



2025/2026 Annual Report

Empowering New Zealand towards a resilient financial future through high quality insurance advice.



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IBANZ Annual Report 2025/2026

As a non-for-profit membership organisation, IBANZ measurement of success relied heavily on impact and outcomes for our members.

We are at the beginning of our reporting journey, and over time will be able to better explain the work that IBANZ undertakes and the positive impact this has on our members.

Contents

About IBANZ

A not-for-profit organisation, IBANZ represents almost 100 corporate company members who employ approximately 4,000 insurance brokers across New Zealand. IBANZ members empower New Zealand towards a resilient financial future through high-quality risk management advice, insurance placement and claims advocacy.

IBANZ is the leading advocate for New Zealand’s fire and general insurance brokers covering commercial, personal lines and specialty insurance. IBANZ members help identify risks, manage exposures, and provide risk transfer solutions. IBANZ members deep knowledge of their communities and available insurance cover, enables them to deliver protection for people and businesses to operate, grow and plan for the future.

Commercial Insurance	Personal Lines	Specialty
Backing Kiwi Businesses to keep operations running smoothly.	Safeguarding your most valuable assets.	Protecting what standard policies don’t cover or establishing alternative risk transfer programmes.
Examples: • Business Insurance: for all businesses including commercial, rural and professionals. • Insurance for assets and liabilities for businesses. • Insurance for marine risks both cargo and vessels. • Insurance to protect the loss of profit. • Specialist insurance cover such as cyber, personal accident, business travel, construction, financial (etc).	Examples: • Travel Insurance: covering adventures wherever you roam. • Residential home and contents insurance: protecting your assets. • Rental properties: protecting your personal investments. • Private motor insurance: keeping kiwis on the road so they can get to work, school, and everywhere inbetween.	Examples: • Non-traditional risk financial methods such as captives and parametric solutions. • Captive insurance solutions: giving businesses greater control over how they manage fund risk. • Parametric solutions: predefined payouts when specific cover exists.

Chair Report



The 2025/2026 financial year presented a markedly different operating environment for insurance brokers across New Zealand.

The 2025/2026 Financial Year saw market conditions remaining relatively soft compared with the hardening cycle experienced in previous years.

Encouragingly, the absence of major catastrophic loss events during the period helped stabilise the market and attracted additional underwriting capacity into New Zealand. This improved availability of capacity, and has been positive for clients, while also reinforcing the critical role brokers continue to play in navigating choice, complexity, and value within a competitive market.

At the same time, brokers continued to face a range of commercial pressures including margin compression, increased compliance obligations, and evolving client expectations. Against this backdrop, the IBANZ National Board remained conscious of the economic pressures facing member firms and made the decision to hold membership and webinar fees unchanged for the eighth consecutive year for FYE 2026.

The 2025/2026 year also marked a period of significant transition for IBANZ as an organisation. After five years of service, we accepted the resignation of Chief Executive Mel Gorham in June 2025. On behalf of the Board and members, I would like to again acknowledge Mel's considerable contribution to IBANZ and thank her for the strong foundations she helped establish during her tenure.

In September 2025, the Board appointed Katherine Wilson as Chief Executive. Katherine has brought a strong strategic and leadership experience coupled with a background in membership organisations that will position IBANZ well for its next phase of growth and influence.

September also saw the appointment of Maureen Pua of Lockton Companies NZ Limited Partnership to the Board, alongside the re-election of Roger Abel (Rothbury Group), Duane Duggan (Arthur J. Gallagher & Co), Tony Bridgman (Marsh), and Angus McCullough (Aon New Zealand). Their depth of governance experience and continued industry contribution provide important continuity and perspective as the sector evolves.

A major strategic milestone during the year was the Board's approval in December 2025 of IBANZ's refreshed Business Plan for 2026–2028. Developed through extensive consultation with members, the plan reflects a deliberate evolution in our organisational focus, moving away from the pursuit of strong financial surpluses towards a more balanced and appropriate model for a modern not-for-profit industry body.

A major strategic milestone during the year was the Board's approval in December 2025 of IBANZ's refreshed Business Plan for 2026–2028.

The Business Plan is anchored around four strategic pillars: Influential Industry Leadership & Advocacy, Professional Member Services, Effective Communications, and a Resilient and Future-Focused Organisation. Across these pillars, the Board has identified 15 strategic priorities for delivery over the 2026–2028 period. Several initiatives are already underway, while others represent new opportunities to strengthen IBANZ's role as the leading voice of the insurance broking profession in New Zealand.

