Body Corporate 379336 – 33 Foremans Road, Islington

Insurance Manual

2026-2027

AVON

A DIVISION OF RUNACRES

Introduction

We have prepared this Manual to:

- Summarise the insurance covers that you currently have in place
- Provide information about us and our services
- Provide important information about insurance and issues you need to consider when evaluating your insurance programme
- Guide you on what to do if you have a claim or an incident which may give rise to a claim.

We recommend that you read the Manual thoroughly so that you are familiar with its contents. If it does not accurately reflect your instructions to us or if you require more information, please advise us.

Please be aware that:
The Manual is not a complete or exact guide to the terms, conditions, and exclusions of your insurance programme. These can only be determined by studying the policy documents. We hope that the Manual will give you at least a broad working knowledge of the covers you have.

We do recommend that you check your policy schedules and wordings carefully to ensure that the insurance we have arranged is adequate for your requirements. In particular, check that:
- Your company information is correctly recorded in the Schedules
- We have correctly described your business activities
- The amounts of the limits (and sub-limits) of liability / sums insured are adequate for your business requirements
- The excess(s) are acceptable
- The exclusions are acceptable

Please tell us if there are any changes in your services, products or activities, so that we may consider whether your insurance programme needs to be reviewed.

We also strongly recommend that you read the policy conditions to ensure that you are aware of your obligations under the policy. Failure to meet these obligations could prejudice your rights to claim.

The Manual is only a summary of your insurances and does not provide legal evidence of the existence of your insurance. Please contact us if you need certificates of currency.

Runacres Service Team

The people responsible for the management of your account are:

Broker	**Carolyn MacGregor**	
	Telephone	03 371 0309
	Mobile	027 314 7174
	Email	carolyn@runacres.co.nz
Claims Consultant	**Jacqui Harmon**	
	Telephone	03 371 0300
	Email	jacqui@runacres.co.nz
Broker Support	**Shelley Everson**	
	Telephone	03 371 0302
	Email	shelley@runacres.co.nz
Accounts and Broking Administrator	**Jodi Moyst**	
	Telephone	03 365 7171 ext 2
	Email	jodi@runacres.co.nz

Main Office	Telephone	03 379 1001
	Postal Address	P O Box 12106 Beckenham Christchurch 8242
	Street Address	2 Degrees Building Level 3, 351 Lincoln Road, Addington, Christchurch
	Website	www.runacres.co.nz

Managing Director	**Dennis Sanders**	
	Telephone	03 943 6327
	Mobile	021 632 292
	Email	dennis@runacres.co.nz

Important Notices

Your Duty of Disclosure

For an insurer to make an informed assessment of the risks it faces under a contract of insurance and calculate premium it should charge, all relevant matters must be disclosed in good faith. This requires you/your business to disclose every matter that you/your business know or could reasonably be expected to know, which may influence the insurers decision whether to accept a risk of insurance and, if so on what terms and at what premium. You/Your business understand that the same duty of disclosure applies before any renewal, extension, variation or reinsurance of a contract of general insurance.

Non-Disclosure

You/Your business understands that failure to comply with our duty of disclosure, may result in the insurers being entitled to avoid liability or reduce liability under contract in respect of any claim, or may result in termination of the contract.

Arrangement of Insurance and Renewal of Insurances

It is your duty to advise us of all matters which may affect the initial arrangements or renewal of your insurance protection. Examples of such matters include:

- Changes and developments outlined in the section below
- Changes which may increase the possibility or extent of a claim
- For Personal Accident and/or Disability Insurance Protection, details of any disease, illness or injury which you have suffered or of which you may become aware
- Convictions
- Previous accidents, losses, damage or liabilities (even if claims were not made for them)

Business and All Other Insurance Policies

Examples of any changes or developments you need to disclose:

- Purchase or occupation of new properties
- Alterations or additions to existing buildings or plant (in excess of Capital Additions limit)
- Changes in occupancy, process manufacture or business activities
- Removal of assets to new locations
- Alterations in type, quantity or storage method of dangerous goods
- Installation, alteration or disconnection of fire/burglary systems
- Alteration of any financial arrangements or property
- Tenders, installations and major expansion – submit details in advance for advice or insurance ramifications
- Hire, lease or borrowing of equipment (inward or outward)
- Contractual Liability, granting of indemnity or 'hold harmless' agreements
- Dependence on a new outside supplier or customer
- Changes in basis of sales and purchases both within New Zealand and overseas
- New overseas markets
- Installation of pressure plant or key machines
- Use of private aircraft or watercraft
- Acquisition of controlling interests or joint undertakings in another company
- Any threats to cause harm or damage to the Company's property, trading activities or injury to personnel

