



the hub.

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2025: Full Throttle Ahead!

We've just turned over another financial year, and while the New Zealand economy may have kept things steady, Star Insure has been firing on all cylinders! From premium growth to an expanding team (and an impressive tally of gifted chocolate blocks), we're charging ahead into another exciting financial year.

Speaking of growth, our project board for 2025/2026 is looking jam-packed! We've just welcomed Maxim Kalabukhov as our new Head of Technology & Digital, so expect even more cutting-edge enhancements to our online platform and broker portal.

Maxim now leads our nine-strong tech team, including the newly full-time Dmitrii Timofeev, who steps up as Financial Analyst & Solutions Architect.

But wait—there's more! If you love our radio ads and billboards

(and trust us, we know you do), you're in for a treat.

Gabrielle Byfield joins us as General Manager of Marketing, bringing fresh energy to our brand. She recently "Escaped the Ordinary" with the management team at the Ayrburn Classic—a dazzling Festival of Motoring near Queenstown. Star Insure was proud to sponsor this inaugural event, and after a weekend filled with luxury cars, fine wine, and gourmet delights, you can bet we'll be back next year.

None of this growth would be possible without you—our brokers, partners, and clients—who trust us to deliver top-notch motor policies and fair claims every time. We're grateful for your support and can't wait for what's ahead.

Enjoy this Autumn edition of The Hub—and here's to another exciting year!



CONTRIBUTING WRITER:
Joanne Smith

Cruising Through the Car Shows

Summer always means one thing for me - weekends filled with road trips, shining chrome, and waving the Star flag at vehicle shows across New Zealand.

This year was no different, and in March, I finally made it to the Cromwell Classic Car Show for the first time.



It was a special event, not just because of the incredible line-up of cars, but also because I got to represent Star Insure alongside our founder, John Baker. We spent the day chatting with passionate car enthusiasts, swapping stories, and helping people with their insurance needs. John, ever dedicated, even spent his birthday in the thick of it - talking about cars, policies, and everything in between!

The conversations were lively, full of laughs and fascinating insights.

With perfect weather and an electric atmosphere, it was one of those events that reminds me why I love doing this. And Cromwell was just one stop on a busy summer schedule.

You might have spotted me in Timaru for the Caroline Bay Rock & Hop, back in Cromwell for the Mad Mike Motorsports event at Highlands, or soaking up the energy at the Ayrburn Classic in Queenstown.

It's a good thing I love cars - because summer always keeps me surrounded by them!



Regularly checking your car is a great way to keep things running smoothly. NZTA recommends that you check the following at least every month and before you go on a long journey.

Check Your Car Safety with TWIRL

T Tyres

- Inspect the tread depth. While the minimum legal depth is 1.5mm, having more tread ensures better grip and increases safety for both you and your vehicle on the road.
- Check the tyre pressure – correct levels can usually be found on the inside door frame.
- Look for cracks or bubbles on the sides.
- Ensure there are no sharp objects stuck in the tyres.

W Windscreen, wipers and mirrors

- Inspect your wiper blades for wear and/or damage.
- Clean your mirrors
- Clean your windscreen, inside and out.
- Get any chips or cracks in your windscreen repaired.
- Ensure the windscreen washer fluid is topped up and the spray function is working properly.

I Indicators

- Turn your hazard lights on and walk around the car to ensure all indicators are working.

R Rust

- Monitor for any signs of rust, particularly in critical structural areas of your vehicle, like the pillars where the front doors are hinged.

L Lights

- Check that the lenses are clean and not cracked or hazy.
- Ensure your headlights, reversing lights and brake lights are working.

Get a professional check-up

It is important to pay attention to your car (e.g. braking, suspension and steering) when driving and be aware of unusual sounds or other potential issues. If you notice anything out of the ordinary, have your car checked by a professional.



If you have any safety concerns, take your vehicle to a qualified mechanic or testing station. Don't wait until your Warrant of Fitness or Certificate of Fitness expires.



Get to Know *Our* Revamped Processing *and* Accounts Team

As part of our ongoing commitment to efficiency and growth, we have made some changes to the roles and organisation of our Processing and Accounts Team. We've welcomed Glen Finlayson to the Star Insure team in the newly created role of Head of Operations & Customer Service.

By optimising roles and enhancing workflows, these changes will help us deliver even more effective service while future-proofing our systems as the company continues to scale.

Cheska Dolz

Accounts Receivable Team Leader



I joined Star three years ago as part of the Accounts Receivable (AR) team, focusing on customer care for direct clients, before stepping into my current role as Accounts Receivable Team Leader.

Prior to that, I spent 11 years managing accounts in the manufacturing industry in the Philippines. Transitioning into the insurance industry has been a rewarding experience, both challenging and enriching.

Being part of the AR team has given me the opportunity to work with a wide range of clients and provide effective solutions to their queries. Solving customer issues brings me a genuine sense of achievement and fulfilment in my role.

Outside of work, I'm a proud mother to a 9-month-old baby and love cooking for my family. We enjoy quick trips to explore nature together during my rest days, and I'm especially looking forward to visiting the Philippines again soon to relax on the beautiful beaches of my home country.

Kuljeet Singh

Processing Team Leader



I began my journey with Star Insure as an Accounts Receivable Officer. Through my passion for learning and growth, I was given the opportunity to advance into a leadership role as the Processing Team Leader.

This progression was fueled by my commitment to developing both myself and the team, aligning our efforts to achieve personal and organisational goals.

I am drawn to Star because of the shared values we have in embracing uniqueness and striving for excellence.

