

new zealand's natural cover®



kakapo

"In the high grasses on the slopes of the Hollyford Valley in Fiordland is one of New Zealand's unique treasures – the Kakapo. A ground owl with limited flight the Kakapo is listed internationally as a critically endangered species. This eccentric parrot is nocturnal (Kakapo means 'night parrot') and thanks to its plumage's colouring and insulating secretions can survive in the wild for decades. It has however struggled against latter day predators.

Today the number of known surviving birds is around 130, including a handful of new chicks born last year.

By way of supporting the Department of Conservation's work to preserve the Kakapo and our ecosystem as a whole, Crombie Lockwood teams around the country regularly undertake work day projects in their local DOC Region.

To our mind, the Kakapo is a perfect example of the way natural cover protects the things that matter to New Zealand – and New Zealanders."

Carl O'Shea, CEO Crombie Lockwood



elcome to Crombie Lockwood

“Home of New Zealand’s insurance broking talent...”

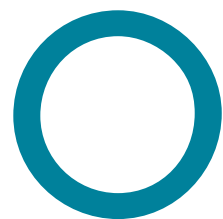
Crombie Lockwood has a proud track record of bringing together great individual brokers and respected broking companies to create a more powerful resource for its clients and their needs.

Since 1978 the company has built up a network from Invercargill to Kaitaia with a team of over 750 insurance industry professionals located in twenty three local offices.

The company's expansion has been driven by a single focus -

“To protect the one thing that matters most to you. Your business and all it provides to you, your family, your staff, your future.”

Only by having critical collective mass and highly skilled local resources can we deliver the face-to-face advice and support that our clients deserve.

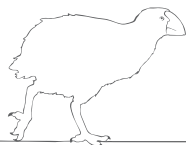


Our aspiration for our clients

The flightless Takahe was thought to be extinct until its rediscovery in 1948, 700m above Lake Te Anau. The discovery was not just a lucky accident but the result of a planned search by Dr Geoffrey Orbell an Invercargill GP and keen tramp.

To survive in its harsh natural environment, the Takahe depends on its plumage. The distinctive colouring camouflages it for risk reduction; and its insulating secretions provide it with natural cover.

The Takahe is another perfect example of the way natural cover protects the things that matter to New Zealand - and New Zealanders.



Our success is based on delivering clients the professional insurance advice they need to ensure their financial continuity. We express this common approach as our Aspiration:

“Through a commitment to understand your business, we will earn your trust and through proactive advice and solutions, position you to financially survive **any** insurable event.”

We have added real meaning and day-to-day deliverables to this aspiration by specifically addressing the key components of it.

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1978

Colin Crombie and Peter Stephens open their first office in Napier as Crombie Stephens & Associates.

Understanding your business

Only after understanding the risks specific to your particular business can we meet our two key purposes:

- To present each client with all the options available to ensure there are no 'gaps' in protection and no expensive overlaps.
- To ensure that we know exactly what it is we are demanding from our insurers in order to obtain the most attractive terms. In effect we are 'selling' the client's desirability as a risk.

Earning trust

All successful relationships are built on trust – and trust has to be earned. So we go about earning it the old fashioned way. We work hard for our clients. We prove ourselves by providing professional advice that always puts their interests first.

We demonstrate why our reputation is so strong. In simple terms, we keep our promises.

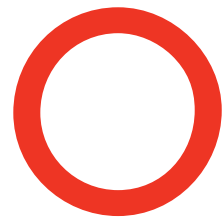
Proactive advice and solutions

Many clients see us as their in-house insurance division. Accepting that role obligates us to 'do the right thing' and put their business interests first.

We don't see ourselves as order takers. We will always give active, not passive, advice.

Financially survive any insurable event

Our sole objective is to ensure commercial and personal financial continuity.



Our day-to-day operating style

The world's smartest bird and only mountain parrot, the Kea has been dubbed the 'clown of the alps.' It lives above the bush line in an environment exposed to snow and bleak winds in winter and mist and winds in summer. The Kea's feathers provide perfect camouflage in the alpine light while also secreting an oily liquid which the bird uses to coat itself for insulation against the elements.

Thanks to their natural cover Keas are now making a comeback and continue to entertain alpine visitors with their high altitude antics.

The Kea too shows how natural cover protects the things that matter to New Zealand - and New Zealanders.



We operate on the simple but demanding premise that our client's livelihood is our responsibility and we take that very seriously. Indeed, our Branch Director in Christchurch made the observation after the 2011 earthquakes that;

"...we are not merely here to sell the clients insurance - we're here to save their livelihoods."

One of the most valuable day-to-day tools to deliver that virtuous ambition is The Red Line Business Assessment.