NOTE: The examples provided are not exhaustive – if in doubt it is safer to tell us. Insurers may decide not to pay claims and cancel or void the policy (possibly from when it started) if material facts are not disclosed. These are facts which if known to a prudent insurer would influence its judgement in fixing the premium or determining whether it would have taken or continued the risk upon substantially the same terms and conditions. In addition to the examples listed above, facts relating to previous claims history are material.

Hold Harmless Agreement

If you sign a contract that has a clause preventing or limiting your right to sue another party for recovery of a loss, your insurers will be unable to exercise subrogation. The clause might therefore be deemed a material fact which, if not disclosed to your insurers, could result in your insurance being rendered void.

Some policies contain a clause that permits certain kinds of waiver without having to disclose them. Before signing a contract that contains any kind of waiver, we recommend that you refer it to us first so we can check the effect on your insurance. This applies in particular to the kind of waiver that relieves other parties of liability for their own negligence.

Insurer Security

When we recommend Insurers, our choice of Insurers is not based solely on the competitiveness of terms offered. Preference is given to those who, based on previous experience and information available to us, have been able to meet the standards of service and expertise we demand in meeting our client's insurance needs.

Our preferences are based on a wide variety of factors including financial security, level of expertise, claims service, attitudes in claims handling, underwriting flexibility and the weight of our commercial relationship in resolving contentious issues.

Whilst all reasonable precautions are taken to ensure that only Insurers of adequate financial standing are used, we cannot give any guarantees on the financial performance of Insurers.

In accordance with the Insurance (Prudential Supervision) Act 2010, we are required to provide you with the following information about your Insurer

Insurer(s) Name	Rating Agent	Rating
NZI, a business division of IAG NZ Limited	S & P	AA

The Standard & Poors (S&P) Insurer Financial strength rating scale:

AAA	Extremely Strong		BB	Marginal		SD	Selective Default
AA	Very Strong		B	Weak		D	Default
A	Strong		CCC	Very Weak		R	Regulatory Supervision
BBB	Good		CC	Extremely Weak		NR	Not Rated

Note:
The Ratings from "AA" to "CCC" may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major ratings categories.

The rating scale above is in summary form. A full description of this rating scale can be obtained from S&P Global Ratings | S&P Global

Claims Procedures

This section of your Manual is a general guide regarding what to do when you need to make a claim under an insurance policy. Your insurance policy will also set out specific procedures that you will need to follow.

If you are at all unsure what to do or would like to discuss your claim, please contact Jacqui or Carolyn.

General
Any special arrangements agreed as far as your claims are concerned are detailed on the following pages.

The following general procedures must be followed for any claim.
- Prompt notification of all claims or incidents likely to give rise to a claim.
- No admission of liability is to be made to anyone.
- Minimise the loss as much as possible.
- Do not dispose of any damaged property.
- Full details to be provided as soon as practicable.
- Correspondence from third parties, their solicitors or insurers should be passed on to us without delay.
- Repairs should not be authorized before reference to Runacres or your Insurer.

Please follow this link for our claim forms: ***http://www.runacres.co.nz/claims/*** or email **jacqui@runacres.co.nz**

Claims Consultant	**Jacqui Harmon**	
	Telephone	03 371 0300
	Email	jacqui@runacres.co.nz

Property (other than vehicles) and Profit Claims

In the event of loss of damage to property you should immediately notify Runacres Insurance Limited.

The following specific actions should also be taken:

Write down on the claims form all the relevant facts including:

- Date and time of loss
- What happened
- Situation of loss
- Make a schedule of the property lost or damaged.
- Keep a record of any financial loss

Where loss or damage is due to burglary, suspected arson or malicious damage, the police must be notified immediately. A copy of the police complaint acknowledgement form can then be returned to our office with the claim form.

All steps should be taken to secure the property and prevent further loss or damage or danger to life.
If the loss is not minor, you should ring our office as the Insurer may wish to appoint an assessor immediately.

