

2 September 2020



Kate Carnell
Australian Small Business and Family Enterprise Ombudsman

By email to: info@asbfco.gov.au

Dear Kate

Subject: Insurance Inquiry

We note your recent comments contained in the ASBFEO Newsletter of 31 August 2020 regarding insurance and small and family businesses.

Whilst we do appreciate that some sectors of small business have faced problems with insurance in recent years, we believe that our sector is provided with insurance products in a responsible manner and without the problems to which you refer in the ASBFEO Newsletter.

NANA has been conducting an association owned insurance program for more than 20 years. The products offered under the Newspaper Insurance banner have been developed by the industry for the industry. Unlike many industry insurance schemes, we do not simply repackage insurance products provided by underwriters.

As Newspaper Insurance is a wholly owned division of NANA, we balance service, sustainability, product and price in the interests of industry participants without an undue emphasis on commercial imperatives.

NANA, with the assistance of our appointed professional managers, negotiate with underwriters to develop insurance products with broad coverage, which meet the special needs of newsagents, have relatively high minimum sums insured, offer lower excesses and at competitive pricing.

Newspaper Insurance offers general business pack, public liability, specialist professional indemnity, fidelity, management liability, building, contents and vehicle insurance products.

We pride ourselves on the service that Newspaper Insurance provides to newsagents. Our response to claims is timely, supportive and responsive to the needs of the insured.

Decisions on coverage are based on a thorough assessment of risk. We do not change policy conditions mid term and we do not withdraw policy coverage unless the client has failed to pay the premium.

Please contact me at our office on 1300 113 044 or by return email to nana@nana.com.au if we are able to be of any assistance to you and your staff in relation to the insurance inquiry.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Ian Booth'.

Ian Booth
Chief Executive Officer