Education and professional development remain central to that vision. IBANZ continues to deliver high-quality Continuing Professional Development (CPD) programmes that receive consistently positive feedback from members. In an increasingly complex regulatory and risk environment, ongoing education is essential to maintaining professional excellence, building industry capability, and ensuring brokers continue to deliver trusted advice and advocacy for New Zealand businesses and consumers.

For the financial year 2025-2026, IBANZ recorded a surplus of \$269,460. As at March 2026, IBANZ held cash reserves of \$1.2m

Looking ahead, I remain confident in the strength and resilience of the broking sector. While market cycles and external pressures will continue to evolve, the value of professional insurance advice, strong client relationships, and industry leadership has never been more important.

IBANZ is well positioned to support members through this next chapter and to continue advocating for a strong, sustainable, and client-focused insurance profession in New Zealand.



Neil Cousins

President

Insurance Brokers Association of New Zealand (IBANZ)

Chief Executive Report



I've spent a lot of time out and about listening, learning, and getting to know the people who make our industry what it is.

Since joining IBANZ in September 2025, I've spent a lot of time out and about listening, learning, and getting to know the people who make our industry what it is. One of the things I've enjoyed most about stepping into this role has been connecting with members, non-members, insurers, partners, and representatives across central and local government to better understand both the opportunities and challenges facing general insurance brokers.

To say it's been a busy start would be an understatement! Between September and December alone, I had 141 stakeholder meetings and conversations, including 70 with IBANZ members. Along the way I learned a great deal and gained valuable insight into how IBANZ is viewed and where we can continue to improve and evolve as the professional peak body representing insurance brokers in the fire and general insurance sector.

Those conversations became the foundation for our new Business Plan 2026–2028, approved by the Board in December 2025. The plan sets out four strategic pillars and 15 key actions that will guide our focus over the next three years. Most importantly, it reflects what we heard directly from members about what matters most to them.

A big part of this journey has been refreshing how IBANZ sees itself and how we show up for the industry. We're becoming a more outward-looking, connected, and future-focused organisation, reflected in our new purpose statement:

“Empowering New Zealand towards a resilient financial future through high-quality insurance advice.”

It's a purpose we're incredibly proud of because it captures both the value brokers provide every day and the important role our industry plays in helping New Zealanders protect what matters most.

We're also shifting our mindset when it comes to member value. While maintaining strong financial stewardship remains important, our focus is increasingly on how we can invest into education, events, advocacy, and support that genuinely benefits members, even with a lean and hardworking team behind the scenes. We're also committed to being more transparent and keeping members better informed about what we're doing and the progress we're making.

To help us measure success, IBANZ established a new set of baseline measures for FY2026, and I'm excited to see how we build on these over FY2027 and beyond.

We're shifting our mindset when it comes to member value. While maintaining strong financial stewardship remains important, our focus is increasingly on how we can invest into education, events, advocacy, and support that genuinely benefits members.

Continuing Professional Development (CPD) remains at the heart of what we do. We continue to receive excellent feedback on our CPD programmes, which is encouraging because supporting professionalism and capability across the broking sector is core to IBANZ's mission. During January 2026, we also introduced the ability for members to record non-IBANZ CPD activity within their learning journeys and upgraded our webinar platform to Microsoft Teams Premium. While perhaps not the most glamorous announcement of the year, it has certainly made life easier for the IBANZ Team and members alike by improving the registration process, attendance tracking, webinar functionality, and the overall member experience.

While our financial position remains strong, we're also conscious that FY2027 represents the beginning of a different phase for IBANZ. Delivering 15 strategic actions over the next three years will require additional capability, resourcing, and investment. That may place some pressure on short-term surpluses, but we see this as the right investment to strengthen member services, expand benefits, and position IBANZ for the future.

