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The Pacific Way

Welcome to the eleventh 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:

Claire Santangeli	QLD	Account Coordinator
Raveena Mand	VIC	Collection Officer
Cassandra Price-McCoy	NSW	Black Belt

Product News



Perpetual Renewal
All you need is a mouse.

Submit your customers' funding
renewals with the **CLICK** of a button.



PERPETUAL RENEWAL LAUNCHED

In September, Pacific introduced Perpetual Renewal, a quick and easy process for intermediaries to renew their customers' premium funding contracts.

Perpetual Renewal is available immediately for customers who have signed a funding contract with Pacific since August 1, 2005, and allows submission of online renewal applications through Pacific's web-based system, Pacific Edge.

Grant Burley, Managing Director, says the new renewal process will save intermediaries both time and money.

"Perpetual Renewal has been designed with our intermediaries in mind who are always looking for easier ways to process funding for renewal customers," Grant explains. "Because Perpetual Renewal eliminates the time lost waiting for clients to return funding documents, intermediaries are freed up to pursue other business opportunities and ultimately increase their bottom line."

For more information on the Perpetual process please contact your Pacific Account Manager.

STAFF PROFILE



NAME: Allison Nix

POSITION: Regional Manager

FIRST JOB: Dental Nurse for six months, then Insurance Clerk with Royal Insurance.

BEST PART ABOUT YOUR JOB: Working with great people & having the flexibility to dedicate to full time work & family commitments.

WHAT CHARACTER TRAIT DO YOU ADMIRE MOST IN OTHERS:

I admire people who are able to juggle their full time work and family life, succeeding at both.

FAVOURITE/DREAM HOLIDAY DESTINATION:

Too numerous to mention but Fiji (Blue Lagoon Cruise), Cook Islands or Hawaii would be nice....

WHICH FIVE PEOPLE WOULD YOU INVITE TO DINNER & WHY:

Robbie Williams, Billy Connolly & Kevin B Wilson. I think these would be more than enough & with my family & close friends, what a fun & entertaining night this would be.

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

My calendars, both home and work. A must have to keep up with the hectic life I lead

WHAT DO YOU ENJOY DOING IN YOUR SPARE TIME?:

Camping & going to the beach.

BEST PART ABOUT WHERE YOU LIVE?:

Newcastle is an excellent place to live with plenty to offer close by – beaches, vineyards, Port Stephens & Sydney is only two hours away.

Industry News

VIC BRANCH ACFC COVERS TOP THREE

In September, the Victorian branch held an ACFC (At the Customer, For the Customer) for its clients which taps into the worldwide resources of GE, to provide expertise and insights on common business issues.

Customer surveys were conducted at previous events, giving us a list of some of the biggest challenges intermediaries are facing. A presentation program was developed focusing on the top three.

Grant Burley began the morning with a session on “Operating in Tough Markets”, followed by Yung Ngo, Vic Branch Manager speaking about “Developing Highly Effective Teams”. Ben Radvin, HR Leader GE Commercial Finance, ended the seminar with a presentation on “Managing Performance & Succession Planning”.

Guests then joined the Pacific team for a luncheon where we received some excellent feedback on the ACFC concept. We will look to continue this program in 2007.

Company News

CUSTOMER SURVEY – THANK YOU FOR YOUR FEEDBACK

As part of our commitment to enhancing the customer experience, we recently asked you for your feedback on a cross section of our products and services.

We would like to thank you for taking the time to “tell us what you think” and reiterate our commitment to improve in the “areas of focus” that were highlighted.

In conjunction with the survey results, the Pacific team will be conducting a series of interviews to explore in detail the issues and concerns that were raised.

A comprehensive plan is currently being pulled together, to allow us to maintain the momentum the survey created and to focus on delivering improvements that make it easier for you to do business with Pacific.

Our improvement initiative is an ongoing process, so please feel free to provide any feedback directly to our team. We now look forward to bringing you regular updates on our progress.