As you know every business grows; every business accrues unexpected value; every business is dynamic. The problem is that most businesses don't scale their insurance protection accordingly.

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1983

Steve Lockwood joins the company and opens the Palmerston North office. Seven years later he takes over Peter Stephens' shareholding and Crombie Lockwood is born.

The Red Line Assessment provides the architecture to manage or insure risk on a case by case basis:

- It brings the client face to face with explicit exposures, emergent risks and allows us to assess their insurability.
- It ensures that each client is provided the classes of insurance that are crucial to the financial survival of their business.
- It 'discovers' internal changes that the business may be planning or external changes that the business may be subject to and responds accordingly.

The objective is to ensure that we are in command of the facts and through a combination of mitigation, management and prudent covers deliver the sustainable recommendation that the business requires.





Our disciplines and standards

The Hihi is one of New Zealand's rarest birds and was extinct on the mainland and many outer islands by 1886. However a small population survived on Little Barrier Island. Feeding on nectar, insects and small fruits they hover in front of blossoms like bees.

Diminishing nectar may have hastened the Hihi's decline but translocation from Little Barrier to other islands has resulted in a population of 500-1000 birds today. The males, with their brilliant plumage, look a little like tropical butterflies. Their distinctive colouring of bright and dark provides them with natural cover in any number of situations.



Like every business that has grown as much as Crombie Lockwood has, our operating processes and disciplines are part hard-learned lessons and part pure professional performance.

"...neither we nor our clients settle for the bare minimum."

The end result is a short list of non-negotiables that drive our standards (a list that pretty much met or exceeded regulated requirements well before they were introduced).

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1988

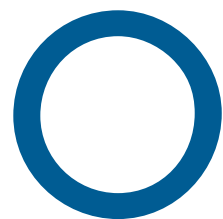
Carl O'Shea opens the company's Wellington office. An earlier false start came to nothing but Crombie Lockwood & O'Shea prospers and creates a market leading business.

- The first of these is a formal 'Discovery & Declaration' process that ensures that every element of risk is traversed to protect the client's interests; and to ensure that we are not professionally compromised by the scope of cover we recommend;
- The second is the formal recommendation to the client that informs and advises. This step is critical to our duty of care and responsibility;
- The third is the proposal to market that ensures our client gets what they need; at a price that reflects their risk attractiveness;

- The fourth is a faultless execution of the programme with at least annual formal reviews.

Regardless of regulation or legislation, a comprehensive and professional performance is the bare minimum in today's business environment. And neither we nor our clients settle for the bare minimum.





Our specialist advice and common sense support - across the country; from around the globe

The world's smallest penguin stands just over 25cm and weighs in at around 1kg. Their plumage is slate blue with a bright white belly, often described as looking like they're dressed for a formal occasion in a dress white shirt and tails. They forage for food up to 25km offshore and 70km from their colony. The population and range of the Blue Penguin has declined in unprotected areas but populations are stable or increasing on predator free offshore islands.



Like many of their land-locked cousins the Blue Penguin's feathers provide camouflage colouring for their environment as well as all-important insulating secretions to maintain their natural cover.

Crombie Lockwood is an Arthur J. Gallagher Company. AJG is the world's third largest broking and risk management group. Direct access to its incomparable array of industry specialists complements our unique local ability to draw on in-house expertise and speciality advisors, to meet the broadest range of business insurance, risk management and personal insurance cover.

Crombie Lockwood delivers collaborative, wide-ranging advice and initiatives through both local and global specialisms:

Corporate

Corporate and commercial risk assessment and insurance direction

Financial & Professional Risks

Reputational protection and liability guidance for professionals



2012

The company establishes its national and corporate offices in Crombie Lockwood Tower, Auckland CBD to better service the complex commercial and corporate market.



Rural

Proven, practical insurance advice for farming businesses

Aviation

NZ's Commercial and recreational aviation insurance advisor

Bloodstock

Dedicated equine industry and livestock insurance management

Employee Benefits

Group schemes to protect your business's human capital

Uni-Care

Globally awarded provider to international student travellers

Film & Entertainment

Insurance partner to three out of four NZ productions

Personal Insurance

Looking after the possessions that make a life

Life & Health

Protecting the country's most valuable assets

"The locally grown, global broker"

This perfectly sums up our approach of doing business face-to-face on a local basis but with the collective strength of our national resources, network and global influence. We express it as:

"locally focused, nationally resourced internationally represented"

Crombie Lockwood embraces the commitment to give back to communities that has seen Arthur J. Gallagher recognised as one of the World's Most Ethical Companies by the Ethisphere Institute for the past four years.



To our way of thinking the combination of local commitment powered by national resources and global support gives us an edge in the market that ensures, we get it done.



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