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#### THE PACIFIC WAY

Welcome to the fifteenth 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:

<b>Shelley Williams</b>	Reception & Administration Assistant	VIC
<b>Jakub Gregor</b>	Assistant Accountant	VIC
<b>Nicole Carroll</b>	Account Coordinator	Reg. NSW
<b>Jocelyn Tannous</b>	Senior Account Coordinator	NSW

#### COMPANY NEWS

#### CGU TRANSITION BRINGS SIGNIFICANT EXPERIENCE

We have been very busy with the successful transition of the CGU Premium Funding portfolio. As part of the process, we have welcomed to Pacific the following staff who bring with them almost 100 years of combined service:

<b>Michelle Nulty</b>	VIC Marketing
<b>Tracey Jovanovska</b>	VIC Marketing
<b>Stephen Granger</b>	TAS Marketing
<b>Amanda Chalmers</b>	NSW Marketing
<b>Rick Hahn</b>	NSW Marketing
<b>Zena Selim</b>	QLD Marketing
<b>Suzanne Lattore</b>	VIC Operations
<b>Margaret Zammit</b>	VIC Collections
<b>Anthony Jaconis</b>	VIC Collections

The team is currently working with intermediaries who previously accessed Master Quote Web (MQW) to transition them to Pacific's online quoting and management information tool – Pacific Edge.

To assist with the transition, CGU MQW reports have been migrated to Pacific Edge, allowing Individuals with manager or administrator access to have an ongoing view of key reports on existing CGU MQW information. The MQW system and its interface connections will be shutdown completely after 21 December 2007. Should you have any questions please contact your local Pacific Account Manager.

## STAFF PROFILE



**Name** Zena Selim  
**Position** Account Manager

**First Job** was in 1973 as a Secretary at QBE Insurance then called Queensland Insurance. Left there in 1989 to join NZI who started up United Premium Funding and went on to make it my career for the past 18 years!

### The best part about your job

That I am able to travel the state and develop premium funding to the many intermediaries that I have formed business relationships and friendships with during my 34 years in the insurance industry which has become my passion.

### Interesting fact about yourself

I have a Turkish mother and Albanian father and grew up speaking Albanian, and still do at home today!

### What Character trait do you admire most in others?

Sense of humour and ability to laugh (essential in the insurance industry) and see the funny side of life!

### Favourite Holiday Destination

South of France –Nice, Monte Carlo

### If you could invite 5 People to dinner – who would they be and why?

**Elton John** – Grew up with his music and a legend.

**Queen Elizabeth** – What- What can I say shesay she is so regal!

**George Clooney** – Have- Have to have a heart throb along ! along!

**My Mum**– As the saying goes, can't live without her and truly an inspiration.

**Bill Gates** – Where would technology be without his contribution, the mind boggles!

## PRODUCT NEWS

### TURNING YOUR SOAPBOX FEEDBACK INTO ACTION

Thank you to all those who have provided feedback on the Soapbox to date. We have released two more Edge enhancements, as a result of suggestions made on the Soapbox:

- Edge email quote request – this enhancement prompts an automatic email quote request to your local Pacific office, if the loan amount is above your Edge quoting limit.
- Perpetual policy details – The Perpetual renewal document has also been enhanced to now show the details of all insurance policies being renewed.



We will announce more improvements initiated from Soapbox suggestions in the coming weeks, as we continue to turn your feedback into action.

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

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

### BUSINESS ISSUES TACKLED DURING ACFC LUNCHES

Over the past few months, intermediaries around the country have attended our At The Customer For The Customer (ACFC) lunches. During each of the five lunches, Pacific & GE leaders provided insights and discussed common business issues, with the aim of making intermediaries' businesses even more successful. Topics covered included Operating in Tough Markets, Salesforce Effectiveness, Creating a Performance Culture and Managing Performance and Succession Planning.

The feedback Pacific received from participants was fantastic and as such we plan on holding more ACFC lunches during 2008, so if you would like to register your interest, please contact your Pacific Account Manager.

## INDUSTRY NEWS

### NIBA CELEBRATES 25<sup>th</sup> CONVENTION

NIBA 2007 was the first major convention Pacific attended since the transition of the CGUPF portfolio. Our team of twelve ensured that delegates were up to date with the latest Pacific developments. Two lucky brokers who visited our booth won a helicopter joy flight over the Gold Coast with Grant.



Many brokers enjoyed our hospitality at our suite each evening, and on the final night – the "Grand Final Dinner" saw the Pacific staff unite in 'Team Pacific' football jerseys, in what was a spectacularly themed event, and a wonderful finale to the 25th NIBA convention.

## 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

WOLLONGONG  
TEL: 0420 956 873

## AUST. CAPITAL TERRITORY

CANBERRA  
TEL: 0414 914 000  
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  
TEL: 0427 370 427  
FAX: (03) 5480 9733

TASMANIA  
HOBART  
TEL: 0439 634 055

## QUEENSLAND

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

SUNSHINE COAST  
TEL: 0407 751 688  
FAX: (07) 5479 3233

TOWNSVILLE  
TEL: 0419 793 066  
FAX: (07) 4723 5971

CAIRNS  
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  
BALCATT WA 6021  
TEL: (08) 9321 7101  
FAX: (08) 9321 1206

## PACIFIC SUPPORTS ELDERS AND IAA

October was a busy month for industry events with Pacific representatives also attending the Elders Business Forum and the IAA Convention.

Pam Amber (SA Account Manager) represented Pacific at the recent Elders Business Forum. Around 100 Elders Agents and their partners made the trip to the very informative event held in a spectacular location – Dubai.

Six Pacific delegates attended the IAA Annual Convention, held at Twin Waters on the Sunshine Coast.

The conference kicked off with a bang at the welcoming dinner which saw IAA authorised representatives and sponsors getting into the 'gun fighting' spirit of the Wild West themed night.



L-R Jim McDonald (Qld), Allison Nix (Newcastle), Gordon Sweeney (SA), Dian Nguyen (NSW), Linda Eykman (Vic), Mark Holt (Qld)

## PACIFIC VOLUNTEERS

### CHRIS HITS THE AIRWAVES FOR CAMP QUALITY

Camp Quality is a non profit organisation that is committed to bringing hope and happiness to every child living with cancer, their families and communities through ongoing quality recreational, educational, hospital and financial support programs. Pacific's NSW/ACT State Manager, Chris Bawn has been involved with Camp Quality for the past 18 years.

Last month, Chris travelled to the Southern NSW town of Bega to participate in the 24th Camp Quality Radiothon weekend. This year over 200 items were auctioned on air over the two days, ranging from a bag of oysters to a new bathroom!

At the close of the Radiothon on Sunday evening, the total amount raised had exceeded \$62 000.

A great result for a very worthy cause.



Chris takes his turn behind the microphone

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