

Driving better business

The transport story

Experience. Our difference

Lumley 

Lumley is transport

We have this thing about the transport industry. Some might call it passion, but that sounds a bit soft. Let's just say that it's always been in our blood.

We've been serving the transport industry almost from day one. That's over 50 years of understanding the issues, coming up with solutions and working hard at getting better at what we do. It's a legacy we're really proud of.

Our involvement in the transport industry is an essential part of what we are as a company and a key focus of Lumley's plans for growth.

We're leaders because we're in the thick of it

We are the insurance leader in the heavy transport industry. That's no idle claim. We have an intimate knowledge of what makes it tick because we're an insider. If there is a conference or an event you'll see us there as a sponsor and participant.

It's just not a case of being close to the action but being involved, whether it's making submissions to proposed law changes or helping to make things happen at an industry level.

All of this means we know more than anyone else and can give you the right answers first time, as well as empower you to provide the best solutions for your clients.

The transport industry counts

There's close to 100,000 kms of roads in New Zealand. And each year we travel about 34 billion kms. Pretty impressive.

Transport makes a vital contribution to the economy as it moves products and people around the country. And it's important that this is done in the safest and most cost-effective way possible. We know that Lumley can make a significant difference to how well the transport industry operates.

We have so many experts, we've made a centre to put them all in.

Centre of Expertise – getting it all together

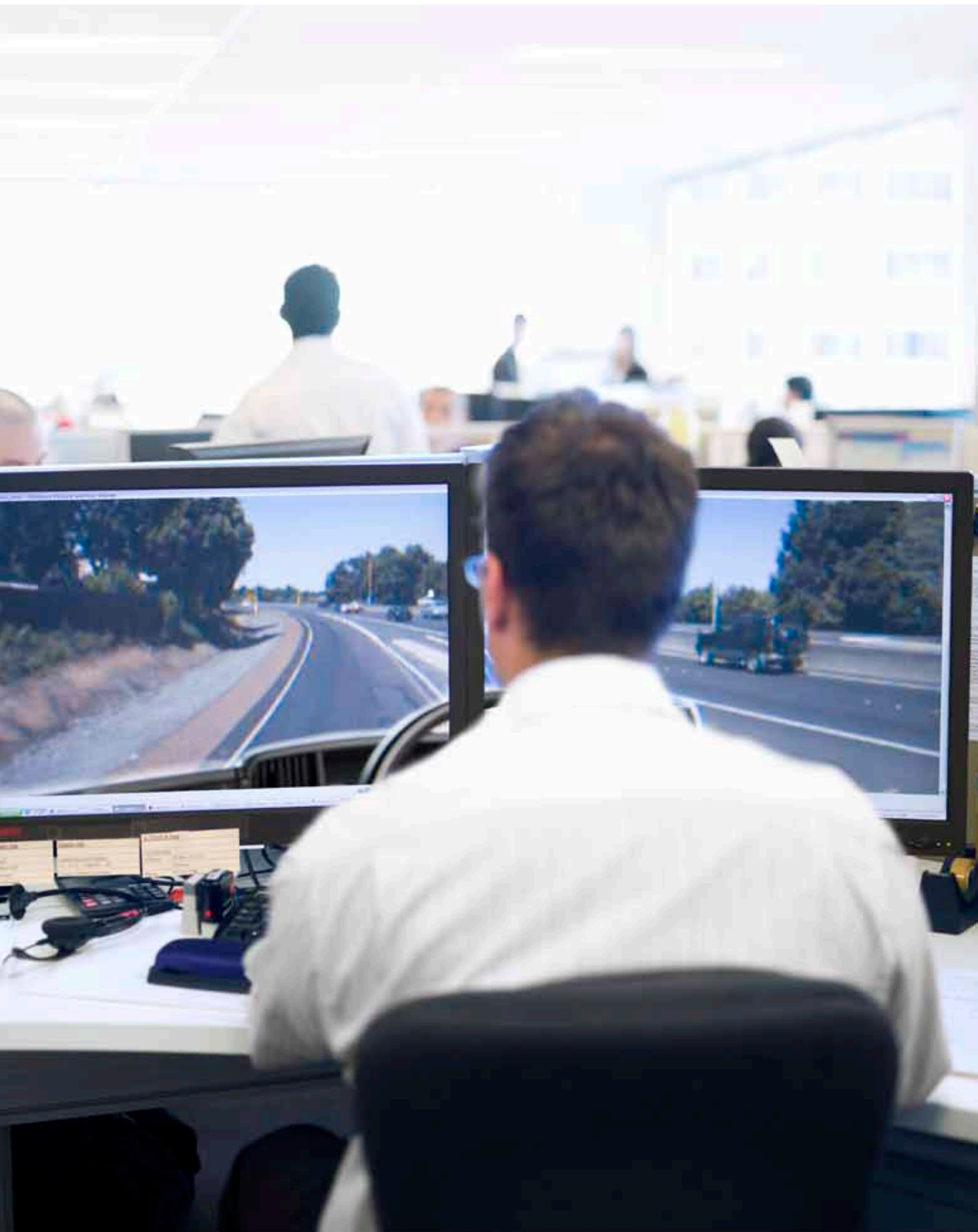
It's not enough to be expert. Skills and knowledge needs to be harnessed and continually added to. This is what our Transport Centre of Expertise does.

