

Thursday 14 May 2026

ANZIIF launches new short course to prepare industry for major New Zealand insurance reform

ANZIIF has launched a new short course to help prepare insurance professionals for the introduction of New Zealand's Contracts of Insurance Act (COIA) 2024, a major reform that will reshape how insurance operates across the market.

The legislation represents one of the most significant updates to New Zealand's insurance law in decades, with implications across the entire policy lifecycle, from product design and distribution through to claims handling, disclosure obligations and customer outcomes.

ANZIIF's new course is designed to help professionals understand what has changed, why the reforms matter and what practical steps organisations can begin taking now to review processes, procedures and documentation.

ANZIIF CEO Katrina Shanks says the reforms will affect insurance professionals across a wide range of technical and customer-facing roles.

"These reforms will change how New Zealand insurance professionals make decisions, communicate with customers and apply regulatory obligations in day-to-day practice," Shanks says.

"Our role is to help insurance professionals to build the confidence and practical capability to adapt early, strengthen customer outcomes and stay ahead of changing industry expectations."

Suitable for professionals across life and general insurance, including underwriting, claims, sales, service and intermediary functions, the course focuses on the direct application of the reforms and how they will operate in real-world insurance environments.

Learners will gain practical insights into:

- the purpose and intent of the COIA reforms and how they are designed to improve consumer fairness and trust
- how everyday insurance decision-making and internal processes will need to change under the new framework
- the practical actions underwriters, claims handlers, intermediaries and service teams should begin taking now
- ways to identify and review documentation, procedures and operational practices that may need updating before the Act comes into force.

Registrations are now open for insurance professionals seeking practical guidance on how to prepare for the implementation of the Contracts of Insurance Act and confidently navigate the changes ahead.

[ANZIIF Contracts of Insurance Act | Short Course](#)

Ends

About ANZIIF

Established in 1884, Australian and New Zealand Institute of Insurance and Finance (ANZIIF) is the leading membership, education, and professional development body for the insurance and finance industry in the Asia-Pacific region. ANZIIF connects over 17,000 professionals across the region and is committed to raising standards, delivering world-class education, and recognising excellence across the profession. www.anziif.com

Media Contact:

Angela Grogan – Head of Marketing, ANZIIF media@anziif.com

Interview request – Katrina Shanks – CEO, ANZIIF | M: +61 437 862 391