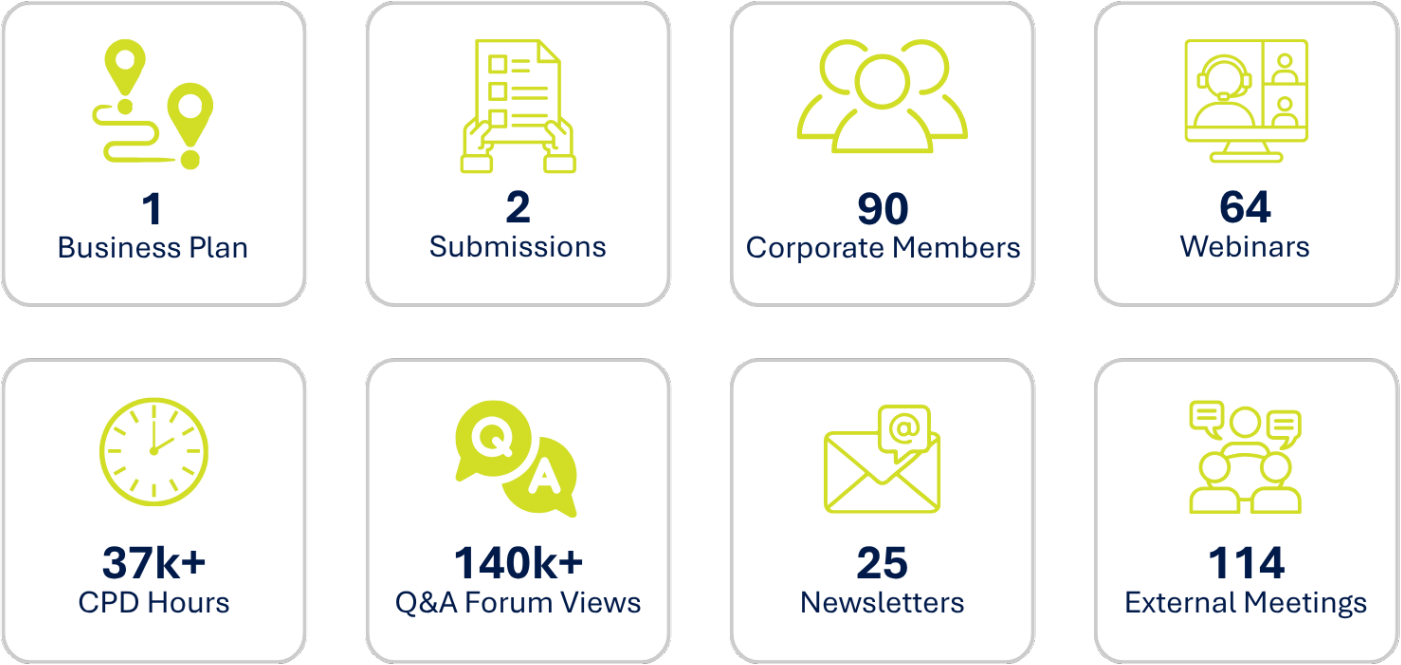
Importantly, some of this groundwork was already underway during FY2025/2026, meaning we enter the 2026–2028 period ready to roll up our sleeves and get moving.

Finally, I want to sincerely thank our IBANZ Board Members, Regulatory Affairs Working Group members, webinar presenters, Q&A Forum contributors, IBANZ Team and everyone who gives their time and energy to support IBANZ. I've said it before and I'll happily say it again: membership organisations ultimately thrive because of their member volunteers. Your enthusiasm, expertise, and willingness to contribute are what make IBANZ strong, and they are what will help us continue to grow and evolve into the future.



Katherine Wilson
Chief Executive Officer
Insurance Brokers Association of New Zealand (IBANZ)

Highlights for FY 2025/2026



Our Purpose - redefined

This Financial Year we redefined IBANZ purpose statement to shift from an internal perspective to a more outward-focused one. This places greater emphasis on the impact our members create for their clients and communities. This refreshed purpose better reflects who we are today and the value we aspire to deliver, ensuring our direction is guided not just by what we do, but by the difference we make for our members, and by the difference our members make for New Zealand.