Our risk managers, assessors, underwriters and claims people work together – physically and as a team – where we operate a streamlined, 'we're all on the same page' approach to your needs.

So what does this mean for you:

- » Rapid response to enquiries
- » Prompt access to our insurance brains
- » Quicker and more accurate decisions
- » Immediate responses to the unusual situations

And, we think it is worthwhile saying again, the right answers first time.





**Will one
size fit all?**

We don't think so.

Seg- men- ta- tion

Your clients operate a variety of different sized fleets. So when responding to their requirements we need to recognise the guy with two trucks has fundamentally different needs to the company with 62 vehicles. Which is why we segment to provide you with tailored insurance offers for your clients.

We understand their circumstances, what resources they have in-house and the particular issues they face. This allows us to respond accurately and apply the appropriate levels of our specialist expertise.



Transport authority

Sometimes, three heads are better than two

We're all in this together – your clients, you and us. As you can see you're the man in the middle; the one that holds it all together.

There may be times when you think it is worthwhile having us in a meeting with one of your clients or even a prospect. This could be to discuss a technical detail or to help secure new business.

Or it could be to explain a premium increase. It's important to us that there is complete transparency with our pricing and that our rates are sustainable.

We believe that occasional meetings like this can benefit all of us – your clients will be better informed, you will be confident that all the bases are covered and we will increase our understanding and provide even more tailored solutions.

It's all about doing better business.

Will accidents happen

Crash Scene Assistance

How well will your clients deal with an accident?

Accidents are traumatic events which can threaten the viability of your clients' business. Many of them don't have large organisations behind them to come to the rescue. We will.

Crash Scene Assistance provides 24x7 comprehensive assistance, from sending the right tow truck and arranging a clean up, to initiating the assessment process. It's practical, immediate assistance that will provide your clients with assurance and ensure that their vehicle is back on the road as soon as possible.

Our assessors are the most experienced in the business and as they only deal with commercial motor claims the process is managed promptly and efficiently.

So let's recap:

- » The right tow truck for the right vehicle, at the right time
- » It doesn't matter whether it is 3pm or 3am
- » Road cleaning and vehicle salvaging
- » Back on the road a lot quicker
- » Support for the driver

0800 111 108 Crash Scene Assistance for heavy haulage



Prevention is better than cure.

Torque Fleet Risk Management (FRM) allows us to get a better understanding of your clients' businesses and then provide them with the tools to cost-effectively manage their vehicle fleets. Torque FRM also helps to improve driver skills by identifying risky practices and running accident risk management programmes and crash prevention seminars.

Torque Data is an online Fleet Management system that enables the monitoring of the vehicle fleet performance. This includes recording and maintaining vehicle and staff details, crash and incident frequency rates and other relevant data. It also allows for on-line claim submissions and crash and incident reporting.

Torque FRM touches so many parts of a business including recruitment and selection, finance, health and safety, as well as management, operations and training.

So Torque FRM can help these go down:

- » Cost of crashes and incidents
- » Downtime
- » Vehicle maintenance
- » ACC costs

And can help these go up:

- » Driver knowledge and skills
- » Driver productivity
- » Organisational efficiency
- » Profits

Our commitment to you

How we will work with you

We don't just sell insurance. We want to provide you with a service where we completely understand your needs and use our expertise to develop solutions that are relevant and meaningful.

We will be attentive and act promptly. We want you to feel assured and valued. We want to give you what you want, not what we think you want.

We have worked in the transport industry for a long time and we know our stuff better than anyone else. And we believe that with our expertise and your capability, we can help each other to build more successful and vibrant businesses.

Experience. Our difference

www.lumleybroker.co.nz