



2024 CORPORATE PROFILE

About *Insurance Advisernet*

Insurance Advisernet Australia was founded in 1996, and Insurance Advisernet New Zealand in 2006. Today, we're one of the largest and most respected general insurance businesses operating in these two countries, with an ever-growing network of over 270 authorised insurance advice practices.

As part of the AUB Group, an ASX-listed company, with over \$9.5 billion in premium under influence across its network, our buying power spans major insurers in Australia, plus access to major overseas insurers.

We're proud to say that Insurance Advisernet has won the ANZIIF industry award for Authorised Representative Network of the Year every year since 2018.



Advice *You Can Trust*

Trust sits at the heart of any successful relationship. It's the cornerstone on which Insurance Advisernet is built. For over two decades Insurance Advisernet has grown by building an unwavering trust with business owners across Australia and New Zealand. How? By putting the needs of our customers above all else; by being transparent about the reasons behind our recommendations; and by always doing what we say we'll do. We go further to understand your risk profile, ensuring your insurance needs are accurately and objectively met. This foundation of trust has seen us become one of Australasia's leading general insurance broker dealer groups. Because we deliver the very best advice, the most efficient systems and the right insurance solutions for every individual client. It's a trust we never take lightly or for granted. And one we look forward to sharing with you.

The Numbers

Insurance Advisernet



Figures correct as at end Dec 23

Why choose *Insurance Advisernet*

Our Values



Tailored Choice

Insurance is no time for compromise. It's vital to have access to a wide range of insurance options for optimal coverage. Once we identify your individual needs, we draw upon our knowledge and experience to design the ideal solution.



Active Advice

Advice needn't just happen in the beginning, when you seek it out, or in the event of a crisis. For us, it starts by adopting a risk management approach to understand your unique risk profile and recommend the right solutions. But in a changing world, we take it upon ourselves to advise you every step of the way. It's the key to our lasting relationships.



Real Value

Price always matters, but value goes much further. Real value finds the perfect balance between affordability and peace of mind. We achieve this balance for you by drawing on expert advice, an all-encompassing offering, unrivalled buying power, efficient systems, and unwavering support in the event of a claim.

Our Brand Promise

Advice You Can Trust

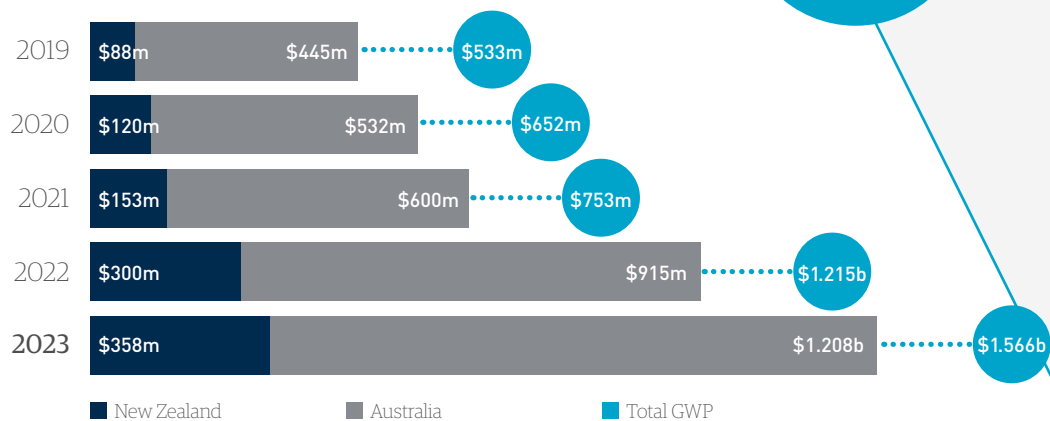
Trust brings peace of mind, it's what insurance is all about. It's why trusting relationships are the cornerstone of our business. We build them by putting the needs of our customers above all else; by being transparent about the reasons behind our recommendations; and by always doing what we say we'll do. You can always depend on us.