Send the claim form to our office as soon as possible.

Liability Claims

In the event of circumstances likely to give rise to a claim under your Liability policy you should:

- Notify our office immediately.
- Send us a claim form advising:
  - → When the occurrence was brought to your attention and how long after the alleged event was this.
  - → Details of any contractual agreements (such as lease agreements) you may have with the claimant.
  - → Details of any hold harmless notices you may have displayed on your products on or about your premises.
- If a product was involved, steps should be taken to recover the offending item for inspection.

In no circumstances should you do or say anything that could be construed as an admission of liability.

Accepting liability "in the heat of the moment" could prejudice your claim settlement and the Insurer's opportunity to make a successful recovery from a negligent third party. The Insurers or the courts must decide who is liable.

Policy Summaries

Runacres Insurance Disclosure Statement

Who are we?

Name of Financial Adviser Provider: Runacres Insurance Limited
Trading names:
Telephone Number: 03 379 1001
Address: Level 3, 351 Lincoln Road, Addington, Christchurch 8024
Website: https://runacres.co.nz/

It is important that you read this information

It will help you **(the Client)** make an informed decision whether we **(Runacres Insurance)** and our adviser's financial advice and products are suitable for your needs and whether to seek, follow or accept the Financial Advice. This Disclosure Statement is required under the Financial Markets Conduct (Regulated Financial Advice Disclosure) Amendment Regulations 2020.

What sort of Advisers are we?

We are a licensed Financial Adviser Provider and Authorised Body by the Financial Market Authority of New Zealand (FMA). Financial Services Legislation Amendment Act 2019 requires us to hold a current license for our Advisers to provide Financial Advice Services to our Clients.

To view our license go to the Financial Service Providers Register https://fsp-register.companiesoffice.govt.nz/ and search our Financial Service Provider (FSP) number **FSP38761**, or click on the link to go directly to our registration Click here

As a Licensed Financial Adviser Provider we have Standard Conditions on our license, these conditions are not specific to us and does not limit or restrict Advice that may be given.

What Financial Advice can we provide to you?

Runacres Insurance and our advisers give Financial Advice on fire and general insurance products for Retail and Wholesale Clients.

Our Insurance product providers are Insurance businesses in New Zealand that are licensed by the Reserve Bank under section 19 of the Insurance (Prudential Supervisor) Act 2010. The Insurers have a financial strength rating from an approved rating agency.
To view the Insurer ratings click on the link https://www.rbnz.govt.nz/regulation-andsupervision/insurers/licensing/reg

Runacres Insurance's Insurance product providers are required to have financial strength ratings with a minimum of **B++** and above. When you receive a quote from us you will be supplied the current strength ratings for the product providers that we have quoted for. If you accept the financial advice, we will supply a current rating for the product provider that you have selected.

Limitations and restrictions

Runacres Insurance is committed to providing our clients with good financial advice that is suitable for our client's needs. We only provide financial advice on fire and general Insurance Products.

Lloyds Coverholder

Runacres Insurance is a Lloyds Coverholder, representing various Lloyds Syndicates. Lloyds is a member of the Insurance Council of NZ and its NZ Coverholders adhere to the Fair Insurance Code, which provides you with assurance that we have high standards of service to our customers.

How do we get paid for the Financial Advice and Products that we provide to you?

Runacres Insurance and our General Insurance Advisers **do not receive** any commission or other incentives for giving Financial Advice. Runacres Insurance **does receive** commission when the client accepts our financial advice and purchases an insurance policy. The commission is paid by the **Insurer** (product provider's) for the insurance business on each insurance policy that the Client purchases. **The commission is paid to us and can be between the range of 0-28% of the insurer portion (total premium of the Insurance Policy less government levies and taxes).**

AUB Group

We are part of the AUB Group. AUB Group NZ Limited may receive a service fee from the insurer when you accept financial advice from us and purchase an insurance policy. We may place your insurance with one or more underwriting agencies within the wider AUB Group, where AUB Group Limited is a shareholder. As a member of the same group, we may indirectly benefit from any such referral or advice if it improves group performance. Any placement or referral will be at arm's length.