IBANZ Purpose Statement



Our Business Plan 2026-2028

Purpose	Empowering New Zealand towards a resilient financial future through high-quality insurance advice			
Values	 Leading with authenticity We lead with authenticity, achieve with purpose, and act with integrity and accountability.	 Solution-Driven Thinking We turn obstacles into opportunities, tackling complexity with a solution-driven focus.	 One team We grow through trust, teamwork, and positivity, driven by collaboration and communication.	
Goals	 Influential Industry Leadership & Advocacy We champion insurance brokers and influence government to support policies that enable a thriving insurance industry.	 Professional Member Services We create an industry standard, provide Continuing Professional Development, and build strong relationships for our members to elevate professionalism and integrity.	 Effective communications We promote the vital role insurance brokers play in creating a resilient financial future for New Zealanders and the wider economy.	 A resilient and future focused organisation We equip the organisation with the skills and resources needed to consistently provide exceptional value to our members.
2026 Priorities	1. Lead and collaborate across the insurance industry for shared outcomes. 2. Redefine our advocacy.	3. Stronger member engagement. 4. Improve and streamline the webinar process.	5. Tell our story.	6. Accountability and performance measures. 7. A unified IBANZ system. 8. Streamline financial reporting.
2027+ Priorities	9. Attract talent to the industry. 10. Support diversity and inclusion.	11. Deliver a wider range of member benefits.	12. Active media campaign. 13. Review CoverNote.	14. Improve software and systems. 15. Governance.

Yearly Highlights

April 2025

- IBANZ submission to MBIE on the Contract of Insurance Act 2024.
- Seven webinars with 1,651 registrations.
- Three quizzes for webinar attendees.
- IBANZ Q&A Forum received two questions, 13 comments, and 9,909 views.

May 2025

- IBANZ discussions with Central Government on Contract of Insurance Act.
- Eight webinars with 1,288 registrations.
- Four optional quizzes for webinar attendees.
- IBANZ Q&A Forum received three questions, 6 comments, and 18,061 views.

June 2025

- FENZ Levy Group Meeting.
- Provided Input for the CoFR Review.
- Four webinars attracting 995 registrations.
- Three optional quizzes for webinar attendees.
- IBANZ Q&A Forum received one question, 10 comments, and 5,812 views.
- CoverNote Magazine released.

July 2025

- Seven webinars with 1,555 registrations.
- Three optional quizzes for webinar attendees.
- IBANZ Q&A Forum received four questions, 15 comments, and 21,217 views.

August 2025

- Six webinars with 1,328 registrations.
- Three optional quizzes for webinar attendees.
- IBANZ Q&A Forum received three questions, 17 comments, and 17,705 views.

September 2025

- IBANZ welcomed Katherine Wilson as Chief Executive.
- IBANZ welcomed Maureen Pua, Lockton as a new Board Member and reappointed Board Members Duane Duggan (Gallagher), Roger Abel (Rothbury), Tony Bridgman (Marsh) and Angus McCulloch (Aon).
- Eight webinars with 1,897 registrations and five optional quizzes.
- Two engagements with Central Government and two with Local Government.
- IBANZ Q&A Forum received seven questions, 16 comments, and 24,752 views.
- CoverNote Magazine released.
- IBANZ represented at SteadfastNZ Conference.

October 2025

- Six webinars with 1,349 registrations.
- Four optional quizzes for webinar attendees.
- Five engagements with Central Government.
- IBANZ Q&A Forum received three questions, seven comments, and 9,508 views.
- IBANZ represented at NIBA Conference.

December 2025

- IBANZ Business Plan 2026 - 2028 adopted by the IBANZ Board.
- One webinar with 510 registrations on Insurance Industry Legislation Overview.
- One optional quiz for webinar attendees.
- IBANZ Q&A Forum received one question, three comments and 3,384 views.
- CoverNote Magazine released.

February 2026

- IBANZ submission to MBIE on Contracts of Insurance: Consultation on standard form notices.
- Six webinars with 1,381 registrations.
- Six optional quizzes for webinar attendees.
- 11 engagements with Central Government.
- IBANZ Q&A Forum received five questions, 21 comments, and 10,574 views.

November 2025

- Three webinars with 553 registrations.
- Two optional quizzes for webinar attendees.
- Eight engagements with Central Government and two with Local Government.
- IBANZ Q&A Forum received five questions, 11 comments, and 16,449 views.
- IBANZ represented at NZbrokers Conference.

