supplier relationships with major insurance companies in New Zealand and the ability to look after all forms of insurances from domestic through to commercial and life. We currently have on our books well over 400 clients.

Our client base covers a broad spectrum of businesses ranging from franchisors and their franchisees, to large corporates with in excess of 200 staff. Industry categories include printing, real estate, employment, hospitality, manufacturing, agricultural chemicals, professional services (ie accounting and consultants), associations, body corporates and charitable organisations. Many of these organisations are household names.

We also have involvement in another organisation called Franchise Foundation Ltd. Franchise Foundation Ltd has developed a specialised succession planning product which is considered a market leader. Although marketing is geared towards franchise businesses the **Acropolis^R** product is suitable for any business seeking to ensure its longevity.

Barley Insurances Ltd is not a 'run of the mill' insurance broking company, and we pride ourselves on thinking laterally in providing solutions to our clients. We have been in operation now since 1998 and have experienced significant growth within that period.

If there are specialist issues that we cannot address in-house, we have close associations with other parties who can provide support to our clients in the form of risk management and other boutique products imported from overseas.

MISSION STATEMENT

*We aim to provide to you the best possible insurance coverage
for your needs - at the best possible terms.*

Not all insurance brokers are equal. At Barley Insurances Ltd we are **not** insurance sales agents.

We **are** professional insurance consultants with the qualifications and experience to advise you on how best to protect your assets. Where necessary we will seek to consult with your legal and accounting advisors to create the appropriate cover for you. We undertake at all times to handle your affairs with integrity.

OUR SERVICE

Insurance Broking Service

Incorporated within our standard service of purchasing insurance for you, Barley Insurances Ltd will undertake to provide added value. This will involve:

- Assessing your risks and advising on the most appropriate insurance policies for your requirements.
- Consultation with your accountant and lawyer where necessary.
- Reviewing liability issues relating to contracts.
- Approaching the insurance market to obtain quotations. The results and our recommendations are then provided so that you can make an informed purchasing decision.
- Management of claims in the event of a loss.
- Providing risk management advice where required.
- Liaising with the insurers on your behalf.

Code of Conduct

As a member of IBANZ (Insurance Brokers Association of New Zealand) we adhere to the required code of conduct. In addition, Barley Insurances Ltd have our own strict standards of professional conduct over and above the prescribed minimum. Principal issues are as follows:

- All information relating to your insurances, business and personal circumstances are retained on a strictly confidential basis. As per the Privacy Act, this information will only be shared with suppliers on a need to know basis during the process of providing the prescribed insurance service.
- Whilst your premium is awaiting payment by us to the insurer, it is retained in a separate dedicated bank account, thus safeguarding your funds.
- As a purchaser of insurance you have the consumer right to request premium quotes from alternative sources at any time of the year, irrespective of whether you have recently renewed your insurances. However, in accordance with industry practice, should you approach us to provide quotes when you have already instructed another broker to organise your insurance (and expiry is more than 10 months away) then we will decline to provide quotes for you. We would invite you to contact us closer to renewal date.
- We hold Professional Indemnity insurance to safeguard your interests.
- Should you cancel any of your insurances then we will accordingly pass on to you any refund of premium applicable (see also 'Cancellations' under our 'Terms of Business').

Independent Insurance Auditing Service

For a fee of \$125 + GST per hour (negotiable upon size of project) Barley Insurances Ltd can provide to non-broking clients an independent insurance portfolio assessment for those who wish to ascertain that they have the appropriate covers in place. This independent service does not compromise any existing broker relationships. A full written report containing recommendations will be provided.

TYPES OF BUSINESS WRITTEN

- **Business Insurances**
 - Material Damage
 - Business Interruption
 - Motor Vehicle
 - Legal Liability
 - Statutory Liabilities
 - Professional Indemnity
 - Life Insurance (Partnership Insurance and Business Insurances)
 - Corporate Travel
 - Trade Debtors Insurance
 - Product Recall
 - Artist/Sculpture Covers
 - Avocado Tree & Crop Covers

- **Directors & Officers Liability**
 - Trustees Liability
 - Association Liability

- **Marine Insurances**
 - Cargo Insurance
 - Hull Insurance (Commercial & Private)
 - Consequential Loss Insurance
 - Export Credit Insurance