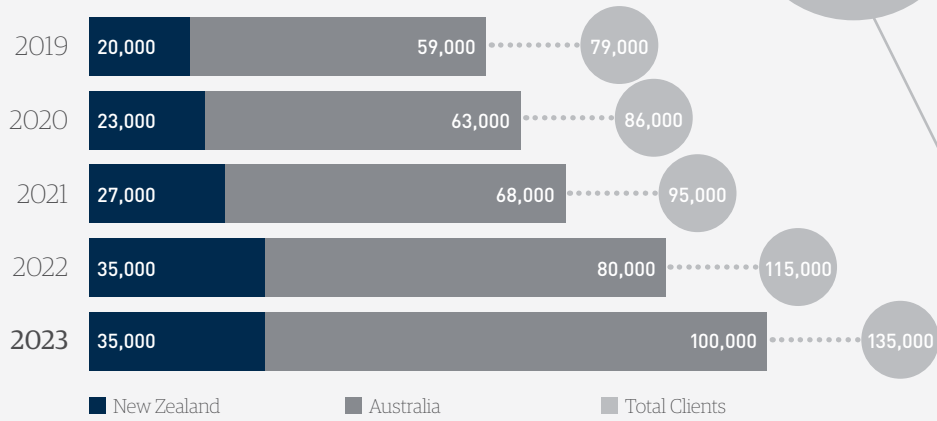
Our Success

The following graphs illustrate the outstanding growth that Insurance Advisernet continues to achieve; testimony to the success of the model and quality of the people within our network.

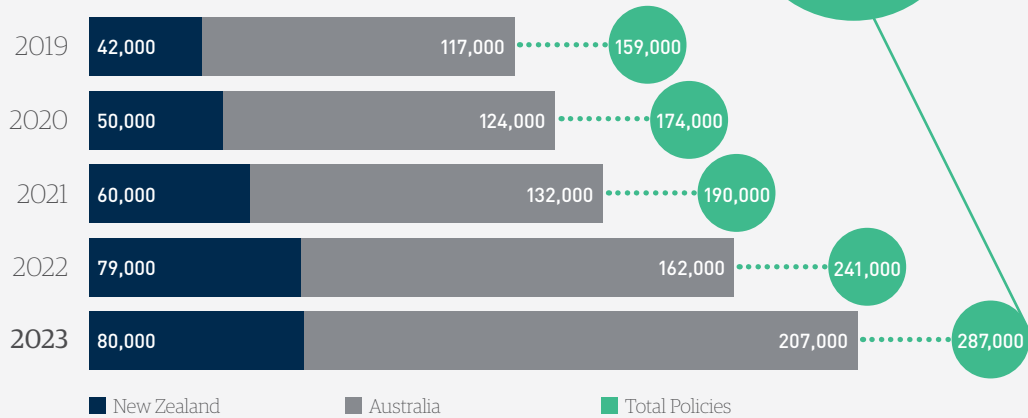
GWP by Country



Clients by Country



Policies by Country



Our Vision *and Mission*

Our vision is to provide insurance advisers with the benefits of maintaining their local presence whilst being able to tap into a national buying group for products and services needed by their customers in today's complex business world.

Our Vision

- ✓ Be a dynamic, market leading general insurance broking dealer group
- ✓ Deliver superior business systems, products and services to our advisers
- ✓ Be innovative, agile and adept to remain relevant in a fast-changing insurance environment
- ✓ Attract and retain highly professional team-orientated people
- ✓ Retain our family culture with embedded values and people who 'walk the talk'
- ✓ Encourage a superior life/family/work balance

Our Mission

- ✓ Provide our advisers with an AFSL, products and services that add superior value and become an integral part of their business
- ✓ Be an advocate to protect, enhance and grow our advice practices
- ✓ Deliver business tools that help our advisers provide quality professional advice and training
- ✓ Provide our advisers with sound business advice
- ✓ Provide our advisers with high quality new business referrals
- ✓ Above all, consult and listen to our advisers to ensure everything we do allows them to achieve their personal and business goals with Insurance Advisernet



Insurance Advisernet exceeds our customers' expectations through a balance of great people with great technology to give great advice.