Convention News

NIBA CONVENTION OFFERS THE BIG PICTURE

The annual NIBA conference was held again this year on the sunny Gold Coast from October 14–17, with a theme that focussed on the “Big Picture”.

The convention, attended by eight Pacific delegates, provided a great balance of business and social events.

On the business side, Pacific demonstrated our new Perpetual Renewal process to intermediaries in the exhibition area.

Grant Burley was then asked to present as part of a panel who talked about their

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

SUITE 3, 29 ORD ST
WEST PERTH WA 6005
TEL: (08) 9321 7101
FAX: (08) 9321 1206

careers, important lessons learned and what traits they believe are important for success.

Grant's speech was well received with a number of delegates commenting on the fresh approach he took to the topic, with his key message being that a big part of success is about being able to give back, which he does through volunteering time with Angel Flight (refer last page of the newsletter for more information).

On the social front, Pacific was the only Hospitality Suite sponsor this year, so we were kept very busy. Local band "Zion" kicked off the suite on Saturday, providing some cool tunes. On Sunday night our Austin Powers/Dame Edna impersonator was a BIG hit with the NIBA crowd.

On Monday afternoon, 98 guests cruised on a catamaran to the Pacific Luncheon at McLarens Landing. McLarens is a private and exotic nine acre homestead right on the beach at South Stradbroke Island. Guests disembarked and received flower leis from the Pacific staff while an Aussie gourmet BBQ sizzled in the background.

After lunch guests took part in activities choosing between exhilarating speed boat rides, 4WD drive eco tours, billiards or just relaxing. Twelve lucky guests won a helicopter joy flight with Grant as the pilot. A fantastic time was had by all.



Pacific Volunteers

VICTORIAN BRANCH WALKS FOR A CURE

The annual Juvenile Diabetes Research Foundation's (JDRF) Walk to Cure Diabetes is a nationwide event held to raise much needed funds and awareness for Type 1 Diabetes. This year's Victorian walk was held on Sunday 15 October at Albert Park Lake, where even the looming grey storm clouds or the brief shower of rain could not dampen the spirits of the 60 000 people who participated. There was plenty of energy and excitement for everyone!

Over 50 Pacific staff, family and friends volunteered for the walk or raised funds through the purchase of a team t-shirt. Joining forces with over 500 GE volunteers,

the navy blue t-shirts certainly stood out in the crowd.

The GE Marquee served refreshments and a sizzling BBQ afterwards, whilst others enjoyed the many activities available, including childrens' rides, an animal farm and live entertainment.

Thanks to all the Pacific staff, family and friends that took part in this great day out!



PASSION FOR FLYING HELPS WORTHY CAUSE

As part of his presentation on success to the 2006 NIBA delegates, Grant Burley highlighted the opportunity to give back, and that while donating money is important, the most valuable thing you can give is your time.

Pacific supports several charities each year and every Pacific staff member is encouraged to spend eight hours of company time volunteering for a charity.

Although, far exceeding eight hours, Grant has been donating his time to flying missions in his plane for Angel Flight since 2004. Angel Flight is a charity that organises non-emergency flights for financially and medically needy people, who are often located in remote areas.

Grant says that it can often be a humbling experience "when you are sitting in your office sweating the little things, when there is real need out there. You see how unlucky circumstances can quickly change peoples' lives. A family can go from normal to living on the breadline, as invariably many parents have to give up work to become full time carers when their children fall ill. Volunteering for Angel Flight allows me to repay in some small way for my own good luck."

Grant's twin instrument rating has proved invaluable for Angel Flight in several missions where he has been called upon at the last moment to fly in instrument meteorological conditions which prevented the scheduled visual flights, being undertaken. On one very memorable day he was called on to combine two missions, flying three children and two parents in some "pretty bad weather".

Although, it can be hard sometimes to see the struggle of these families, Grant believes it is "a good thing to be able to do something that has a substantial and personal impact where you incur costs and time but you get to see 100% of your contribution directly helping the person in need". For more information go to www.angelflight.org.au



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