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## . . . Joining the Dots in the World of Risk

Putting you and your business on the RiteTrack with the Rite Covers combining loss prevention, risk management, business continuity and insurance covers to create true business resilience.

Barley Insurances Ltd has supplier relationships with the major insurers in New Zealand and the ability to provide Fire & General and Liability insurance from domestic through to commercial.

The client base of over 700 covers a broad spectrum of businesses ranging from franchisors and their franchisees, to large corporates with 200+ staff and household names in the not-for-profit arena. 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 have very specific needs and require specialist knowledge to tailor the right covers.

Barley Insurances Ltd is not a 'run of the mill' insurance broking company, and we pride ourselves on thinking laterally in providing solutions for our clients. Ask about our RiteTrack solutions and about the 'Rite Covers' for you.

If there are specialist issues that we cannot address in-house, we have close associations with other parties who can provide support in the form of risk management and other boutique products and services sourced both locally and overseas.

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### Professional Associations





**JOHN BARLEY**

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

The team at Barley Insurances Ltd is headed by founder, John Barley.

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.

John has a passion for personal development in studies around broad ranging subjects such as risk management, human behaviours, biology, physiology, business resilience, crisis management and business continuity.

Rather than being focused purely on filling the risk gaps with the insurance band aid, John assists his clients to increase productivity and resilience (whilst cutting insurance costs) through seeing the bigger picture which encompasses organisational fitness.

On a personal note, John has renovated a 1967 Sunbeam Alpine and a Sunbeam Harrington Le Mans which took 8 years of passion and persistence. He is also currently working on another Sunbeam Alpine restoration. He was Auckland Club Captain of the Sunbeam Car Owners Club for 9 years (resigned 12/2009) and for 3 years as National President (resigned 2/2011). For the period 2005 through 2008 John was Chairman of the Auckland Branch of IBANZ (Insurance Brokers Association of NZ).



## Mission Statement

### 'Putting the client in control'

Our mission is to assess and where possible lessen the burden of risk by

- a) providing a depth and breadth of insurance and risk management advice to the consumer unattainable elsewhere
- b) developing creative exclusive insurance solutions to fill specialised gaps in the consumer's environment

...enabling you (the consumer) to focus on your business.

Our objective is to achieve this by focussing on

- ✓ **Claims** - All insurance brokers provide assistance with the claims process. But when you need a real advocate we will undertake to go above and beyond the call of duty where necessary to achieve the best possible outcome for you.
- ✓ **New Zealand owned and operated** - no overseas help desks, no computer generated phone systems. We provide people.
- ✓ **Best price for the most comprehensive cover** - we have to understand your needs before we seek the best terms for the most comprehensive covers from the market. You are then given comprehensive information to permit you to make informed choice.
- ✓ **Long term partnerships** - Long term relationships foster and nurture greater understanding of our value added relationship and thus enhances the advice and guidance provided.

It's about providing advice by joining the dots with organisational health, disaster recovery and business continuity planning and putting you (the client) back in control.

# 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.
- Utilising the 'RiteTrack' system - refer to [www.ritetrack.co.nz](http://www.ritetrack.co.nz) and our online training system [ahead.ritetrack.co.nz](http://ahead.ritetrack.co.nz)

## 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 \$500 + 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.



## Range of Products & Services

### ...the Rite Covers

- Business Insurances
    - Material Damage
    - Business Interruption
    - Motor Vehicle (Cars / Vans / Trucks)
    - Public Liability
    - Statutory Liabilities
    - Professional Indemnity
    - Corporate Travel
    - Trade Debtors Insurance
    - Product Recall
    - Artist/Sculpture 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
    - Domestic
    - Commercial
  - Motor Vehicle
    - 4WD Cover (Off-Road / On-Road)
    - Commercial Vehicles
    - Private Vehicles
    - Classic Cars (including overseas covers and transit)
  - Domestic Insurances
    - House & Contents
    - Travel & Leisure
    - Pleasurecraft Insurance
  - Specialist & Exclusive covers
    - Franchise Insurance
    - Body Corporate Insurance
    - Not-for-Profit Organisations
    - International SOS
    - Car Club Liability Insurance
    - Classic Car Insurance
      - Comprehensive Overseas Covers including Transit and Travel
    - 4WD Insurance
      - On-Road and Off-Road
      - Commercial & Private Use
      - Forest & Rural Fire Service Liability
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- Services
    - Independent Insurance Portfolio Assessment
    - Organisational Fitness Assessment (RiteTrack™)



## . . . Joining the Dots

Barley Insurances Ltd provides insurance broking services whilst RiteTrack works in tandem focusing on business resilience through consulting and education.

