



COMMUNITY  
BROKER  
NETWORK

# CBN Market Update

## LMI Continuity Coach – Exclusive Pilot Opportunity

In the latter part of 2018 LMI Group launched Continuity Coach. Continuity Coach enables brokers to identify potential threats and those impacts to their client's business operations. With the ability that comes from a defined strategy, the pro-active management of these threats allows your clients to protect and continue their operations in the event of a disruption.

### Why use Continuity Coach for your clients?

- Helps improve your client's chance of survival following a major disruption
- Provides a comprehensive plan in the event of a disruption
- Reduce business downtime
- Opportunistically improve efficiency and costs
- Provides a competitive advantage

### How do I get access to the pilot?

CBN have purchased 50 licences for our brokers to pilot/trial the tool.

You can register and create an account at [www.ContinuityCoach.com](http://www.ContinuityCoach.com). Once registered please enter the Organization details of your client to create a plan using the exclusive CBN Promo Code "**CBN BCP Promo 2019**".

You can then invite your client as an 'Owner' user of the system and pass the plan over to your client to complete. You can create as many Organizations and Plans (as long as the Promo Codes last) therefore these licences will be allocated until the numbers are exhausted. So be quick!!



## QBE eLearn training modules

**You are invited to access QBE eLearn training modules.**

**Details below to help get you started.**

### **Access:**

Please login using the following self-registration link:

[https://qbe.csod.com/selfreg/register.aspx?c=ext\\_anzo\\_aus\\_interm\\_authoris](https://qbe.csod.com/selfreg/register.aspx?c=ext_anzo_aus_interm_authoris)

You will need to create a password that contains at least one capital, number and symbol.

**Make sure you remember your password.** Please allow up to 24 hours to receive confirmation that your account has been activated.

### **The modules**

QBE have created a number of online professional development modules that give you the freedom to complete anywhere, from any device at a time that is convenient to you.

They have also included some 'offline' resources which you can print and will help you put theory into practice in your own time.

### **Certificates**

You can download your certificate once you've completed the course.

1. Go to Training and select **Training Record** from the drop-down
2. Click the drop-down and select **Completed**



## Vero Monthly Update – Equipment Breakdown

This month we focussing on **Equipment Breakdown**, also known as 'Engineering'. Our goal is to help you confidently educate your clients and shift the conversation away from price by highlighting just how important this sometimes underestimated cover can be.

### Did you know?

- Vero offers a market leading product with the broadest coverage backed by specialist expertise across Underwriting and Claims.
- Next to Motor & Glass, Equipment Breakdown is the most frequently claimed line of Insurance and the severity of losses are growing rapidly due to automation of equipment.
- It is becoming a bigger threat to your clients, and most standard policies won't protect them against Breakdowns that can put them out of business.
- Take up in the Australian Market: – 20%.
- Warranties & Maintenance Agreements are not an alternative to Insurance – importantly, they don't cover Business Interruption costs.

### Benefits and features

- Blanket cover that protects your client against uninsured and underinsured breakdowns.
- Coverage extensions available to include: BI, AICOW, Deterioration of Stock and Data Restoration.
- Reticulated wiring is covered – a major exposure not covered in many standard policies.
- Service Interruption cover – protects your client from Breakdown of a third party's equipment by triggering the BI and DOS coverages if included in the policy.
- Wear and Tear NOT excluded as a cause of Breakdown.
- Green upgrade enhancement (+50% of indemnifiable repair / replacement).

Go to the [Document Library](#) on our Vero Broker Hub to access all product specific documents which includes loss bulletins and occupation specific flyers.

[Click Here](#) to view the **Vero Equipment Breakdown Insurance** video which is a client testimonial explaining the merits of our product.

### For further information:

Please contact your CBN Development Team on 0428 664 723



## SME Multi Section Discount Initiative for CBN

### What do CBN Authorised Brokers receive?

CGU is pleased to offer a **Multi Section Discount** to all CBN Authorised Brokers on Business Pack Quotes transacted with CGU across SCTP & Sunrise from 1<sup>st</sup> October 2019.

For each Accident section you select on the CGU Business Pack, you can apply additional discounts up to max 20% Discount per section.

### What discounts are available on Business Packages?

DISCOUNT APPLICABLE	Accident Sections
5% Discount	One Accident Section
15% Discount	Two Accident Sections
20% Discount	Three or more accident sections

**Accident Sections Include:**  
Burglary, Money, Glass, Tax Audit, Employee Dishonesty, Electronic Equipment

### How do I obtain quotes?

Simply submit a New Business Quote via SCTP or CGU Connect (Sunrise) and add the above discount levels. This will refer to the CBN National SME underwriting centre.

### What dates does this commence from?

New Business only from 1st October 2019.

### Underwriting notes to consider.

*Fire &/or Liability cover should be taken out in conjunction with the accident covers*

*Excludes Machinery & Computer BI*

*Does not include CGU Padlock & CGU Motor Trade*

*Discount will trigger a referral & ARN is required – contact CBN SME dedicated team*

*Does not apply to Business Interruption Sections*

*Discounts are subject to minimum premiums*



## What Underwriting team do I go to?

The CBN National SME Underwriting team are supporting this Initiative, and our dedicated team are available on:

**Phone 1300 230 471**

Email [cgu.commercial.cbn@cgu.com.au](mailto:cgu.commercial.cbn@cgu.com.au)

*Note: CGU Underwriting acceptance criteria always applies.*

## Any other questions?

Your local CGU Account Partner can assist with any other queries on this initiative or CBN Strategic team via Paula Bedell.