- **Contract Works Insurance**

- **Crop Cover**

- **Domestic Insurances**
 - House & Contents
 - Motor Vehicle (including Classic Car)
 - 4WD Cover (Specialist Boutique Cover for Off-Road)
 - Travel & Leisure
 - Pleasure Craft Insurance
 - Life Insurances, Medical, Loss of Income, Critical Care

- **Bonds**
 - Retention Bonds
 - Environment Bonds
 - Performance Bonds
 - Franchisee Bonds
 - Export Bonds

- **Franchise Insurances**
 - Fire & General
 - Professional Indemnity

TERMS OF BUSINESS

Payment Terms

- Credit terms are 30 days, with invoices to be paid by the 20th of the following month.
- Payments for one-off travel or marine transit insurance needs to be made prior to transit date.
- Should payment not be received within 60 days of the inception of the policy the insurer will automatically issue notice of cancellation and the cover will be lapsed. The premium for time on risk will remain payable.
- In the event that the services of a debt collection agency are required to collect any outstanding premium, then these charges will be to your account.
- We are authorised to undertake a credit check to ascertain your credit worthiness in relation to the issuing of our account.
- Payment of premiums can be made on an instalment basis by prior arrangement.

Broker Income

Historically, insurance brokers receive their brokerage income via the insurance company with whom we place your business.

In order to allow brokers to set their own margins and thus provide an accounting process which easily caters for discounting, many insurers now offer us the option of nett terms (ie do not pay us brokerage and accordingly provide a reduced premium cost when compared to their standard terms). The advantage to customers is that we can provide more competitive premiums. If this option is utilised, our premium will include a fee to compensate for the forfeit brokerage component.

In some instances, where applicable, an administration fee may be charged for policy endorsements/changes (see also info below regarding cancellations) and this is incorporated in the premium invoice.

Cancellations

Noting that the majority of our work is undertaken within the first month of the policy period, in the event that a policy is cancelled/lapsed prior to expiry date, a documentation fee will be charged to cover time involved, administration and forfeit broker income.

- Domestic Business - \$30 + GST per policy.
- Commercial Business - 20% of the credited company premium + GST.

All premium due for time on risk at the time of cancellation is payable in full by the 20th of the following month.

Please Note: Should an order for insurance be sent to Barley Insurances Ltd by post or electronic media (email, fax, text message, phone message etc) the order is not to be considered as received or accepted until confirmation of such has been sent to you.

Any verbal or written instructions to organise insurance on your behalf are confirmation that you accept our terms of business.

Please note that these terms and conditions supersede any previously published.



JOHN BARLEY

***AIINZ, FIBANZ, MCILT, QPIB, Dip.Bus.Mg.Std (Insurance),
Dip.Bus.Mg.Std (Marketing),***

John Barley is qualified with a Diploma of Management Business Studies in both Insurance and Marketing through Massey University. He holds membership by qualification to the Chartered Institute of Logistics & Transport (now Logistics & Transport NZ), initially gained qualification as an associate of the Corporation of Insurance Brokers (having gained his Associateship in Insurance in Marine whilst in London), is a fellow of IBANZ and is certified as a Qualified Professional Insurance Broker (QPIB). John is also a member of Export NZ.

John commenced his career as a Life Agent with T&G Life - at that time being the youngest agent ever recruited by the organisation in New Zealand - and attained the position of top producer for the Auckland region. He went on to gain a grounding in fire and general insurance with State Insurance, before gaining overseas experience in the specialised marine cargo field with Lloyds brokers Hogg Robinson Gardner Mountain, Reed Stenhouse and Stewart Wrightson based in London.

In 1985, after a period of extensive travel, John returned to New Zealand to join Hogg Robinson in the marine department and as the company developed over the years (with name changes to Bain Dawes, Bain Clarkson and then Westrays), his role became an all encompassing one incorporating the full spectrum of life, superannuation, financial investment, fire and general, liability, marine and other industry specific products.

In mid-1998 John took the opportunity to establish his own insurance brokerage, Barley Insurances Limited, which is committed to providing each customer with an insurance portfolio specifically tailored to its needs.

On a personal note, John enjoys skiing, ice skating and classic cars - currently renovating a Sunbeam Harrington Le Mans and a 1967 Sunbeam Alpine. He is also Auckland Club Captain and National President of the Sunbeam Car Owners Club. For the period 2005 through 2008 John was Chairman of the Auckland Branch of IBANZ (Insurance Brokers Association of NZ).