



Capability Statement

2026

Personal service and quality advice

At Rothbury, we believe insurance should be personal.

Our local brokers take the time to understand your unique needs and tailor solutions that fit your business or personal situation – so you can focus on what you do best. And if the unexpected happens, our dedicated claims team will manage your claim from start to finish, advocating for the best possible outcome.



Global strength

Rothbury is part of the Steadfast Group – the largest general insurance broker network and underwriting agency group in Australasia. With more than 400 brokerages across Australia, New Zealand, Singapore, and the United States, Steadfast delivered AU\$12.5 billion in gross written premium in the 2025 financial year.

Local leadership

As a Rothbury client, you enjoy the best of both worlds: personalised local service backed by the scale and resources of a global network – including access to specialist markets and international insights when needed. Importantly, decisions about how we support our clients are made here in New Zealand, by teams who understand local conditions and the communities we serve.

Our philosophy

Proudly serving Kiwis for over 75 years, Rothbury was founded in 1950 by a group of enterprising New Zealanders who believed in backing people and building long-term relationships.

Today, that same philosophy drives everything we do – shaping a people-first culture built on trust, tenure, and genuine connections with our clients and communities.



Rothbury at a glance

52,000

Broking clients serviced over the last year

23

Broking locations across New Zealand

\$520m

Turnover at 31 March 2025

15,000

Broking claims managed over the last year

100

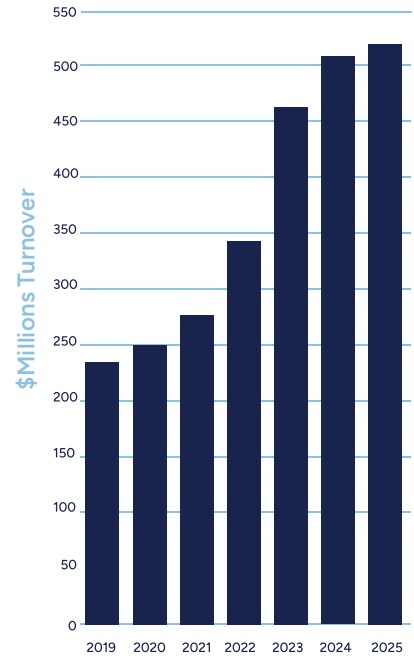
Supporter of over
Community, sporting & charitable organisations across New Zealand

500

Team members

40

Insurance providers



Rothbury supports clients across corporate, commercial, agricultural, and domestic sectors throughout New Zealand.

Here's a snapshot of the insurance solutions we provide.

Business Insurance

- Business Assets
- Business Interruption
- Commercial Motor Vehicle
- Contract Works
- Cyber Liability
- Directors & Officers Liability
- Employers Liability
- Employee Benefits
- Fidelity
- Public Liability
- Professional Indemnity
- Statutory Liability
- Trustees Liability

Personal & Speciality Insurance

- Accommodation Owners & Operators
- Bodies Corporate
- Commercial Property Managers
- Contents
- Hairdressers and Beauty Salons
- Heavy Haulage Association
- Home
- IT Contractors and Companies
- Non-Profit Organisations
- Photographers
- Rural Contractors
- Travel
- Vehicle

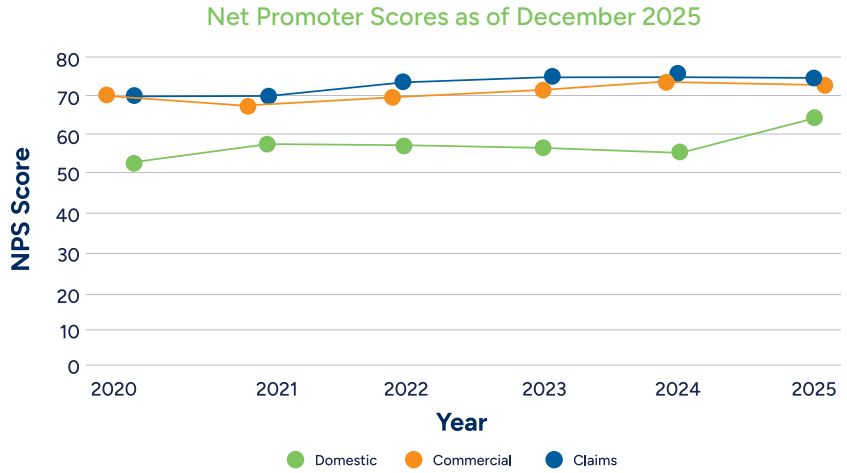
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Our Net Promoter Score

Rothbury is committed to the internationally recognised Net Promoter Score (NPS) system as our gold standard measure of how well our insurance broking and claims services are regarded by our clients.

We receive feedback from over 8,000 clients annually. Our industry-leading NPS across our broking and claims services underpin our commitment to client satisfaction.



Manage your insurance through My Rothbury App

Get access to your personal insurance information so you can check your policy details, sum insured and excesses at any time. You can start a claim, receive claim updates and pay your insurance cover at the touch of a button.



Our nationwide team



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