NZbrokers Management Limited

We are a member of NZbrokers Management Limited, NZbrokers Management Limited provides services such as IT, education, training, technical insurance product and claims support and group member benefits to us. When a client accepts our financial advice as your adviser and purchases a policy NZbrokers may receive a service fee or technology fee from the Product Provider.

Profit Share

We have an underwriting binder arrangement with Lloyds of London and may receive a profit commission of up to 22.5% of the net profit for business placed for all clients for a particular year into the Lloyds of London Binding Authority Agreement for that year. Net Profit is calculated as Premium less commissions, taxes, claims, claims, and underwriting expenses including losses carried forward for up to 3 years.

Insurance Premium Funds

We also earn investment income from the handling of insurance premium funds.

Premium Funding

Where applicable we may offer to arrange premium funding through a funding company to help spread the cost of your insurance over the year, including premiums, taxes, administration fees and levies.
If we arrange premium funding for you, we will be remunerated by the funding company, usually as a percentage of the cost of the insurance being funded between 1-5%. If you choose to use this premium funding facility, interest and administrative costs will apply. Please note that where we offer and arrange premium funding, it does not act as your credit provider or finance broker, but we act as an agent for the funding company who is your premium funder.

What fees do we charge?

We may charge clients fees for financial advice. We will tell you what the fee is before you accept any advice from us or our Advisers. We will charge fees that are payable by you the client when our advice is followed, accepted and the insurance policy is purchased. The fees we charge are for our service, placement, implementation, and administration of the insurance policies that you choose to accept and purchase. The total fees payable may increase with the number of insurance policies that you choose to purchase.

The fees are payable by you and are due by the effective date of the policy which is on the invoice. Our Payment terms are also clearly itemised and is on our website under Terms of Trade Runacres Insurance Limited Terms of Trade.

How do we act with Integrity?

To ensure that we and our advisers prioritise your interests above our own, we follow an advice process that ensures recommendations are made based on your individual goals and circumstances. Our advisers complete annual and ongoing training about how to manage conflict of interests and a register of interests is maintained. We monitor these registers and provides additional training where necessary. We perform an annual review of our compliance programme.

You should be aware there may be potential conflicts of interest that you the Client may need to take into consideration when you decide to seek and accept financial advice from us or our advisers, we will make you aware of any conflicts when giving advice.

How can you depend on the Advice you receive?

We have not been subject to any other reliability events that would influence you the Client in deciding whether to seek or obtain advice from us or our Adviser's.

How to make a Complaint?

If you have a problem, concerns or you are dissatisfied with either a product or financial advice service that has been provided by us or one of our Advisers and you require action to be taken please tell us so that we can help and fix the issue. To make a complaint please follow this link https://runacres.co.nz/compliments-complaints/ which will give details on our Complaints Process and how to make a complaint.

If a complaint is received by us, we will approach all complaints with an open mind, listen and treat each complainant as an individual and with courtesy and respect. We will promptly acknowledge the complaint at the earliest possible opportunity and make every attempt will be made to resolve your complaint in a timely manner, with staff escalating as necessary to Senior Management or Complaints Manager. You will receive a written decision, remedies, and resolution as soon as practicable after we have decided the outcome.

Lloyds Underwriter complaints process

Runacres Insurance; in its capacity as a Lloyds Coverholder has a separate complaints process and can be lodged by clicking on the following: Lloyd's NZ Complaint Process.

What to do if you are not satisfied after making a Complaint?

If you feel your complaint is not resolved to your satisfaction using our complaints process, or you are unsatisfied with the response or resolution, you can contact Financial Services Complaints Ltd (FSCL) is a dispute resolution scheme who we are a member of. This service will cost you nothing and is independent service that will help investigate or resolve the complaint. You can click on this link to find out how to make a complaint to Financial Services Complaints Limited http://www.fscl.org.nz/complaints/how-make-complaint

You can contact (FSCL) at:
Postal Address: P.O. Box 5967, Wellington 6145
Email: info@fscl.org.nz
Telephone: 0800 347 257
Website: http://www.fscl.org.nz/

What are our Advisers duties?

