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The Pacific Way

Welcome to the fourteenth issue of Pacific's online newsletter! We are pleased to regularly bring you the latest Pacific information and updates on products, services, special events and relevant industry news.

Your ongoing support is very much appreciated and allows us to continue making advances with technology and provide you with the best possible systems and service standards.

Pacific is pleased to announce the following appointments:

Nitin Arora	VIC	Collections Officer
Nathan Coates	Reg. NSW	Account Coordinator
Jamie Phalome	NSW	Account Coordinator

Company News

PACIFIC TO ACQUIRE CGU PREMIUM FUNDING

On August 20, Pacific announced the purchase of the existing and ongoing business of CGU Premium Funding. In making the announcement, Managing Director Grant Burley said, "We are delighted with this acquisition and look forward to working with the CGU Premium Funding team and the intermediaries who have supported the business. This acquisition will further strengthen the Pacific portfolio of products and services and provide us with an expanded distribution network and customer base, from which to continue our growth."

This exciting step means that a number of CGU Premium Funding employees around the country will be joining the Pacific team. The purchase should be completed by the end of September. We look forward to providing further information as the business transition progresses.

AT PACIFIC, WE'RE LISTENING AND TAKING ACTION

Following on from our 2006 intermediary survey, we have introduced a number of changes to deliver a better customer experience for you. Some of the improvements you may now benefit from include:

- The option to be advised on a daily basis of any dishonours that occur for your clients.
- The ability to accept copies of all signed applications, regardless of loan size.
- A streamlined application process, which eliminates the time files were

STAFF PROFILE



NAME: Ray Camilleri

POSITION: National Development Manager

FIRST JOB: Federation Insurance, 1978.

BEST PART ABOUT YOUR CURRENT JOB: Building client relationships.

WHAT CHARACTER TRAIT DO YOU ADMIRE MOST IN OTHERS & WHY: Knowledge and experience..so hopefully I can remember something.

FAVOURITE/DREAM HOLIDAY DESTINATION: Koh Samui, Thailand.

WHICH 5 PEOPLE WOULD YOU INVITE TO DINNER & WHY:

1. Naomi Campbell – looks and personality.
2. George Michael – so he can sing for us.
3. Megan Gale – she's gorgeous and likes funny men.
4. Sylvester Stallone – diet tips and I would really sound intelligent compared to him.
5. David Bowie – one of the richest men in England, plus his touring stories

WHAT COULD YOU NOT LIVE WITHOUT & WHY?
Friends...self explanatory.

BEST PART ABOUT WHERE YOU LIVE:
Ocean and city views are at the end of my street.

previously spending in transit between offices.

- The introduction of new technology to digitise paper files, which gives us an immediate view of all contracts for processing.
- Increased automatic system approval on standard deals, giving our team more time to work on exceptions.

Watch this space for more improvements and efficiencies as they are introduced.

Product News

CREDIT CARD PAYMENTS ACCEPTED

Pacific now offers the option to repay premium funding instalments by credit card. We accept Visa, Mastercard, or American Express.

SOAPBOX UPDATE

The Pacific Soapbox continues to provide us with suggestions and ideas from our intermediaries. The Soapbox feedback is reviewed by Pacific's Leadership Team, who as a part of our 'Ask the Customer' program are committed to actively listening to, and seeking input from our customers and intermediaries, on an ongoing basis.

The introduction of the credit card option is the first major development resulting from a Soapbox suggestion. We are currently working on some enhancements to Pacific Edge, developed from suggestions we have received on the Soapbox.

So.....Got something to say? Get on the Soapbox! www.pacificpremium.com.au/soapbox

Should you have any questions about the Soapbox, please contact your local Pacific Account Manager or phone 1300 555 068.

Upcoming Events

JOIN US FOR OUR ACFC, LUNCH & LEARN

"Discover what one of the worlds most admired companies is thinking"

Over the next few months, Pacific will be holding 'At The Customer, For The Customer' (ACFC) sessions in each state. ACFC is a program that brings the entire GE toolkit to our customers to help make them even more successful. The program offers the unique opportunity to unlock the minds of our best people and provides free access to GE/Pacific's renowned business practices and experiences.