Outside work, I cherish quality time with family and friends and enjoy outdoor activities like camping, car meets, and car detailing on weekends. My dream vacation destinations are Japan and Switzerland, and I'm excited to explore them next year.

Connecting You with Our Trusted Broker Network

Mitchell Browne
Insurance Design, Auckland



Like most Brokers, my early working career was a far cry from the Insurance Industry. I spent nearly 10 years as a Football Coach while also running my passion project, Playball Hibiscus Coast, teaching 2-4-year-olds essential sports skills like running, throwing, and jumping.

Home life called for a change in career once my Wife and I bought a home out West, and the opportunity to transition to Broking was offered by Insurance Design.

This was my entry to Commercial Broking, and I have been pleasantly surprised by the rewarding nature of the job. I love problem solving and find huge satisfaction in being able to offer solid solutions and advice for the variety of requests and queries that are brought up each day.

In my spare time, I play competitive football and focus on training, but I also enjoy video games, reading, and playing golf when I need a break.

Lucinda Adams
Rothbury Insurance Brokers, Dunedin



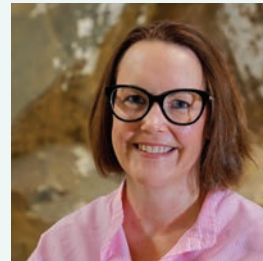
I am primarily responsible for the key relationship, providing general advice, technical insurance solutions, and sharing market knowledge, as well as escalating any problems.

I began my career in the insurance industry in South Africa in 2014 and joined Rothbury in 2024. I'm a dedicated professional who values building strong relationships with clients and is always keen to help. My experience spans a broad spectrum of insurance, including claims.

Outside of work, I enjoy camping and spending time outdoors. I'm captivated by the natural beauty of the South Island and the charming small-town atmosphere of Dunedin and its surrounding suburbs.

When I'm not outside, you'll find me reading or listening to audiobooks. I'm also a proud parent of two boys and two dog kids!

Carolyn McMillan
OFS Brokers, Dunedin



I joined OFS Insurance Brokers as the Administration Manager in March 2019.

With a background in teaching and recent experience managing a payroll department at an accountancy firm, I made the leap into broking after discovering my passion for the industry.

I love working with clients to secure the best coverage for their needs. Every day is different, filled with new challenges and variety, which keeps me on my toes and loving my job. Although I never expected to find myself in the insurance world, I am thriving in this role.

When I'm not at work, I'm a busy mum to Hunter and Annabelle, married to James, and serve as the Presiding Member of a school board.

My ideal relaxation involves lounging on a beach in Rarotonga with a cocktail in hand or two in hand, or enjoying quality time with my family in Central Otago.



Valuing your unique vehicle

Introducing Our New Vehicle Valuation Service



When it comes to valuing your unique vehicle, whether it's vintage, modified, imported, or part of a limited model run, standard market estimates just don't cut it. You're best to get an expert opinion to ensure the vehicle, motorhome or motorbike is adequately covered.

That's where Star Insure can help. We have partnered with Warranty Plus to provide vehicle valuations.

Professional written valuations are available for just \$65 per vehicle (invoiced directly from Warranty Plus).

Why get a professional valuation?

- ✓ Faster insurance claims processing
- ✓ Protection against market fluctuations
- ✓ Confidence in the value of your vehicle

The team will work directly with your client to provide digital valuations, complete with clear specifications and photos. It's a small investment that could save time and money in the long run!

Talk to your Key Account Manager today about this exciting new service or email valuations@starinsure.co.nz

Disklok

The Ultimate Steering Wheel Lock

Disklok is a top-rated steering wheel lock, trusted for over 30 years to protect vehicles from theft. With multiple industry awards and UK Police Preferred Specification status, it meets the rigorous Sold Secure Gold Automotive standard, making it one of the most reliable physical deterrents available.

Ideal for high-value or high-risk vehicles, Disklok is a smart, cost-effective recommendation for clients concerned about theft. It helps reduce claims, lowers theft risk, and supports better insurance conversations.



Unlike standard locks, Disklok's full-metal, patented design completely encases the steering wheel and spins freely if tampered with, making it nearly impossible for thieves to steer, even if they start the vehicle.

This proven design continues to outperform in independent tests and reviews. Disklok isn't just another lock — it's a serious defence against theft.

Now available in New Zealand and Australia at disklok.nz

HOORAY!



We get Social. Star Insure are on Facebook!

We're thrilled to announce that Star Insure now has an official Facebook page! This new channel allows us to connect with more people and share valuable updates about events we're going to attend. Scan the QR code to find our page and hit that like button!



Super Simple Banana Bread

Banana bread is all the rage at cafes, bakeries and even on Jetstar. Here's a simple way to make your own!

**Ingredients:**

- 5 ripe bananas
- 1 can (395g or 14 oz) sweetened condensed milk
- 2 cups self-raising flour
- Optional: 1/2 tsp cinnamon or nutmeg for a bit of spice

Instructions:

1. Preheat oven to 170°C (340°F) fan-forced or 180°C (350°F) conventional. Grease and line a loaf tin.
2. In a food processor, blend the bananas and condensed milk until smooth.
3. Add self-raising flour (and cinnamon if using). Pulse until just combined — don't overmix.
4. Pour the batter into the prepared tin and smooth the top.
5. Bake for 50–60 minutes, or until a skewer comes out clean.
6. Cool in the tin for 10 minutes, then move to a wire rack.



Win with Star Insure!

We've recently received a claim for the vehicle shown ... but what is it? Guess the make and model of this vehicle for a chance to win a bottle of Oyster Bay bubbly! We have 6 bottles up for grabs.

Answers to: thehub@starinsure.co.nz