**All business owners want greater productivity and profitability in their business, but they often don't know what tools will achieve that.**

RiteTrack provides a toolbox of products and services to improve productivity, profitability and creates business resilience for both the good times - and the bad.

Struggling with staff absenteeism, lack of staff motivation, increased insurance costs, work-related accidents and administrative errors? We will help you overcome those challenges and improve the performance of your business. RiteTrack services work alongside your insurance portfolio.

Focusing on advice, improvements and bottom line results, RiteTrack is your partner for total business performance and through our strategic partners we are able to offer a variety of tools.

### **Work with RiteTrack and benefit from:**

- Savings through reduced accidents, absenteeism and downtime
- Healthier, safer and more productive teams
- Essential crisis prevention and management
- Business longevity and resilience
- Reduced reliance on insurance policies and pay outs
- Competitive advantage in your market

**Ask for an obligation free consultation.**



## Guide to Dealing with an Insurance Broker

If you have always arranged your insurances direct with the insurer in the past, there are a few things you should know when dealing with an insurance broker.

- **When you have a claim you phone your broker rather than the insurance company.** The broker takes the hassle out of handling the claim. The broker will send you the claim forms, provide advice on the correct procedure to follow and follow up with the insurance company if required. The only exception to this rule is if you are travelling overseas and you will generally be provided with a 24 Hour Assistance number.  
(Note: The broker only handles claims for those policies which are placed through the broker. If for instance you have all your policies through a broker except perhaps one which you placed directly with the insurer or through your bank, the broker is unable to assist with that policy.)
- **The premium is paid to the insurance broker.** Unless you have opted for an instalment programme direct with the insurance company you make payment to the insurance broker. A broker is required by law to have a dedicated premium account which ensures the safety of your funds until such time as the documentation has been processed and the funds are forwarded to the insurer.
- Payment terms with Barley Insurances Ltd are for payment of invoices by the 20<sup>th</sup> of the following month - unless by prior arrangement. Some policies, however, will require immediate payment (ie Travel and Transit Insurance).
- Under the strict industry code of conduct a **broker is unable to provide quotes to you if you have already renewed your insurances.** The broker must wait until your insurances are due to expire. Should they do so in error or through lack of disclosure the insurance company may cancel the terms offered on discovery of the default.
- An insurance broker is not an insurance agent or an insurance company. A broker is an independent and objective consultant who has no allegiance to any one insurance company, hence they are able to give objective advice on which company or product will best suit your requirements.

### Claims

In the event of a claim there are important things to remember:

- In the event of a claim **never admit liability** - this is a specific clause in your policy. Should you admit liability the insurance company can legally decline the claim.
- **Do your utmost to limit any damage. Act at all times as if you are not insured.** For example if your house is being flooded due to a broken pipe, do not wait to contact anyone else - phone the plumber first.
- **Phone your insurance broker (our contact details are at the end of this Fact Sheet) as soon as possible.** This applies even if you only 'think' you may have to make a claim and is especially important for Liability Insurance claims. Waiting until the morning or next day will not jeopardise the claim. In the event of extreme circumstances such as significant fire or water damage which requires immediate remedial action, our after hours contact details are noted on this brochure.
- In the event that you lose an item or suffer theft or damage to your property report the loss to the Police. Before the insurance company will pay out they will require a copy of the **Police Complaint Acknowledgment Form.**

## Benefits

- Dealing with a broker **takes the hard work out of organising insurances**. Your broker will obtain quotes from the insurers and advise you of which provide the **best terms and premium**.
- If an insurance product is half the price of others on the market, you are probably only getting half the cover - a qualified insurance broker will provide **professional advice in terms of the all important policy coverage**.
- Your broker handles the stressful **claims process**.
- In the event that you place your various insurances with more than one insurer, there is **only one account** to be paid.

## The difference between dealing with.....

### ....A Bank

- The bank will not handle the claims process for you. You will have to handle this yourself directly with the insurer.
- The Bank only has one supplier so cannot compare product or premium for you.
- Banks are financiers and are specialists in looking after your money. They are not insurance professionals.
- Banks deal with 'stock' product, they do not generally tailor the policy for your individual needs.
- You deal with whoever is 'on duty' at the time. Turnover of staff in banks is often high.