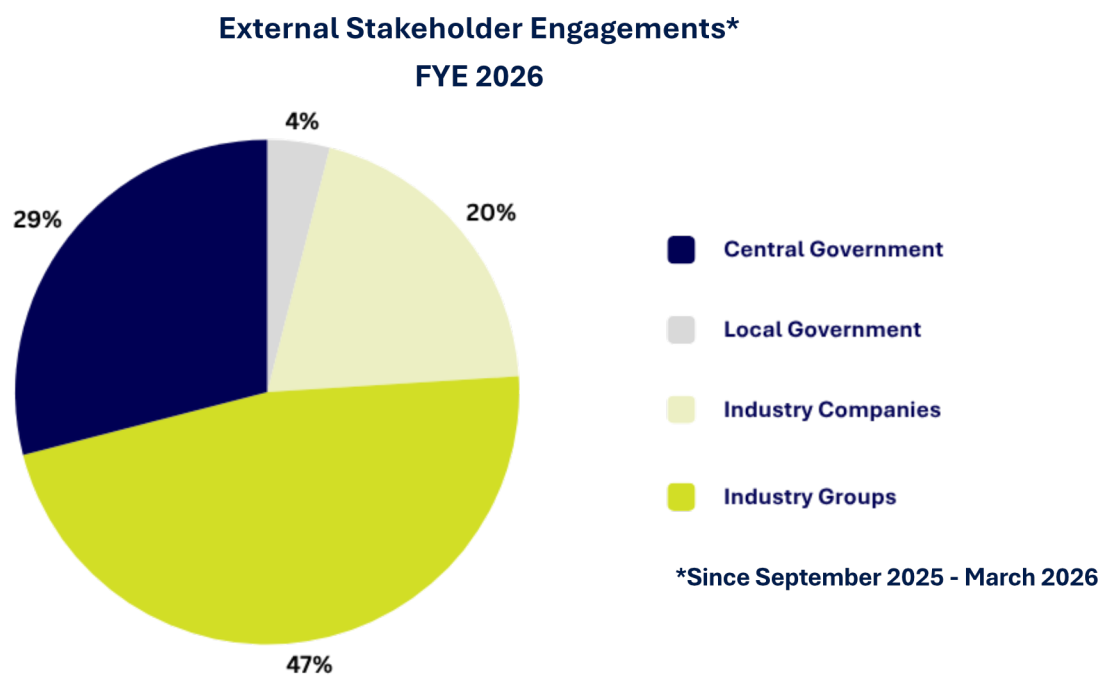
January 2026

- Shift to Microsoft Teams Premium for webinars.
- Launched recording of non-IBANZ PDP and CPD on IBANZ membership learning profiles.
- Two engagements with Central Government.
- IBANZ Q&A Forum received one question, four comments, and 2,565 views.

March 2026

- Eight webinars with 1,651 registrations.
- Five optional quizzes for webinar attendees.
- Five engagements with Central Government.
- IBANZ Q&A Forum received two questions, 11 comments, and 3,470 views.
- CoverNote Magazine released.
- IBANZ CEO Panel Speaker at CBN Conference.

Advocacy and Industry Leadership



Submissions

Name of submission	IBANZ advocacy position	Date submitted
Submission on the targeted consultation on Contracts of Insurance Act 2024.	IBANZ made several recommended changes on the Contracts of Insurance Act 2024 including recommending that the commencement occurs no earlier than 15 November 2027 and recommend standard notifications for disclosure of the insured’s duties.	April 2025 Link to submission
Submission to Ministry of Business, Innovation and Employment (MBIE) on Contracts of Insurance: Consultation on standard form notices.	IBANZ supports the proposed standard form notices and recommended the notices include a clause that allows for insurers to advise no change of contract if they would not have done anything differently following a non-deliberate or non-reckless breach of duty.	February 2026 Link to submission
IBANZ total submissions for Financial Year 2026		2

Professional Member Services

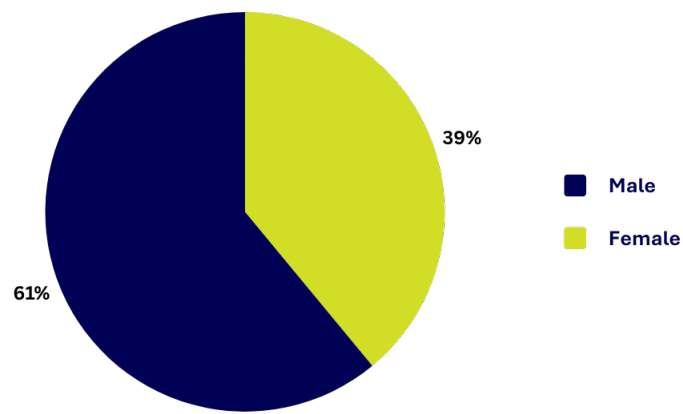
Membership

As of 31 March 2026, IBANZ has 90 Corporate Members, 2,788 Individual Members and 26 Affiliated Individual Members.