SHAUN STANDFIELD

MANAGING DIRECTOR,
INSURANCE ADVISERNET AUSTRALIA & NEW ZEALAND

*Through this vision and mission
Insurance Advisernet advisers are
able to offer their customers:*

- ✓ Competitively priced products
- ✓ Peace of mind in their insurance arrangements
- ✓ Access to leading Australian and International insurers
- ✓ Sincere and personalised working relationships
- ✓ More profitable, productive and safer workplaces for their staff
- ✓ Claims advocacy advice to support our clients through the claims process



Claims *Advocacy*

Being there for our clients at the time of a claim is probably the most important role your Insurance Advisernet Adviser can play. The claims process can be long and complex at times, but we work closely with both our clients and insurer partners to make this process as simple and efficient as possible for you - ensuring you're back in business or on the road sooner!

At Insurance Advisernet, your adviser is there to guide our clients through the claims process; from lodgement of the claim, to monitoring progress and negotiating with our insurer partners to ensure the best possible client outcome.

Ultimately our key value to you is as your advocate in the event of a claim.

Our Claims Management Philosophy:

- ✓ Act fairly in the interests of our clients in the event of a claim
- ✓ Assist our clients in the claims lodgement process through to finalisation of the claim
- ✓ Assist our clients to understand overly complex policy interpretations
- ✓ Assist our clients to reduce the cost and the number of claims through effective risk management strategies
- ✓ Provide 24hr emergency claims assistance where required

In the event of a claim, we will:

- ✓ Assist our clients in lodging claims and maintain communication every step of the way
- ✓ Advocate and negotiate with insurers on behalf of our clients to ensure they receive their full entitlements
- ✓ Arrange for a loss assessor to be appointed where required
- ✓ Arrange expert consultants including legal and accounting services where needed
- ✓ Arrange access to Risk Management services to assist in prevention or mitigation against future loss