### ....An Insurance Broker

- Handles your insurance claims from the point of enquiry to settlement.
- Will negotiate settlement of difficult claims for you.
- Will negotiate and put together a personalised insurance package from a selection of different insurers.
- Has a variety of suppliers to ensure that they are objective and locate the best possible price for the best possible cover.
- Deals with insurance companies on your behalf.
- Negotiates renewals on your behalf and reviews your policies annually.

**Top Tip: If an insurance product is half the price of others on the market, you are probably only getting half the cover! A professional insurance broker can guide you in term of the policy coverage.**

## About Barley Insurances Ltd

- As a member of the IBANZ (Insurance Brokers Association of NZ) we adhere to a strict code of conduct which includes regular training in new products and statutory requirements. This ensures that the advice we give is the most up to date.
- Insurance products we provide include the full spectrum of business and domestic insurances. Each portfolio of insurance is specifically designed for the client's requirements.

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**Providers of professional insurance advice and customised insurance portfolios**

PO Box 1412, Shortland Street, Auckland, 1140  
Phone 09-827-7266 or After Hours Emergency Contact 027- 289- 3162  
[www.barley.co.nz](http://www.barley.co.nz)

# Terms of Business

## Payment Terms

- Credit terms are 30 days, with invoices to be paid by the 20<sup>th</sup> of the following month.
- Payments for one-off travel, construction/contract works 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.
- Amendments may be made to these terms and accordingly any updated version published on the website will then apply and supersede this document.

## 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 20<sup>th</sup> of the following month.

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**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.**

10/8/13

## Disclosure Statement

Name of financial adviser: John Barley  
Address: 5a Willerton Avenue, New Lynn, Auckland 0600  
Trading Name: Barley Insurances Ltd  
Phone Number: 09 827 7266  
Fax Number: 09 827 7269  
E-mail address: [insure@barley.co.nz](mailto:insure@barley.co.nz)  
Disclosure statement prepared on: 15/10/14

### **It is important that you read this document.**

This information will help you to choose a financial adviser that best suits your needs. It will also provide some useful information about the financial adviser that you choose.

### **What sort of adviser am I?**

I am a registered, but not authorized, financial adviser.

I can give you advice about fire and general insurance which includes liabilities and marine cargo covers. I can give advice on life/trauma/loss of income/health insurance but prefer and endeavour to put these risks with a specialized life broker.

### **Limitation of Liability**

We will provide services as an insurance broker / registered financial adviser with reasonable care and skill. However, we will not be responsible for any losses, penalties, consequential losses and/or liabilities arising from the supply by you or others of incorrect or incomplete information, or from the failure by you or others to supply any appropriate information or your failure to act on our advice or respond promptly to communications from us, insurers and/or their agents.

The aggregate liability (including interest and costs) of Barley Insurances Ltd to you, whether in contract or tort, including negligence, resulting from breaches of the engagement, whether or not such defaults or breaches entitle you to terminate the engagement, shall be limited to \$1 million.

In no circumstances shall Barley Insurances Ltd be liable to you for incidental, indirect, special, punitive or consequential damages whatsoever (including loss of profits). You agree that this limitation extends to both the engagement contained in this disclosure document and any variation or addition to it.

### **What should I do if something goes wrong?**

If you have a problem, concern or complaint about any part of my service, please tell me so that our internal complaints scheme can try to fix the problem. If we cannot agree on how to fix the issue, you can contact Financial Services Complaints Ltd. This service will cost you nothing, and will help us resolve any disagreements.

You can contact Financial Services Complaints Ltd at –

Physical address: 13<sup>th</sup> Floor, 45 Johnston Street, Wellington  
Postal address: PO Box 5967, Lambton Quay, Wellington 6145  
Phone: 0800 347 257  
Fax: 04 472 3728  
E-mail: [info@fscl.org.nz](mailto:info@fscl.org.nz)

### **How am I regulated by the Government?**

You can check that I am a registered financial adviser at <http://www.fspr.govt.nz>

The financial Markets Authority regulates financial advisers. Contact the Financial Markets Authority for more information, including financial tips and warnings. You can report information or complain about my conduct to the Financial Markets Authority, but in the event of a disagreement, you may choose to first use the dispute resolution procedures described above (under What should you do if something goes wrong?)

### **Declaration**

I, John Frederick Barley, declare that, to the best of my knowledge and belief the information contained in this disclosure statements is true and complete and complies with the disclosure requirements in the Financial Advisers Act 2008 and the Financial Advisers (Disclosure) Regulations 2010.



John F. Barley



boutique insurance services

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Email: [insure@barley.co.nz](mailto:insure@barley.co.nz) Web: [www.barley.co.nz](http://www.barley.co.nz)

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