

The VIB MONITOR 2026

2025 - How it ended

2026 has started and welcome to our new office at Tana Russet Plaza!



Being in one area on one floor has markedly improved communications within the office and with our clients and other stakeholders. When passing please drop in to familiarise yourself with our office and the person on the other end of the phone or email. We would very much like to see you!

Also a very warm welcome to Jake Sanders who has joined VIB this month and will surely strengthen our team.



VIB continues to strenuously work with all insurers, both offshore and onshore, to finalise 2024 earthquake claims, obtain more favourable policy terms, and manage our client's everyday requirements.

We are proud of our achievements in being able to provide our clients with:

- A wider range of options
- Policy wording flexibility
- Alternative solutions as opposed to traditional insurance covers

As after all natural disasters, risks are reassessed and rates increase. We can assure you considerable leg work and communication continues out of sight.

Insurer Movements Continue

There remains the following local insurers, three of which offer material damage policies

- Alpha Insurance (Vanuatu) Ltd
- Capital Insurance (Vanuatu) Ltd
- Federal Pacific Vanuatu Limited
- Vancare Insurance Limited

Capital Insurance have notified the public they are progressing through a brand transition to Tisa Insurance Group Ltd as part of their strategic alignment with the broader Tisa Group. They explained this reflects their alignment of their market brand with their ownership structure thus strengthening their regional platform and supporting long-term investment in their products, systems and service.

Be aware during the first half of 2026, their documentation will include both Capital Insurance and Tisa Insurance Group Ltd.

12 Months since 17 December 2024

Whilst working with our clients, assessors, insurers, engineers and tradespeople over the past 12 months we revisit some topics we have seen recurring.

Time Period for Lodgement of Claims

Whether a policy stipulates a period of time provided to lodge a claim after an incident or not, Insurers may be prejudiced in their ability to assess damages because of an undue delay in notifying and/or providing all documentation required. It is imperative any loss/damage is notified to your broker immediately. Documents can follow within a reasonable timeframe which will generally be advised at the time of notification.



Valuable Contents:

House contents – roughly contents are those items that would fall out if the house was turned upside down. There are general household items and there are high value items or unique items which must be known at the time of requesting cover.

Valuable items – all items over a certain value depending on the policy wording including:

- Collections
- Jewelry
- Artwork e.t.c

Proof of purchase and/or valuations are required.

Items carried on you – policies may cover items such as hearing aids, prescription glasses, watches, laptops etc particularly if travelling on business throughout the islands or within the South Pacific region



Underinsurance

We reiterate the importance of ensuring that your building is not underinsured. As previously advised:

Buildings (Commercial & Domestic) – when considering the sum insured, be aware most local policies require the sum insured to be the replacement cost of a building given the current cost of labour and materials.

Most material damage policies include an ‘underinsurance clause’ or ‘average clause’, whereby if at the time of an incident the assessment deems the building to be underinsured, then the loss claimed could be reduced by the same margin eg 30% underinsured, then the loss claimed could be reduced by 30%. Insurers seldom accept an ‘indemnity value’ as the sum insured and underinsurance still applies.

Valuations can be obtained from licensed valuers. Insurers do not stipulate how often a valuation must be provided. However it is suggested by stakeholders in the industry that every 3 years property owners should obtain updated valuations.

Indemnity vs Replacement

Insurers offer policies covering material damage of buildings, residential or commercial, depending on the risk location, construction, age, condition. Insurers will offer either replacement cost or indemnity value:

- replacement cost – reinstatement cost to repair / rebuild
- indemnity value – depreciated reinstatement cost ie depreciated over the period of the building’s age.

At the time of a claim, replacement cost is considered as cost to repair/rebuild like for like, whereas in managing an indemnity value policy, the costs to repair/rebuild would be depreciated.

Indemnity value policies are also subject to underinsurance.

At the end of 2025 VIB saw our General Manager, Mr Dean Spense return to New Zealand.



Although he has moved. it is only au revoir as he pursues the Captive Insurance space.

VIB has welcomed Narelle Crawford stepping into the General Manager’s role.



Narelle has filled an integral role within the AON/VIB framework since 2007 and her skills and experience are greatly appreciated.

From all of us at VIB, we wish all our clients a smooth and positive 2026 and we very much look forward to working with you this year.

VIB Team