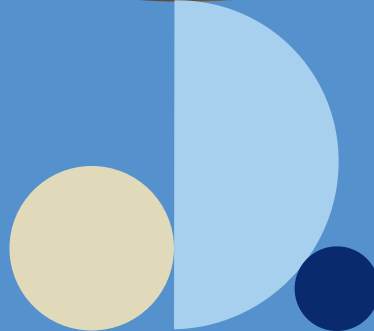




Our Risk Appetite Guide

For Mid-Market and SME



Our promise to brokers

In a market defined by constant change, businesses depend on your support more than ever. At Zurich, we're stepping up to provide reliable access to risk experts, ensuring the responsive, flexible service you need to help protect clients from known and emerging risks.

We'll share our technical risk expertise, bringing a unique combination of global strength and local solutions. With empowered teams across the country, building more resilient businesses and helping your clients recover sooner. Together.



Insurance for business, made easier

We're dedicated to brokers and can help you provide a seamless client experience. You can expect clear and open communication, as well as easy quotes, binding, renewals and claim handling.



Find a way forward, together

We take the time to listen to what's important to you and your clients, and proactively work to find a solution that meets those needs. With direct access to our expert underwriters and empathetic claims advisors, you can be confident we'll work together from quote to claim.



Built to adapt for the future

Help your clients be better prepared for the future – and ready to recover sooner. Zurich Resilience Solutions risk management experts can provide guidance on reducing risk, creating certainty and increasing resilience.





This guide sets out Zurich’s Risk Appetite for Mid-Market and SME customers. It highlights our target industries and underwriting considerations.

Our experienced underwriters are empowered to design flexible and tailored solutions and will collaborate with you to meet your clients’ needs.

Property Insurance  

Motor Insurance  

Workers Compensation  

Liability Insurance  

Financial Lines Insurance  

Marine Insurance  

Accident & Health Insurance  

SME Business Insurance  

Commercial Motor Insurance  





Property Appetite for Mid-Market

When evaluating a customer's risk profile, Zurich reviews the key location considerations and depending on the industry segment, we also look for certain specific characteristics denoted by ●

Key location considerations

Minimum underwriting criteria

In Appetite Industries	Established and financially stable	Purpose-built premises	Sprinkler protected	Proactively risk managed and tested BCP	Engaged in the legal & regulatory landscape of their markets
Real estate and business services					
Commercial real estate, financial investors and large building developers				●	●
Clerical, technical and business services					
Local council and state government assets					●
Health centres, hospitals and dental services	●	●		●	●
Community and aged care facilities	●	●			●
Manufacturing					
Wine, drink and beverage manufacturing	●	●		●	
Metal fabrication and product manufacturing				●	
Electrical equipment manufacturing			●	●	
Machinery manufacturing			●	●	
Food manufacturing excluding EPS/direct heat		●	●	●	
Brick, stone, concrete & plaster manufacturing				●	
Retailers					
Shopping centres and precincts	●			●	
Grocery store and liquor retailers					
Household goods retailers			●	●	
Pharmaceutical and personal healthcare retailers					
Home improvement and hardware stores		●	●		
Clothing and footwear retailers				●	
Printing		●	●	●	
Wholesalers					
Household and electrical wholesalers			●	●	
Clothing and footwear vendors				●	
Machinery wholesalers			●	●	
Hospitality, sports and leisure					
Modern urban accommodation and hotels	●	●	●		●
Restaurants, cafes and hospitality		●	●	●	●
Gyms and leisure centres					
Modern sports stadia		●	●	●	●



Age & Condition of Assets



Claims History



Physical Protection



Construction of Walls, Roof and Floor



Natural Hazard Profile



Monitored Fire Detection & Reliable Water Supplies





Motor Appetite for Mid-Market

Our underwriters are experienced and empowered to provide flexible and tailored commercial vehicle insurance solutions across all business vehicles classes.

In Appetite Industries and Vehicles

Light Commercial Vehicles

Sedans / Wagons / Utilities / 4WD's

Transport business

Short Haul (up to 250 km)

Medium Haul (up to 600 km)

Long Haul and high hazard risks including dangerous goods cartage requires mandatory ZRS engagement.

