

## In This Issue:

## The Pacific Way

### \*Convention News

Welcome to the ninth 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.

#### STEADFAST HEADS WEST

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.

#### CQIB – MAKING A DIFFERENCE

Pacific is pleased to announce the following appointments:

### \*Industry News

Emma Cooper	NSW	Reception/Funding Coordinator
Rachel Saunders	NSW	Account Manager
Kara MacDonald	NSW	Executive Assistant
Li Wen Zhang	VIC	Operations Analyst

#### ENHANCING BUSINESS PERFORMANCE PROGRAM LAUNCHED

### Convention News

### \*Staff Profile

#### STEADFAST HEADS WEST

By Jodie Anderson, Account Manager NSW

#### STUART WHITE

The Pacific team of ten delegates sparked this year as a Gold Sponsor of the eighth Annual Steadfast Conference held at the Burswood Convention and Exhibition Centre in Perth, 11–15 March.

One of the great benefits for Pacific is the opportunity to network with Steadfast members over the duration of the conference.

In addition to the networking opportunities during the official conference timetable, Pacific hosted a riverboat cruise along the Swan River. Perth shone with some fabulous weather as we entertained 157 of our closest intermediaries and their staff.

Steve Sargent, CEO and President of GE Commercial Finance joined our crew and soon took advantage of the opportunity to meet with many of our brokers, whilst discussing the insurance industry and wider business community.

On Tuesday morning Grant Burley represented the funding industry, taking part in a Q & A panel session with some of Australia's leading insurance professionals, answering poignant questions asked by Steadfast Chairman, Robert Kelly.

Tuesday afternoon saw Steve deliver a presentation explaining the basics of Six Sigma and encouraged all who were in attendance to take away two key ideas that were perhaps most important to their business.

The conference was fantastic, showcasing the best of both Steadfast and the city of Perth. Photos taken during the conference appear on the next page.

### \*Pacific Volunteers

#### GRAEME SHAVES FOR A CURE – AGAIN!

#### LOANS TEAM GET THE BALL ROLLING FOR SHEKINAH

### \*Subscribe Now

## STAFF PROFILE



**NAME:** Stuart White

**POSITION:** Chief Financial Officer

**FIRST JOB:** Paperboy as a 12 yr old. \$1.10 for 1 hours work.

**BEST PART ABOUT YOUR JOB:**  
Easily the best part of my job is the opportunity to work with a great bunch of people.

**WHAT CHARACTER TRAIT DO YOU ADMIRE MOST IN OTHERS:**  
Compassion – as this quality drives many people to serve, and give to others in less fortunate circumstances.

**FAVOURITE/DREAM HOLIDAY DESTINATION:** My dream trip is to take a year off and surf each of the worlds top surf breaks.

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

- 1) Winston Churchill
- 2) John McEnroe
- 3) Gandhi
- 4) Martin Luther King
- 5) Richard Branson

Together they have all made their mark in history or their chosen field and they would have more than enough fascinating stories and insights to fill a lifetime of dinner conversations.

**WHAT THING(S) COULDN'T YOU LIVE WITHOUT & WHY?:**  
My PDA – I totally rely on it to keep my chaotic life organised.

**WHAT DO YOU ENJOY DOING IN YOUR SPARE TIME?:**  
My spare time is generally filled with my 3 beautiful, active children, but time out for me involves getting out for a surf.



Photos – Top Left - Pacific delegates Ruth Kuhne and Sharon Hodge, Above Right and Below Left - Staff and clients enjoying the boat cruise. Below Right -The Pacific Team enjoy a well earned break after working on the boat cruise.

## Convention News

### CQIB CONFERENCE ' MAKES A DIFFERENCE'

On the last weekend of April, Pacific celebrated its introduction to CQIB (Council of Qld Insurance Brokers) by attending their annual convention. Filled with a buzzing trade market and some fantastic events, all had an enjoyable time.

The Pacific team had the opportunity to speak with and receive a warm welcome from convention delegates who complimented Pacific's professional conduct and willingness to share ideas about improving the profitability of their businesses.

Congratulations to Tony Graves our XBOX 360 booth prize winner.

## Industry News

### 'ENHANCING BUSINESS PERFORMANCE' WITH PACIFIC

Pacific has created the first Premium Funding "*Consulting*" service for intermediaries to enhance business performance.

This service allows businesses to leverage our marketing, operational & credit collection expertise to set performance benchmarks based on our experience and knowledge of best practice within the industry.

Specifically, Pacific can assist intermediaries to enhance their business performance by improving funding penetration and increase investment income by reducing their debtors' average days outstanding. Also, by streamlining marketing practices and processes, the business will be able to improve overall efficiency and reduce costs.

Please contact your local Pacific representative today for more details.

## 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  
22 KULGERA STREET  
HAWKER ACT 2614  
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  
SUITE 3, 29 ORD ST  
WEST PERTH WA 6005  
TEL: (08) 9321 7101  
FAX: (08) 9321 1206

## Pacific Volunteers

Each year, all Pacific employees are encouraged to spend one day of company time supporting charities. Here are just a few stories.

### GRAEME SHAVES FOR A CURE AGAIN!

Those in our Melbourne office may have thought they were seeing things when Graeme Skinner – General Manager, Operations and Risk, came into the office last month sporting a new haircut – an orange Mohawk. It was all in the name of charity, as Graeme once again took part in the Leukemia Foundations annual “World’s Greatest Shave” Day.



Graeme wore the Mohawk for a full day in the office before it was completely shaved off, as part of group effort arranged by his local Motorcycle Riders club.

This was the fifth consecutive year that Graeme has coloured and then lost his locks for charity. He raised an impressive \$2000 this year.

Graeme would like to thank all his sponsors. He is looking forward to even bigger things for next years shave.

### LOANS TEAM GET THE BALL ROLLING FOR SHEKINAH

Shekinah is an umbrella organisation for 10 agencies all located around Melbourne, providing support, accommodation, meals and other services for people who are homeless or disadvantaged.

In the past few years, Pacific and GE Commercial Finance have assisted Shekinah with volunteering time and fundraising support, including \$12 000 collected at our 2006 annual sales conference.

This year, our Loans team were approached to assist with organising Shekinah’s biannual Community Ball on Friday 7 April.

The team, led by Connie Peidis, Faida Mandozzi and Emily Peterson got to work collecting some great donations including: gourmet chocolate hampers, mobile phones, Footy Show tickets and a \$500 donation from Alliance Insurance Brokers, Port Melbourne. The Pacific Victorian team also raised \$111 through staff donations.

The three leaders volunteered an impressive 38 hours between them. Their hard work paid off, as the night was a big success. Congratulations to all involved!

### Subscribe Now!

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