The best minds in our business will be presenting on a variety of topics including 'Succession Planning & Employee Engagement', 'Creating a Performance Culture', 'Sales Force Effectiveness' and 'Operating in Tough Markets'.

After attending a session last year, Brenton Pope from BJS Insurance Brokers said, "the presentation by Ben gave us some 'food for thought' and we have already used some ideas in our office. ...Days like these and thinking outside the square show why Pacific are number one."

Programs vary in each state, so please contact your local Pacific office to discuss attending a session in your state.

Industry News

NEW SOUTH WALES

SYDNEY
LEVEL 12, 35 PITT STREET
SYDNEY NSW 2000
TEL: (02) 9253 3000
FAX: (02) 9253 3001

REGIONAL NSW
27 TYRRELL ST
WALLSEND NSW 2287
TEL: (02) 4949 9000
FAX: (02) 4949 9001

AUST. CAPITAL TERRITORY

CANBERRA
TEL: 0414914000
FAX: (02) 6255 3124

VICTORIA

MELBOURNE
LEVEL 2, 181 FITZROY ST
ST KILDA VIC 3182
TEL: (03) 9536 7400
FAX: (03) 9536 7477

NORTHERN VICTORIA
PO BOX 641
ECHUCA VIC 3564
TEL: 0427 370 427
FAX: (03) 5480 9733

QUEENSLAND

BRISBANE
LEVEL 11, 144 EDWARD ST
BRISBANE QLD 4000
TEL: (07) 3854 3900
FAX: (07) 3854 3901

SUNSHINE COAST
PO BOX 8037
MAROOCHYDORE QLD 4558
TEL: 0407 751 688
FAX: (07) 5479 3233

TOWNSVILLE
PO BOX 151
THURINGOWA QLD 4817
TEL: 0419 793 066
FAX: (07) 4723 5971

CAIRNS
PO BOX 126
TRINITY BEACH QLD 4879
TEL: 0407 577 053
FAX: (07) 4057 6322

SOUTH AUSTRALIA

ADELAIDE
3A, 62 GLEN OSMOND RD
PARKSIDE SA 5063
TEL: (08) 8273 5700
FAX: (08) 8273 5701

WESTERN AUSTRALIA

PERTH
LEVEL 1, 110 ERINDALE RD
BALCATTWA WA 6021
TEL: (08) 9321 7101
FAX: (08) 9321 1206

PACIFIC WINS 2007 PREMIUM FUNDER OF THE YEAR

After winning the inaugural award for Premium Funder of the Year in 2005, we are very proud to have won the award again in 2007. In announcing our win in August, the judges highlighted our continued growth in revenue and loan numbers despite the current market of falling insurance premiums, and our strong focus on customers.

Grant Burley (Managing Director) said, "Firstly, congratulations to the team at Pacific, whose hard work in this tough market has been recognised by the industry with this prestigious award. On behalf of my team we would like to thank our intermediaries for their continued support and the valuable part they play in our success."



Picture - Celebrating the award, L to R: Sue Stevens, Dian Nguyen, Jodie Anderson, Julie Lonard, Grant Burley, Craig Mizon.

Pacific Volunteers

BUSINESS NETWORKS CONNECT TO HELP CHILDREN IN NEED

Pacific/GE Volunteers recently took part in a project for the Mirabel Foundation, which provides significant financial assistance to address the needs of vulnerable children often overlooked as casualties of substance abuse in our society.

Mirabel operate a house at Mount Martha, where the children can go with their extended families and just enjoy normal childhood activities. Unfortunately, the house was burgled this year, resulting in the loss of a television, DVD player and other property, with virtually no chance of recovery. The good news is that via GE Money's connection with Harvey Norman, the team arranged for the replacement of some of the stolen items.

Thanks to all those involved who assisted with this very worthwhile cause.

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