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## The Pacific Way

Welcome to the thirteenth 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:

Antonella Shannahan	NSW	Branch Operations Manager
Sophie Chalmers	NSW	Account Coordinator

## Product News

### SOAPBOX UPDATE

The Pacific Soapbox has received fantastic support from customers and intermediaries since its external launch. We have received over forty messages on this online feedback forum that provides a direct link to Pacific's Leadership Team.

The Pacific Leadership Team are pleased to have endorsed work on six new projects as a result of suggestions put forward on the Soapbox. In addition to this a number of enhancements are also being worked on for our systems.

All Soapbox feedback is regularly 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 Soapbox is available on any page within Pacific Edge or on the Pacific homepage. Pacific would like to thank all forty respondents who have provided feedback to date.

So.....Got something to say? Get on the Soapbox!

[www.pacificpremium.com.au/soapbox](http://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.



## STAFF PROFILE



**NAME:** Ray Zammit

**POSITION:** National Accounts Manager

**FIRST JOB:** Stacked pie trays on pallets at "Four n Twenty". Joined Westpac in 1986 as a "teller" .

### **BEST PART ABOUT YOUR JOB?**

Working with great people, some of whom have become close friends. Also seeing people develop and grow as individuals, both professionally and socially.

### **INTERESTING FACT ABOUT YOURSELF?**

If I could go sky diving every week I would.

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

Commitment, people who know what they want and stop at nothing to achieve this goal.

### **FAVOURITE/DREAM HOLIDAY DESTINATION?**

That's a hard question, but I'd pick Koh Samui Thailand, just a fantastic place where you can simply relax or explore and the people are just beautiful. They always have a smile on their face.

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

**Nina (partner)** – she has been on an secondment overseas for past 16 months.

**Billy Connolly**– just looking at him makes me laugh. A great entertainer and comedian.

**Jeff Fenech** –one of the greatest boxers of our time.

**Bruce Springsteen** – a great musician and story teller.

**Steven King** – Would love to find out what goes on in his mind.

## Company News

### CONTRACT COPIES NOW ACCEPTED ON ALL LOANS

Pacific was pleased to announce via broadcast e-mail and Edge message, that effective from April 2, we no longer need to receive original loan documents to settle premiums. This change removed the copy acceptance limits that were previously set.

Subject to risk acceptance and legibility, all signed applications can now be submitted to us via any of the following methods: fax, post or scanned copy sent by e-mail.

To avoid loan duplication, only one version of any application should be submitted. Please retain in your office any originals that arrive, after a copy has been sent to Pacific.

This is just one of the improvements we identified during our Lean Workout event, a two-week intensive workshop, where we examined our processes with a focus on making them more customer centric and efficient.

We look forward to introducing more streamlined changes in the near future.

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

## Industry News

### NIBA SUNDOWNERS SHINE AGAIN

Pacific continued its commitment to promoting education in the industry as one of the sponsors of the 2007 NIBA Sundowner series. The Sundowner presentations provide brokers with the opportunity to keep up to date on the key issues, NIBA initiatives and network with industry colleagues.

The speakers headed by Noel Pettersen (NIBA CEO), included Grant Burley who provided an industry update which covered market trends and observations.

An impressive 15 Sundowners were held this year covering all states and territories of Australia. We congratulate NIBA on another informative Sundowner series.

## Intermediary Recognition

### JOHN SMITH RIDES FOR WORTHY CAUSE

In March 2007, John Smith of John Smith Insurance Brokers, participated in an inspirational team bike ride, raising over sixty thousand for the Australian Rotary Health Research Fund (ARHRF). John set a fine example of determination completing a grueling seven day ride through country Victoria.

John, his wife Jan and son Andrew, joined a team of around 100 including support crew, drivers and riders on this fund raising adventure. The team started in Healesville and wound their way around 535 kilometres of country Victoria. Enduring pouring rain, hail and some very large mountains the team successfully completed their ride in Shepparton, where they were congratulated by a Rotary conference of over 850 delegates.

## 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

**\*\*NEW ADDRESS FROM  
01 JUNE 2007\*\***

### PERTH

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

John says the ride was one of the most challenging and rewarding experiences he has ever undertaken and was heartened by the fellowship and generosity of the country folk that welcomed the group at each town they visited. During the ride he also learned more about Rotary and the great fund raising work they do for many projects. Since 1985 ARHRF has raised more than twelve million for research in areas including: Sudden Infant Death Syndrome, Adolescent Health, Care for the Aged and Mental Health.

We pay tribute to John and the great work of Rotary; an inspirational story and testament to what can be achieved when a few like minded, community spirited and generous individuals come together for the good of many.

John joined Rotary in 1995 and is now a Charter Member of the Rotary Club of Monash. He looks forward to participating in the Ride next year and to providing continued support with Rotary's fundraising endeavours.

## Pacific Volunteers

### OCEANS 15 TAKE A HIT FOR CHARITY

On the 24<sup>th</sup> of March our NSW crew competed in this year's Corporate Games to raise money for Diabetes Australia. Each year the Corporate Games are held in different states, hosting many sports and accommodating thousands of participants. This year in NSW 20 sports were played, 8,028 participants competed and 297 organisations entered teams in an effort to help find a cure for a very debilitating disease.

"Oceans 15" (our fabulous softball team) trained tirelessly at night and on weekends in the lead up to the comp, determined to be at their peak on the day. Although, they made a great start in their first innings making 6 runs, the win loss ratio at the end of the day was 0:3. Organisations such as Kellogs, Boral and AMP were just a little more match fit than Pacific on the day.

Whilst the day was filled with fun and bravado, the (almost) serious side of it saw two people being carried off the field with injuries. The first was Hugh, husband of Pacific's EH&S representative Christine Young, with a strained hamstring, with concerns raised about his ability to travel overseas for a holiday beginning the next week. The second casualty was Dian Nguyen, one of Pacific's Account Managers, who suffered the wrath of a lightening fast ball to the knee resulting in a *very* purple bruise, and a limp lasting more than a week. Thankfully, both are fine now.

Congratulations to the team, although they didn't have a win on the day, there's always next year.



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