

Membership

A day in the life of

the ISO's Participant Liaison Manager – Penelope England

All Participants will have encountered Penelope England, the ISO's Participant Liaison Manager. Also known as the ISO's "Go-to" person for membership issues, Penelope and her assistant, Felicity Bunny, spend a lot of time making sure your membership details are up to date, invoices are issued and a myriad of questions about registration are answered.

Penelope's work also involves managing the ISO's database of more than 1,000 Participants, looking for new business opportunities and attracting potential members to join the ISO Scheme. She liaises with industry organizations, such as the Financial Markets Authority ("FMA"), the Institute of Financial Advisers ("IFA"), the Insurance Brokers Association ("IBANZ"), Financial Services Federation ("FSF") and the Professional Advisers Association ("PAA").

As a Participant, you will have a unique Participant number and password that allows you to update your own details via the ISO's website. If you haven't ever tried to access this yourself, go online and try it.

Internal Dispute Resolution ("IDR") Templates

All financial service providers are required to have their own internal dispute resolution process. Before consumers can bring a complaint to the ISO, it must first go through a Participant's internal disputes process. The ISO can help you with this.

Don't reinvent the wheel! We've done the hard work for you. The templates are in "Word" so they can be authored by you and tailored to your business. The templates provide the IDR framework. It's over to you to modify this as much or as little as you like.

To receive these, email membership@iombudsman.org.nz.

Make sure your clients know you have an IDR process and where to find it. Having it available on your website is one of the easiest ways to promote your IDR process and ensure that it is visible to your clients. The ISO informs consumers about how their complaint will be handled by the ISO on its webpage - [Making a Complaint](#).

It's important to let your clients know that you belong to the ISO Scheme. This reassures consumers that if their complaint is not resolved with you internally, there is another avenue they can explore. Fast, easy dispute resolution is the key to maintaining good business relationships.

Registrations for nominated representatives of QFEs

If you're an adviser who has chosen to leave a QFE, you will no longer be covered under the QFE Participant registration with the ISO. To continue being covered by the ISO, you will need to complete the appropriate registration. If you need help with the online registration process, call Penelope or Felicity on 0800 888 202.

Case Studies

Remember these are available from our website on the [News and Publications](#) page. Search the case study database online if you have a specific enquiry.

Recently resolved [earthquake case studies](#) were added to the ISO's website earlier this month. We've also added [frequently asked questions](#), [factsheets](#) and ISO related [earthquake articles](#).

Our FAQs are based on the 500 enquiries we have received so far through our dedicated earthquake enquiries service on the ISO's freephone 0800 888 202. We deal with your clients' enquiries to try to prevent them becoming complaints.

In this Issue

- Membership
- Internal Dispute Resolution ("IDR") Templates
- Registrations for nominated representatives of QFEs
- Case Studies
- 2012 IFA/ISO Webinar Series
- Complaints Brochure
- 2010-2011 ISO Annual Report
- Update your details
- Date to Diary

Case studies

Casebook Index: Business equipment, Completion of proposal/application, Damage - Commercial Property, Business interruption, Earthquake, Ability to claim, Insured event.

Background

In early February 2011, C entered into discussions with P about transferring his business insurances from his existing insurer and updating the cover. C authorised his Practice Manager ("C's manager") to liaise with P's staff adviser regarding the cover required and to obtain quotes. C wished to include business interruption cover in the updated package.

On 15 February 2011, C signed P's proposal form agreeing to the new cover. The proposal indicated that cover with P was to commence on 1 March 2011, at which time cover with his existing insurer would lapse.

On 22 February 2011, the building where C's business was located sustained earthquake damage ("the earthquake") and, as a result, C had to relocate his business. C indicated that loss of business and profit had resulted.

Because C's existing insurance did not include cover for business interruption, C wished to make a claim to P for the loss. However, P advised C that, because the earthquake occurred before the cover was due to commence, he did not have grounds to make a claim to P.

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2012 ISO Webinar Series

This year, the ISO Scheme brings you the latest in professional development: training without the need to leave your desk. Each month, we'll offer a Webinar session on topics designed to help you in your day-to-day business. These include:

- Helping your clients with disclosure
- Hot tips for dealing with complaints
- How to apologise
- What your clients call the ISO about
- Managing difficult phone calls

There will be 8 webinars throughout the year, beginning in March. A more detailed schedule will be available on the ISO's website shortly.

Complaints Brochure

As an ISO member you may recall having received several complimentary copies of the ISO's brochure for consumers as part of your membership package. These are useful to display in your office and give to clients. You can download further brochures from our website, or email membership@iombudsman.org.nz to order more copies.

2010-2011 ISO Annual Report

Remember this is a useful snapshot of ISO's work. It can help your clients understand more about the ISO's dispute resolution role and your part in the process as an ISO Participant. The [2010-2011 Annual Report](#) can be downloaded from our website. Alternatively we can post you a hard copy. If you would like hard copies of last year's Annual Report published in September 2011, please email us with the number of copies you would like and your postal address to membership@iombudsman.org.nz.

Update your details

Any changes to your contact details need to be communicated to us. We can't tell you about upcoming events or send you this newsletter if we don't have your current contact details. Each time you change your physical address, your postal address, email or phone numbers, we want to know. Visit www.iombudsman.org.nz and log on to the registration website, with your Participant number and password, to update your contact details.

Date to diary

1 July 2012 Membership Renewals



Assessment

C's main concern was that he was not adequately advised by P's adviser of the 1 March 2011 start date for the cover with P. He raised the issue of P's adviser's responsibility to him in relation to explaining the policy and that the adviser had no authority to make decisions directly with C's manager.

From the documentation presented to the Case Manager, it appeared that C's manager was actively involved in the discussions and negotiations of arranging cover with P. The Case Manager was not aware of what was actually discussed, or the authority given to C's manager in this regard. However, the Case Manager believed P's adviser was clearly of the opinion that C's manager had the necessary authority to the point where C signed the proposal.

In regard to the starting date for cover with P, the Case Manager advised C it was very clear from the proposal the P did not assume cover until 1 March 2011. While the discussions arranging the transfer and updating of cover from P's existing insurer involved C's manager and P's staff adviser, C had clearly signed the proposal accepting the terms and conditions and agreeing to a 1 March 2011 start date.

The Case Manager noted that, on the morning of 22 February 2011, C's manager communicated with C's broker, requesting cancellation of C's existing insurance arrangements from 1 March 2011. This coincided with the start date for the policy with P.

C also raised the issue that, because his business was insured with P from 1 March 2011, loss of profit from that date should be covered by P.

The Case Manager explained that it was the date of the earthquake (22 February 2011) which dictated whether the policy with P provided cover. Unfortunately, because the earthquake occurred before cover commenced with P on 1 March 2011, any loss of profit related to the earthquake was not covered by P's policy. This applied to ongoing loss of profit from 1 March 2011, which was related to the earthquake. However, P would, subject to the terms and conditions of the policy, provide cover for loss or damage arising from a new insured event occurring on, or after, 1 March 2011.

The Case Manager had to rely on the documentation provided and this clearly pointed to the intention being to commence cover with P on 1 March 2011, with C's manager's communication with the broker on the morning of 22 February 2011.

Having regard to all the circumstances, the Case Manager believed P was entitled to decline to consider the claim.

Result - complaint not upheld