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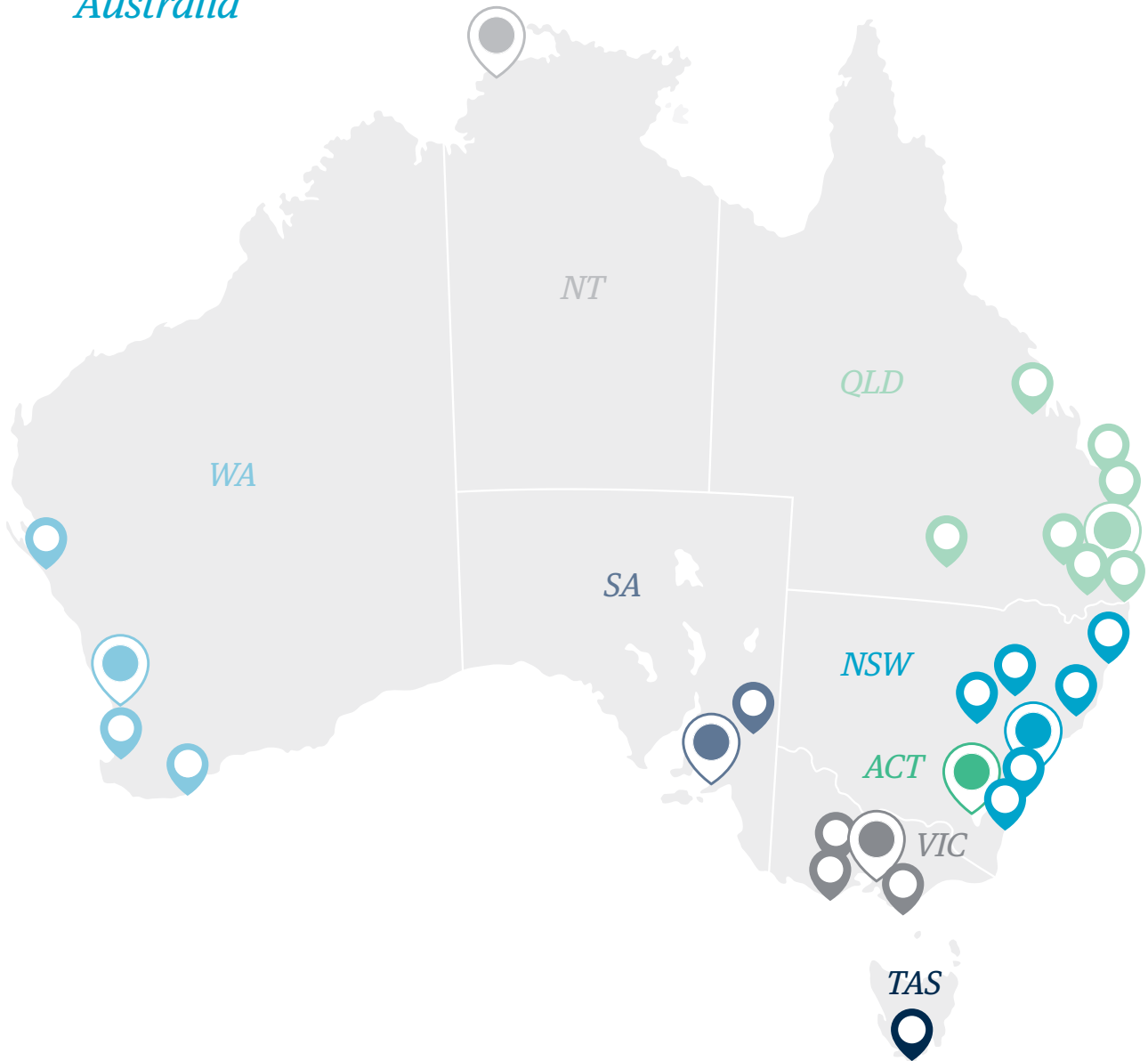
At Insurance Advisernet we also understand that not all incidents occur during normal business hours, that's why we have established Insurance Advisernet 24/7 Emergency Claims Response. This ensures that our clients always have assistance on hand no matter what time of day.



Our Network

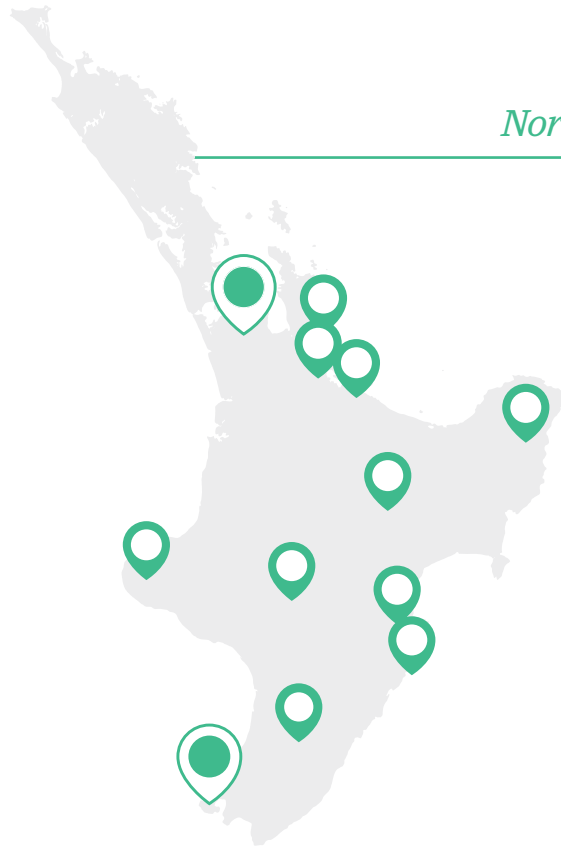
With over 270 authorised insurance advice practices and 1,300 staff across Australia and New Zealand, Insurance Advisernet is one of the leading insurance dealer groups in the Southern Hemisphere. Each year we help more than 135,000 active clients and manage in excess of 287,000 policies.