Webinars

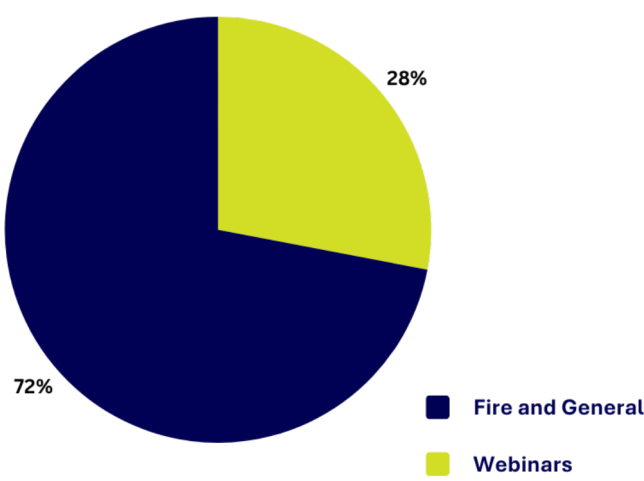
IBANZ held 64 webinars in FY 2026. 72% were fire and general related. 85% of all fire and general related webinars were followed with an optional quiz for members to gain an additional 0.5 CPD.

Diversity of Presenters

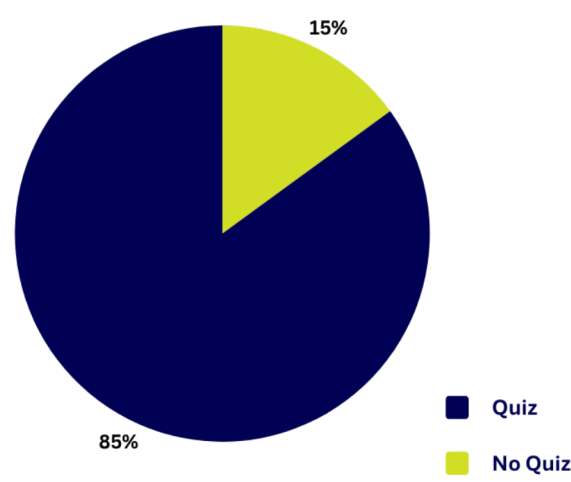


Webinars	Fire and General	Registrations	Quiz
64	46	14,118	39
Percentages	72%		85%

Webinar Topics



Fire and General Webinar Quiz



Continuing Professional Development (CPD)

IBANZ members recorded 37,654.25 hours of CPD learning via IBANZ website, of which 15,109.5 (or 40%) were webinars provided by IBANZ.

IBANZ CPD	External CPD Hours	Total
15,109.5	22,544.8	37,654.25
40%	60%	

Q+A Forum

IBANZ offers a Q+A Forum for our members. IBANZ approved experts provide ‘answers’ to the questions and members can provide ‘comments’ on the questions posted. Responses cannot be relied upon as advice (legal or otherwise).

Number of Questions	Number of Answers	Number of Comments	Total Views
37	36	134	143,406

Effective Communications

Internal Communications

IBANZ sent 25 newsletter emails in FY 2026.

Newsletters	Reach (average)	Open rate (average)	Click rate (average)
25	3,462	50.4%	5.3%

CoverNote Magazine

IBANZ completed four quarterly CoverNote magazines for FY 2026. These are made available in hard copy and online.



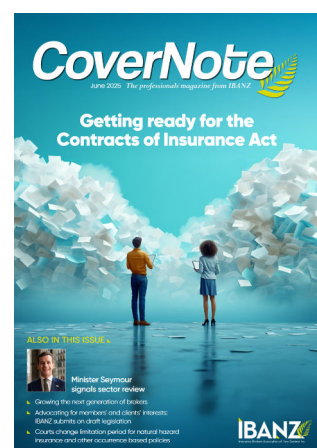
March, 2026



December, 2025



September, 2025



June, 2025

Financials

Insurance Brokers Association of New Zealand Incorporated Statement of comprehensive revenue and expense

