

## In This Issue:

### \*Product News

GET ON THE SOAPBOX?

### \*Staff Profile

ELIZABETH VELLA –  
ACCOUNT MANAGER

### \*Technology News

MS VISTA – IMPORTANT  
INFORMATION

### \*Convention News

AFMA CONFERENCE FLIES  
HIGH

### \*Company News

GE RANKED BEST  
COMPANY FOR LEADERS

REGIONAL NSW  
CORPORATE CHALLENGE

### \*Recognition & Volunteer News

PHIL DOUGLAS

MOVEMBER

NSW SOFTBALL

## The Pacific Way

Welcome to the twelfth 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:

Elizabeth Vella	NSW	Account Manager
Elaine Riachi	VIC	Reception/Admin Assistant
Nora Lan Pan Wing	VIC	Account Coordinator
Annalies Casale	QLD	Account Coordinator
Emily Bevan	NSW	Reception/Account Coordinator

## Product News

### GOT SOMETHING TO SAY? GET ON THE SOAPBOX!

Wouldn't it be great to quickly and easily tell your premium funder what's working and what's not?

Wouldn't it be great to be heard by the people who can actually create change?

Wouldn't it be great to have your concerns heard and quickly responded to with a solution?

We think so too, so we've made it even easier to have your say with [The Soapbox](#).

The Soapbox provides an easy web-based forum for customers to give feedback or raise issues and offer suggestions.

The great part about this portal is that it creates a simple but direct feedback link between you and the Pacific leadership team, including Managing Director, Grant Burley. He will personally review all comments and responses on a regular basis.

We are really excited about this initiative and what it means for our customers. So whether it's a concern, idea, complaint or suggestion, visit our website [www.pacificpremium.com.au/soapbox](http://www.pacificpremium.com.au/soapbox) and click through to The Soapbox to have your say!



## STAFF PROFILE



**NAME:** Elizabeth Vella

**POSITION:** Account Manager

**FIRST JOB:** Junior at Ord Minnett Stockbrokers

**BEST PART ABOUT YOUR JOB?**

Variety of businesses to deal with and being employed by one of the most successful companies worldwide.

**WHAT CHARACTER TRAIT DO YOU ADMIRE MOST IN OTHERS?**

Positive, can-do attitudes because life is full of so many opportunities and we should embrace and enjoy every moment.

**FAVOURITE/DREAM HOLIDAY DESTINATION?** Cruising the world on my luxury cruiser.

**WHICH FIVE PEOPLE WOULD YOU INVITE TO DINNER & WHY?**

Richard Branson – for his success.  
Sean Connery – for his charm.  
Bon Jovi – entertainment.  
Bindi Irwin – keep my children entertained.  
Kylie Minogue – keep my husband entertained.

**WHAT THING(S) COULDN'T YOU LIVE WITHOUT & WHY?**

My car – public transport leaves a lot to be desired.

**WHAT DO YOU ENJOY DOING IN YOUR SPARE TIME?**

Boating, beach and spending time with friends/family.

**BEST PART ABOUT WHERE YOU LIVE?:**

Surrounded by reserves so we have a great natural outlook which is quiet soothing at the end of a day.

## Technology News

### IMPORTANT UPDATE ON BROKER INTERFACES – MS VISTA

January 29th 2007 hailed the release of Microsoft's latest operating system, MS VISTA.

It is important to note that this operating system is not currently supported by Pacific or many Broker Systems' vendors.

It is not expected that the test process/s for the MS VISTA operating system will be completed for some months.

If you are currently using or thinking about upgrading to Vista... this may result in technical difficulties that we are currently unable to support.

## Industry News

### AFMA CONFERENCE FLIES HIGH

The Pacific team attended the annual AFMA (Australian Fire Managers Association) Conference held at the Park Hyatt in Melbourne in early February. Once again the conference provided a great mix of business and social events.

We have been a sponsor of AFMA for over ten years. This year Pacific proudly sponsored a dinner held at the Titanic Dinner Theatre in Williamstown where guests were entertained by the ship's talented crew. Fortunately, this Titanic didn't sink and everyone had a great time and more importantly survived the trip.

Anna Learmonth (VP Marketing, GE Commercial Finance, Australia/NZ) gave a presentation to the group on 'Managing Change', a very relevant topic in today's insurance industry.