Australia

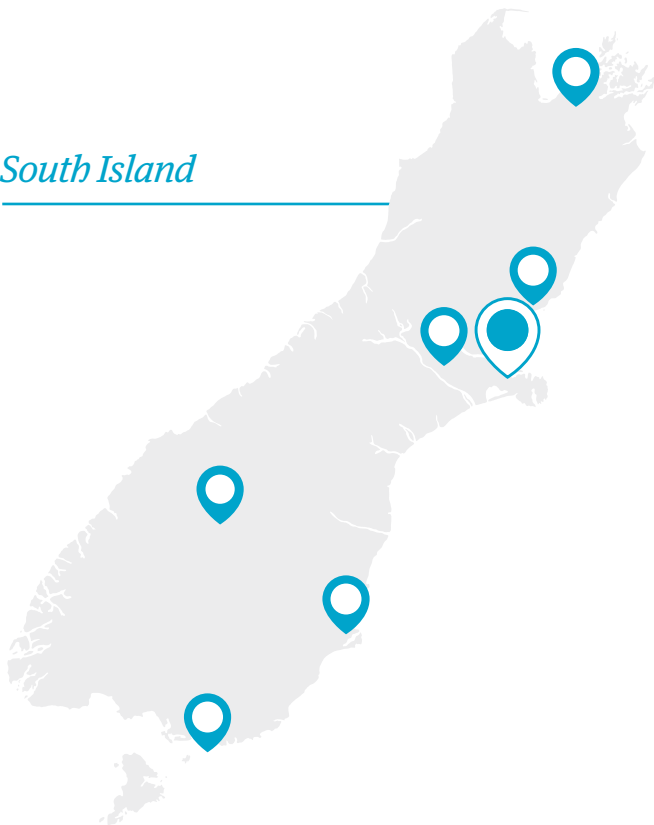


New Zealand

North Island



South Island



Our *Partners*

The strength of Insurance Advisernet goes far beyond the walls of our own business. It's also about the quality partnerships we build and nurture every day, from our ongoing relationship with the highly respected AUB Group (Austbrokers), to the insurers we choose to work with, and our ongoing involvement with key industry associations.

Leading Insurers

Rather than focus on a small number of 'favoured' insurers, our dedicated approach has allowed us to spend many years forging relationships with the very best local and international insurance providers. The benefits of these relationships are seen every day by our clients. Insurance Advisernet advisers have access to over 100 partners to meet our clients' insurance needs.





Insurance Advisernet allows insurance advisers and their clients to enjoy the benefits of locally-based understanding and services whilst also being able to tap into the tremendous value and choice of a national buying group.

IAN CARR

*FOUNDER & CHAIRMAN,
INSURANCE ADVISERNET AUSTRALIA & NEW ZEALAND*

Premium Funding

For many clients and industries we understand the vital importance of preserving day-to-day cash flow. In such situations we can help our clients spread their insurance premium payments over time through an instalment arrangement, arranged via our relationships with reputable insurance premium funding companies.



Industry Affiliations

As one of the leading general insurance broking groups in Australasia, Insurance Advisernet takes a deep and active role in the insurance industry through a variety of initiatives and affiliations.



Insurance Advisernet *Foundation*



At Insurance Advisernet, we feel very fortunate to be part of a dynamic and successful business. The Insurance Advisernet Foundation was established as part of Insurance Advisernet's ongoing commitment to our people, our clients and the wider community. The Foundation supports local Australian and New Zealand organisations that work to help change the lives of individuals, families and/or communities for the better.

Insurance Advisernet and its Foundation has contributed over \$3 million in the last 10 years to over 30 different charities. We will continue to donate over \$400,000 each year through a variety of fundraising initiatives. By working closely with our staff, advisers and our insurance underwriting partners we aim to leave a social legacy for generations to come.