For the year ended 31 March 2026

	Note	2026 \$	2025 \$
Revenue			
Revenue from exchange transactions	3	1,073,028	1,034,155
Interest revenue		43,313	63,154
Gain on disposal of property, plant and equipment, and early termination of leases		42,328	-
Total revenue		1,158,669	1,097,309
Less: expenses			
Employee benefits	4	(478,046)	(446,316)
Operating costs	4	(365,376)	(321,910)
Depreciation and amortisation	4	(45,787)	(91,120)
Total expenses		(889,209)	(859,346)
Surplus for the year		269,460	237,963
Other comprehensive revenue and expense for the year		-	-
Total comprehensive revenue and expense for the year		269,460	237,963

Insurance Brokers Association of New Zealand Incorporated
Statement of changes in net assets / equity

For the year ended 31 March 2026

2025	Reserves \$	Accumulated comprehensive revenue and expense \$	Total equity \$
Balance as at 1 April 2024	615,491	82,590	698,081
Surplus for the year		237,963	237,963
Total comprehensive revenue and expenses for the year		237,963	237,963
Balance as at 31 March 2025	615,491	320,553	963,044
2026	Reserves \$	Accumulated comprehensive revenue and expense \$	Total equity \$
Balance as at 1 April 2025	615,491	320,553	936,044
Surplus for the year		269,460	269,460
Total comprehensive revenue and expenses for the year		269,460	269,460
Balance as at 31 March 2026	615,491	590,013	1,205,504

Insurance Brokers Association of New Zealand Incorporated
Statement of financial position
For the year ended 31 March 2026

	Note	2026 \$	2025 \$
Assets			
Current assets			
Cash and cash equivalents	6	463,705	150,426
Receivables from exchange transactions	7	58,941	49,227
Other financial assets at amortised cost	11	755,007	891,840
Prepayments		4,358	-
Total current assets		1,282,011	1,091,493
Non-current assets			
Right-of-use assets	8	-	21,333
Property, plant and equipment	9	1,867	6,717
Intangible assets	10	31,644	34,414
Total non-current assets		33,511	62,464
Total assets		1,315,522	1,153,957
Liabilities			
Current liabilities			
Payables from exchange transactions	12	93,660	85,280
Employee benefits	13	13,960	55,111
Lease liabilities	8		74,976
Deferred revenue from exchange transactions	14	2,398	2,546
Total current liabilities		110,018	217,913
Total liabilities		110,018	217,913
Net assets		1,205,504	936,044
Equity			
Accumulated comprehensive revenue and expense		590,103	320,553
Reserves	15	615,491	615,491
Total equity		1,205,504	936,044

Approved on behalf of the Board on 19 August 2026

Neil Cousins

Board Member



Board Member

Insurance Brokers Association of New Zealand Incorporated

Statement of cash flows

For the year ended 31 March 2026

	Note	2026 \$	2025 \$
Cash flows from operating activities:			
Receipts from members and events		1,063,071	1,021,673
Interest received		47,714	63,154
Payments to suppliers		(355,687)	(373,974)
Payments to employees		(523,555)	(427,195)
Interest paid		(1,309)	(7,475)
Net cash provided by operating activities		230,234	276,183
Cash flow from investing activities:			
Payment for property, plant and equipment		-	(1,683)
Payment for intangible assets		(19,817)	(19,670)
Net proceeds from/(payment of) term deposits		136,833	(891,840)
Net cash provided by/(used in) investing activities		117,016	(913,193)
Cash flows from financing activities:			
Repayment of principal portion of lease liability		(33,971)	(77,899)
Net increase in cash and cash equivalents		313,279	(714,909)
Cash and cash equivalents and beginning of year		150,426	865,335
Cash and cash equivalents at end of financial year	6	463,705	150,426

The above Financial Statements are a summary from extracts of our full set of statutory Financial Statements. Our full Financial Statements have been audited by Baker Tilly Staples Rodway and contain an unmodified audit opinion from our independent auditors. The full Financial Statements are available for download via the Incorporated Societies website.

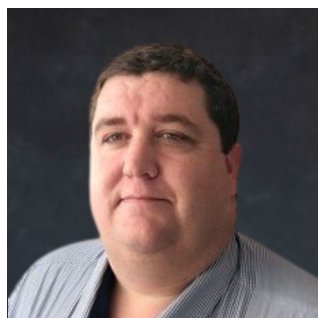
IBANZ Governance

IBANZ Board Members are volunteers who give their time to provide strategic direction and support IBANZ advocacy, webinars, member services, and initiatives.