To assess fatigue and other related exposures associated with such risks.

Contractor plant & equipment

Earthmoving

Roadworks

Excavation

Heavy earthmoving equipment involved in the mining industry (excluding offshore)

Rental Plant & Equipment (P&E) – DIC/DIL

Mining risks with large P&E exposures (excluding Soft Rock Underground exposure)

Zurich seeks to customize each risk by way of endorsement attaching to Standard Zurich Fleet products.

Endorsements include Hired In, Hired Out (Full Conditions and DIC/DIL), ICOW, Dry Hire and Downtime.

Government fleets

Local governments

State governments

Managed accounts

Including Aggregate and Under Excess management

Minimum criteria

\$15,000

minimum premium

15+

Fleet Size

For single vehicles and small fleets, please refer to Z.stream

Flexible solutions through

- Different Excess structures
- Customised by way of endorsements
- Different Program structures
 - Burning costs
 - Aggregates
 - Under Excess Management
 - Conventional including CED

We include all vehicle types under one policy





Workers Compensation Appetite WA and TAS

Zurich aims to expand its presence in SME and Mid-Market sectors in Western Australia and Tasmania. We specifically cater for small to medium businesses seeking customised solutions for managing people risk.

Target industry groups

Please note this list is not exhaustive – please refer to our fact sheets for [WA](#) and [TAS](#) to review a complete list of targets and preferred occupations.

Wholesale trade

- Computer and computer peripheral wholesaling
- Telecommunication goods wholesaling
- Car wholesaling

Retail trade

- Car retailing
- Other specialised food retailing
- Electrical, electronic and gas appliance retailing
- Pharmaceutical, cosmetic and toiletry goods retailing

Accommodation and food services

- Accommodation
- Cafes and restaurants
- Takeaway food services

Rental, hiring and real estate services

- Real Estate services

Education and training

- Arts education
- Special school education
- Technical and vocational education and training

Professional, scientific, and technical services

- Engineering design and engineering consulting services
- Legal services
- Accounting services

Health Care and social services

- General practice medical services
- Specialist medical services
- Dental services
- Aged care residential services
- Child care services

Manufacturing

- Milk and cream processing
- Wine and other alcoholic beverage manufacturing
- Printing
- Other electronic equipment manufacturing

Construction

- Plumbing services
- Electrical services


Other Services

- Automotive electrical services
- Other machinery and equipment repair and maintenance
- Business and professional association services


Review our Workers Compensation Quote Checklist [here](#). Providing the right information will help us understand your business and provide you with a fast and comprehensive quote.

Key underwriting considerations


 Wage and employee history

 Sub-contractor information where applicable

 Working directors

 Workplace health and safety information

 Claims history

 Additional information is required for high risk exposures and certain business activities (see our [quote check list](#) for more detailed information)





Liability Appetite for Mid-Market

When evaluating risks, Zurich first reviews key underwriting criteria and considerations, then for each industry segment we consider certain characteristics.

In Appetite Industries

Manufacturing

Metal fabrication and metal product manufacturing

Food & beverage manufacturing

Wood and paper product manufacturing

Plastic product manufacturing

Fabric, including clothing & footwear manufacturing

Wholesale

Metal fabrication and metal product wholesale

Food and beverage wholesale

Wood and paper product wholesale

Plastic product wholesale

Fabric, including clothing & footwear wholesale

Machinery wholesale

Electrical equipment wholesale

Distribution

Metal product distribution

Food and beverage distribution

Wood and paper product distribution

Plastic product distribution

Fabric, including clothing & footwear distribution

Business Services & Property Owners

Financial investors, clerical, technical & business services

Property owners

Key underwriting criteria

\$5,000
minimum premium

\$25M
Limit of Liability

AUS & NZ
domiciled entities

Contractor payments
30% or less
of total payroll with a maximum of \$3M in payments

Claims free
for 3 years

For small to medium businesses please refer to our SME Liability product.