Insurance Advisernet will contribute over \$400,000 each year to community and charity groups via a variety of fundraising initiatives.

IAN CARR

*FOUNDER & CHAIRMAN,
INSURANCE ADVISERNET AUSTRALIA
& NEW ZEALAND*



Our Board



Ian Carr

FOUNDER & CHAIRMAN, INSURANCE ADVISERNET AUSTRALIA & NEW ZEALAND

Ian has worked in the insurance broking industry for over 40 years. His extensive experience includes numerous senior positions such as State Manager, General Manager and Director, Operations for a major national insurance broker in Australia. Ian founded Insurance Advisernet in 1996 and under his stewardship Insurance Advisernet has grown spectacularly to be one of the largest general insurance brokerages in Australia and New Zealand. He holds an Advanced Diploma Financial Services (Broking) and is a Fellow of NIBA, MAICD.

Shaun Standfield

MANAGING DIRECTOR, INSURANCE ADVISERNET AUSTRALIA & NEW ZEALAND

As an experienced insurance executive, Shaun boasts a proven track-record in leading large multi-disciplined insurance sales, claims and underwriting operations and has led significant change programs in both Australia and Asia. He holds a Bachelor of Business, Graduate Management Qualification, Masters in Business Administration (MBA), Advanced Diploma of Financial Services and Graduate Diploma from the Australian Institute of Company Directors.

Sarah Farmborough

GENERAL MANAGER - FINANCE AND OPERATIONS

Sarah brings over 20 years of high-level financial management and accounting experience, gained in the UK, continental Europe and most recently Australia with Insurance Advisernet. She holds an FCCA and her expertise spans financial reporting, internal controls, consolidation, audits, process improvement, change management, budgeting and forecasting, project management, SAP, financial analysis and strategic planning.

Mike Emmett

CEO AND MANAGING DIRECTOR - AUB GROUP

Mike has enjoyed a diverse career working across the Insurance, Consulting, and IT Industries in Australia, the UK and South Africa. Prior to joining AUB Group, Mike was the Group CEO for Cover-More, previously an ASX-listed global travel insurer and now part of the Zurich Group. Mike previously held senior roles in Australia at QBE as Group Executive, Operations, and EY leading the Financial Services Advisory business.

Before moving to Australia, Mike spent several years working in London, including at IBM, leading the Insurance and Banking consulting teams and at Morse plc (Application Services) as Managing Director. Mike's earlier career in South Africa included senior roles in Consulting at IBM, Accenture and PwC.

Stephen Rouvray

NON-EXECUTIVE BOARD MEMBER

Stephen is currently a consultant to AUB Group Limited (formerly Austbrokers Holdings Limited).

He was Chief Financial Officer of Austbrokers from 2005 until his retirement in 2015. He has over 30 years' experience in the financial services industry, covering general insurance, life insurance and investment management. He was also Company Secretary of Austbrokers from 1986 to 2015. Stephen was previously General Manager of ING Australia Holdings from 2002 to 2005 and Company Secretary of a number of ING subsidiaries from 1985 to 2005. Stephen joined ING's predecessor Mercantile Mutual as Company Secretary in 1985. From 1971 to 1984, Stephen worked in the accountancy profession where he specialised in the financial services sector concentrating on general insurance. Stephen has a Bachelor of Economics from The University of Sydney and is a Chartered Accountant.

John Burke

NON-EXECUTIVE BOARD MEMBER

John has enjoyed over 25 years in the Insurance Broking Industry in both client facing and executive roles across Australia. His involvement with Insurance Advisernet spans over 18 years and was previously our General Manager, Southern Region (12 years). Today, John is a Corporate Authorised Representative with Insurance Advisernet and accordingly is well versed with our business operations.

John holds a Diploma of Insurance Broking, is an Affiliate CIP of the Australian and New Zealand Institute of Insurance & Finance and a member of the National Insurance Brokers Association.



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