The IBANZ Board provide for the FY 2026 consisted of:



Neil Cousins
Steadfast, President



Sam Kerr
ShareNZ, Vice-President



Angus McCullough
Aon, Vice-President



Roger Abel
Rothbury Group



Tony Bridgman
Marsh New Zealand



John Chandler
PIC Insurance Brokers



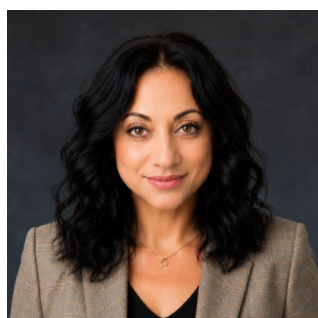
Jill Comley-Forbes
WTW



Duane Duggan
Arthur J. Gallagher



Dave Penfold
Penfold Insurance



Maureen Pua
Lockton New Zealand

Corporate Members

Abbott Group
Abraham Insurance
Adams Trimmer Insurance
Advance Insurance Services Ltd
Affiliated Insurance Brokers Ltd
AIB Group Insurance Ltd
Albany Insurance Canterbury Ltd
Albany Insurance Services Ltd
Allied Financial Advisors Ltd
Amicus Brokers Ltd
Aon New Zealand
Arthur J. Gallagher & Co (NZ) Ltd
Baileys Insurance Ltd
Bay Insurance
BMS Risk Solutions Ltd
Bultin Insurance Brokers Ltd
Cambridge Insurance Brokers Ltd
Capital Risk Solutions Ltd
Capricorn Risk Services Pty Ltd
Cartwright Insurance Advisors
Community Broker Network NZ
Coast Insurance Brokers Ltd
Commercial & Rural Insurance Brokers Ltd
Creme Northcrest Brokers Ltd
Dawson Insurance Brokers
Eclipse Insurance Brokers Ltd
Emerre & Hathaway Insurances Ltd
FG Insurance Services
First Lane Insurance Ltd
Frank Risk
FundAGroup Insurance Brokers Ltd
Futurisk General Insurance Ltd
Grayson & Associates Ltd
Greenlight Insurance Brokers Ltd
Gregan & Company Ltd
GSI Insurance Brokers
GSI South
GYB Insurance Brokers Ltd
Hazlett Insurance Ltd
Hood Insurance Brokers NZ Ltd
Howden Commercial & Affinity Ltd
Howden Corporate Ltd
Howden Waikato Ltd
Hurford Parker Insurance Brokers Ltd
Hutchison Rodway Ltd

ICIB BrokerWeb
Ingerson Insurance Brokers
Insurance Advisernet
Insurance Brokers Alliance Ltd
Insurance Design
Insurance Partners Group Ltd
Insurance People (Fire & General) Ltd
JenBro Insurance
JRI Ltd
Lockton Companies NZ Ltd Partnership
Malcolm Flowers Insurances Ltd
Marsh Ltd
McDonald Everest Insurance Brokers Ltd
Medical Assurance Society New Zealand Ltd
MW Insurance
Nelson Marlborough Insurance Brokers Ltd (NIB)
Neville Newcomb Insurance Brokers Ltd
Northco Insurance Brokers Ltd
O'Connor Warren Insurance Brokers
OFS Insurance Brokers Ltd
Omni Insurance Brokers Ltd
Partridge Advisory Ltd
Penberthy and Real Estate Insurance Services
PIC Insurance Brokers Ltd
Prestige Insurance
Primesure Brokers Ltd
Property and Commercial Insurance Brokers
Provincial Insurance Brokers Ltd
PSC Insurance Brokers NZ Ltd
Rothbury Group Ltd
Runacres Insurance Ltd
SHARE
Sherpa Ltd
Sit & Blake Ltd
South Pacific Insurance Brokers Ltd
Straightline Advisory Ltd
Thames Valley Insurance Ltd
The Advisers for insurance
Thorner General Insurances Ltd
Towes Insurance Brokers Ltd
Vercoe Insurance Brokers Ltd
Vision Insurance (S.I.) Ltd
Wanganui Insurance Brokers Ltd
Wealthpoint General Ltd
Willis Towers Watson





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