Our Advisers give financial advice to clients on Runacres Insurance's behalf. When giving advice all our Advisers must:

- Hold a Level 5 New Zealand Certificate in Financial Services.
- Maintain competence, knowledge, and skills for giving financial advice by completing continuing professional development.
- Abide by the Code of Professional Conduct for Financial Services and have Ethical behaviour, good conduct and provide Client Care.
- Listen to the client carefully to discover their needs.
- Recommend products or services that meet the client needs and explain why.
- Give clear and concise communication.
- Protect client information.
- Give priority to the client's interests when giving financial advice.
- Please see below a link to our Client Service Standards Statement found on our website. Client-Service-Standards-Statement

Who licenses and regulates us?

The Financial Markets Authority. You can report information about us to the Financial Markets Authority at: https://www.fma.govt.nz/contact/ or email questions@fma.govt.nz but if you want to complain you should use our dispute resolution procedures described under ***How to make a Complaint?*** And ***What to do if you are not satisfied after making a complaint?***

This disclosure statement was prepared on 3rd July 2025.

Runacres Insurance Limited Terms of Trade

1.0 Definitions

1.1 Company means Runacres Insurance Limited Insurer means the provider of the insurance policy or product;
1.2 Client means the person, Company obtaining advice on insurance products and services;
1.3 Premium is the charge of the policy;
1.4 Insurance Policy is the Insurance product provided to the client and combines the policy document, insurance schedule and application form;
1.5 Contract is the agreement by the client to pay the premium in exchange for advice from the Company and for the insurer to provide cover as set out in the Insurer policy document;
1.6 Period means the dates the policy applies to;

2.0 Client Responsibilities

2.1 The Client must pay the Premium as set out below;
2.2 The client must provide all relevant information to the Company
2.3 The client must inform the Company of any material change during the period of this contract;
2.4 If the client fails to follow these responsibilities it may invalidate the policy;

3.0 Company Responsibilities

3.1 The Company will provide insurance broking services with reasonable care, integrity and skill and as defined by the Code of Conduct. All representations made (whether express or implied) and all other implied conditions, warranties and terms as to the provision of the services are otherwise excluded to the extent permitted by law;
3.2 The Company will forward premium payments received to the Insurer as per the Insurance intermediaries Act 1994;
3.3 The Company and Insurer will keep all Client information confidential and will use it for the sole purpose of which it was disclosed in line with the Privacy Act ;
3.4 The Company may correspond with you by electronic communication which may not always be secure and may be read copied or interfered with in transit. We are not responsible for risks associated with electronic communication;

4.0 Commissions and Fees

4.1 The company will receive commission from Insurers;
4.2 We may alternatively or in addition charge a fee for our services;
4.3 Unless mandated by law, commissions and any fee earned on policies are deemed to be earned at the inception of the policy;

5.0 Payment, Late Payment. Default of Payment and Consequences of Default of Payment

5.1 INCLUDED PAYMENT TERMS
5.2 The method of payment will be made by direct credit, credit card or as arranged through Bexhill and/or Hunters Premium Funding Limited;
5.3 Payment in full of outstanding amounts shall be received no later than 30 days from the effective/inception date of the cover, unless specific written agreement to the contrary;
5.4 If the payment remains outstanding further to the above, then your policy may be cancelled and be null and void. Any claim on the Insurer could be invalid;
5.5 Credit Card payments are subject to a 1.25% surcharge;

6.0 Premium Funding Limited

6.1 The client has the option to pay premiums via a third party Premium Funding provider (Hunters Premium Funding Limited or Bexhill Premium Funding Ltd) subject to their terms and conditions;
6.2 Any invoices that are billed outside of the Premium funding arrangement are subject to be paid as stated above in Clause 5.2;
6.3 We may also earn investment income from the handling of premium funding. Should we arrange Premium Funding for you, we may receive commission from the Premium Funding Company.

7.0 Cancellation

7.1 The Client is able to cancel policy(ies) with the Insurer at any time by providing written notice to the Company;
7.2 If the Company and/or Insurer are unable to continue to offer the policy and/or services to the Client we will provide written notice subject to the Insurer policy;
7.3 Commission earned and/or fee charged for the Companies services are considered to be earned at the time the insurance cover is placed and are not refundable in the event the cover is terminated early;
7.4 Any new domestic policy cancelled within the first 12 months of inception, will incur a minimum fee of 50% of the premium payable.
7.5 Any refunds created by the cancellation of a policy either by the Client or the Company or the Insurer will only be paid back to the client once any premiums or outstanding premiums have been received from the Insurer.