Underwriting considerations

Contractor reliance

Claims History

Risk management controls in place

Products or services to high-hazard industries

Imports or exports

Meeting Australian regulations and standards



Financial Lines Appetite for Mid-Market

Zurich is targeting growth in the following Financial Lines products

- ✓ Directors and Officers Liability AB only
- ✓ Financial Institutions Professional Indemnity (FIPI)
- ✓ Financial Institutions Fraud
- ✓ Asset & Investment Management Insurance (AIMI)
- ✓ Employment Practices Liability
- ✓ Commercial Crime

Operations within target appetite

Public and private companies

Government owned corporations

Not for Profit organisations

Commercial Entities

- Industrials
- Consumer staples / discretionary
- Metal and Mining
- Infrastructure and Utilities

Mutual Financial Institutions

- Community Banks
- Credit Unions
- Building Societies

Corporate advisors

Equity / corporate advisors

Equity / fixed interest / diversified / infrastructure fund managers

Health funds

Hedge funds

Investment companies

Private equity


Property fund managers (not construction / development)


Venture capital


Key underwriting considerations


 Completed proposal form

 Annual Report

 Prior or current Prospectus or Information memorandum

 Business Plans

 Detailed claims history

 Current insurance programs

Flexible solutions through different structures

- Primary or Excess
- Co-insurance





Marine Appetite

Zurich is targeting growth in the following Marine products:

- ✓ Annual Marine Cargo
- ✓ Single Marine Cargo (overseas)
- ✓ Single Transit (within Australia)
- ✓ Goods in Transit – carriers
- ✓ Goods in Transit – own vehicles
- ✓ Specified Items in Transit
- ✓ Household Removals
- ✓ Carriers Cargo Liability
- ✓ Marine Liability

Our underwriters offer flexible and tailored solutions for Manufacturers, Wholesalers and Retailers seeking to cover their insurable interest in the goods in transit.

Industries within target appetite for cargo

Consumer Products · Clothing · Food & Beverage · Furniture	Agriculture · Hay · Grains · Fertilisers
Industrial Products · Electrical Items · Machinery · Tools of Trade	Produce · Meat & Poultry · Seafood · Perishables
Household Removalists · Within Australia or to Overseas · Delayed unpacking and storage	Mining · Raw Materials · Minerals & Ores

Consideration is always given to the type of goods to be insured, the way in which they are packed along with the method of transportation (sea, air, road and rail), the point of origin and final destination, as well as who is carrying the goods.

Industries within target appetite for liability

- Independent ship repairers**
 Cover provided for watercraft and equipment in their care, custody and control as well as damage to 3rd party property and personal injury.
- Freight forwarders**
 Legal liability cover for loss or damage to cargo, E&O, costs and expenses and removal/disposal of abandoned cargo.

Z.stream Marine Fast Flow Thresholds

Amounts over and above the following limits can be written by your local marine state-based underwriter.

- Annual marine cargo**
\$30M
 Maximum sending
- \$2M**
 Maximum sum insured

Goods in transit (Carriers) Carriers cargo liability

- \$7.5M**
 Maximum gross freight earnings
- \$2M**
 Maximum sum insured

Household removals (Both within Australia & Overseas)

- \$250,000**
 Maximum sum insured

Single transit (Inland) Single marine cargo (Import/Export)

- \$1M**
 Maximum sum insured

Goods in transit (Own vehicles)

- Maximum sum insured
\$50,000
 per vehicle up to
\$150,000
 in total



Accident & Health Appetite

We cover a range of segments across the industries listed below, from micro-SME and SME through to ASX-listed and large private companies.