Pacific also presented our '2006 AFMA High Flyer Awards' for Most Improved Performer (GWP Funded), Most Improved Performer (Loan Contracts Received) and Best Performer (Highest GWP and Loan Contracts Funded). The winners were Town and Country Insurance Services, A & R General Insurance Services and Insuranet respectively.

Congratulations to the AFMA Group and Pacific's 'AFMA High Flyer' award winners.

## Company News

### GE RANKED BEST COMPANY FOR LEADERS

General Electric has been ranked number one in a study of the Best Companies for Leaders in 2006. The annual study was conducted in the US by the Hay Group in partnership with Chief Executive Magazine.

This international accolade also reflects well in Australia and New Zealand, as the GE leadership culture and its associated programs, are filtered right through the company's many businesses around the world, including Pacific.

Leadership Development is becoming increasingly important here, as Australia, like

## NEW SOUTH WALES

### SYDNEY

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

### REGIONAL NSW

PO BOX 308  
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

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WEST PERTH WA 6005  
TEL: (08) 9321 7101  
FAX: (08) 9321 1206

many developed countries faces an ageing population where more and more Baby Boomers (those born between 1946 and 1964) plan to retire in the next few years. Essentially, more employees will be leaving the workforce than the number who are entering it. It is anticipated, that this workforce shortage will result in increased demand and competition between organisations for present and emerging leaders.

Focusing on identifying and managing the talents of high potential candidates is a key focus for GE and Pacific. We believe that organisations who are able to identify, develop, and promote their leaders from within will find themselves better positioned to handle this 'war for leaders' and to safeguard their organisation's future.

## State News

### REGIONAL NSW CORPORATE CHALLENGE

Pacific's Regional NSW Branch held its annual Corporate Day on November 17, 2006 at Myuna Bay Sport & Recreation Centre. Located on beautiful Lake Macquarie, the centre is about 45 minutes south of Newcastle. After being divided into groups, everyone proceeded down to the ropes course or archery where the game, or not so game made their choice of activity. Some brave participants did an outstanding job of overcoming personal fears and challenges. With the first round of activities complete, the group were rewarded with a well-earned BBQ and seafood lunch.

After lunch the group headed down to the shores of Lake Macquarie to participate in canoe races. Whilst most managed to stay dry, clothed and make it back to shore, one canoe and its crew of three ended up taking an unscheduled dip. From here it came to the final challenge of the day, the giant swing. This provided a good opportunity for some to dry out and yet again another height challenge but also a real buzz.

To calm the nerves the day ended with drinks and nibblies, a few fun trophy presentations and then back on the bus for the journey home and some well earned R & R. A challenging but rewarding day was had by all.



## Awards and Recognition

In early February the Pacific team attended the annual GE Commercial Finance sales and leadership conference. The annual conference awards were held at a Monday night dinner, which recognised staff who have displayed outstanding Growth Trait qualities to help customers and Pacific/GE grow.

Phil Douglas , QLD Account Manager received the Growth Trait award for "External Focus". Phil received the award for his outstanding 2006 results which he achieved by successfully nurturing existing relationships, securing new distribution opportunities and working tirelessly to ensure the best possible experience for his customers in dealing with Pacific.

He is vocal and passionate and regularly challenges the status quo, exploring and promoting alternate servicing and product solutions which make it easier to do business with Pacific.

Congratulations on a fantastic effort Phil.



## Pacific Volunteers

### NSW TEAM TO HIT HOME RUNS FOR A WORTHY CAUSE

Earlier this year our Sydney crew formed a softball team for the 2007 Corporate Games which raises money for Diabetes Australia.

Diabetes Australia is a not-for-profit organisation where all funds raised on behalf of the organisation are re-invested into research, health services, provision of self-management products and services, and public awareness.

The new team has started training and looks forward to having a great season full of fun, a win or two and more importantly plenty of fundraising for this worthy cause.

We look forward to bringing you updates on their progress in future editions.

### MOVEMBER AT PACIFIC

Their moustaches weren't quite something Merv Hughes would be proud of, but three brave Pacific team members, Troy Lowndes (Business Analyst & Product Support Manager), Stuart White (Finance Director) and Graeme Skinner (General Manager, Operations & Risk) took part in "Movember", the fundraising month formally known as November.

Supported by the Pacific team, customers, family and friends the trio managed to raise \$1400 for this worthy cause. Apart from causing a few laughs, Movember has a serious side which is focused on improving men's health.

Well done to Troy, Stuart and Graeme.

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