In Appetite Industries

	Corporate Travel	Group Personal Accident and Sickness	Journey Injury	Voluntary Workers
Professional				
Financial institutions	✓	✓	✓	✓
Real estate	✓	✓	✓	✓
IT and communications	✓	✓	✓	✓
Law firms	✓	✓	✓	✓
Media and entertainment	✓	✓	✓	✓
Hospitality, retail and service				
Hospitality	✓	✓	●	✓
Retail and wholesale	✓	✓	✓	✓
Healthcare	✓	✓	●	✓
Food and beverage	✓	✓	✓	✓
Industry and infrastructure				
Construction	●	●	✓	✓
Manufacturing and processing	✓	●	✓	✓
Mining - above ground	●	●	✓	✓
Aviation and space	●	X	✓	✓
Cargo and logistics	●	X	✓	✓
Transportation	●	●	●	✓
Energy and power	●	●	✓	✓
Utilities and infrastructure	●	●	✓	✓
Agribusiness	●	●	●	✓
Education, community and public sector				
Charitable organisations	●	✓	✓	✓
Religious organisations	●	✓	✓	✓
Sport - amateur	●	●	N/A	✓
Sport professional	X	X	X	✓
Public sector	✓	✓	✓	✓
Sharing economy	✓	✓	✓	✓
Education - all levels	✓	✓	✓	✓
Affinity / common interest groups	✓	✓	●	✓

✓ Target Appetite ● Subject to qualification X No Appetite N/A - Not a product required for this group

Key underwriting considerations

- Completed Declaration**
 Zurich version available on our [website](#), but will accept others
- Travel**
 Business and Leisure travel splits and likely destinations.

 Confirmation of no travel to high hazard or sanctioned destinations.
- Details of current cover** including scope, insured persons and sums insured
- Minimum 3 years claims experience
- Additional information for complex or large risks may be required





Business Package Appetite for SME

Fast and accessible technology-enabled solutions backed by our dedicated underwriting service.

Preferred Occupations

Trades

Electrician / Plumber / Carpenter / Painter / Earthmoving
Landscapers / Tiling / Mechanic

Office/ Professionals

Real Estate / Accountant / Medical clinic / Health services

Personal services

Beauty Salon / Gardening / Handyman

Property Owners

Retail / Office

Freight/Transport

Including low combustible storage



Priority Settlement Service for Property

We aim to pay eligible small property claims, under \$30,000, within 24-48 hours.

[Find out more](#)



Business Travel

We also offer a Business Travel product that can be combined with Business Packages. This is designed to cover primarily business travel trips up to 180 days. It also extends to pure leisure travel trips up to 45 days for owners/directors and their accompanying spouse and/or dependent children.

Key underwriting criteria

\$10M

Combined Property & BI values at any one location (up to \$20m for offices)

\$10M

Turnover (up to \$20m for office risks)

Preferred risk profile for referrals



General

Non-combustible construction

Rewired within past 30 years

Well-established business



Cooking risks – deep frying

Automatic suppression systems

Regular professional cleaning of ductwork & filters



Subcontractors

Use of regular skilled subcontractors

Track record of well managed work premises



Warehousing

Strong fire protection

Storage with adequate separation from ignition sources, including forklift charging stations





Commercial Motor Appetite for SME

Fast and accessible technology-enabled solutions backed by our dedicated underwriting service.

Preferred Risks

Heavy Motor

Owner driver

Small transport operators

Short/Medium haul up to 600km

Plant & Equipment

Except mining or bush clearing

Up to \$300,000 sum insured

Utes and Vans

Trades vehicles

Light Commercial Vehicles

Sedans / 4WD / Wagons

Non-preferred risks

Waste vehicles

Tow Trucks

Couriers

Buses

Concrete pumpers

Call Us: 1800 426 021

Email Us: zpress.sme@zurich.com.au

Website: <https://brokers.zurich.com.au/products/business-insurance.html>

Key underwriting criteria

Up to 25 vehicles



Priority Repair Service

Our Priority Repair Service for sedans and light commercial vehicles aims to make it easy to get back on the road.

- No repair quotes or assessments required
- Lifetime guarantee on all repairs

[Find out more](#) >



Heavy Motor Accident Assist

24/7 emergency assistance and driver support available for heavy vehicles over 5 tonnes.

- Resources to contain spills and deal with incidents
- Telephone support for the driver
- Towing to a repairer
- Emergency accommodation for the driver
- Assessor engaged to expedite claims

[Find out more](#) >





To find out more, get in touch with
your local Zurich representative today
<https://brokers.zurich.com.au/contacts.html>