



The Pulse

Big and small together gives you the best of both worlds.

The strength of a global partner with the personal service you deserve.



Company News

Message From Stuart White, Managing Director

I can't believe that we're at the end of another year!

On reflection, it has been a great year for Pacific in many ways.

We opened a new office, and have established a great team in New Zealand, and it is very rewarding to see the progress being made.

Our new marketing campaign launched earlier this year, reinforced the benefit of dealing with a 'Big' company that has strength and global capacity, whilst at the same time being 'Small' and able to provide localised service through our branch network.

Exceptional service is something we pride ourselves on, and this was acknowledged via the feedback we received in our 2010 Net Promoter Score (NPS) survey. I am immensely proud of the world class result Pacific achieved, and importantly, the result tells me that our efforts are appreciated. I thank all of you, who took part in the survey.

Throughout the year, we continued to demonstrate our support for the industry by sponsoring and participating in all the major industry events. More than 40 of our staff represented Pacific at various conferences and forums, which took place locally and overseas. Continuing in this vein, we were very proud to become the

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sponsor of The Frank Earl Memorial Scholarship. Our support of this prestigious award was announced at this year's NIBA Convention, and will provide a full scholarship for a broker to complete their Graduate Diploma of Financial Services studies.

In terms of the market, the ever changing regulatory environment is something we continue to grapple with, and 2010 has been no exception. We will keep you informed of any new developments as they arise.

Finally, I would like to farewell Yung Ngo (General Manager Sales) from the Pacific family. Yung has accepted a position in the wider GE world, and will definitely be missed. We do however, welcome aboard Graeme Smith, our new State Manager Queensland!

So as 2010 draws to a close, on behalf of the Pacific Team, I thank you for your support, and wish you and your families, the best for a safe and happy festive season.

Looking forward to working with you again in 2011.



Pacific Newcastle Branch – Client Function

On Friday November 12, Pacific Newcastle Branch held a function to acknowledge and thank local brokers for their loyalty and continued support.

The attendance was great, with everyone enjoying a beautiful, sunny afternoon at The Prince of Wales Hotel, at Merewether.

Thanks to all those who came along and made the event a great success!



Pictured L – R
Marlene Harrison
(Markey Group) Paul
Miall (Acedrift Ins. Bkrs)
Allison Nix (Pacific
Premium Funding
Regional Manager
Newcastle), Denis
Kennedy (Hardman
Risk Management) and
Dave Summers
(Markey Group).

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Industry News

NIBA Convention 2010



Pictured L-R: Natalia Semedo, Lachlan Haig, Grant Burley, Zena Selim, Tracey Torney, Graeme Skinner and Allison Nix

Pictured below: Grant Burley (Pacific Chairman) with Andrew Fleming from MGA Pt Pirie.



The annual NIBA Convention was held October 16 – 19 back at Jupiters Casino on the Gold Coast, with a theme to 'Revitalise, Rethink, and Refocus' on the new decade that looms.

The Convention kicked off with a 'Happy Hour' where 33 stands of exhibitors greeted the NIBA members for the onset of 4 days of serious networking, which was followed by the 80's Revival Welcome Dinner, where many tried to recapture their youth by dressing in the 80's theme!

'The Frank Earl Memorial Scholarship' was announced during the official Convention opening. This \$10,000 scholarship is being sponsored by Pacific Premium Funding and will be awarded in 2011. We are delighted to be associated with this award, that is named in memory and recognition of the late Frank Earl, who was one of the most highly regarded Insurance Brokers in Australia.

Our trade stand, equipped with electronic massage chairs became a popular respite for the fatigued and weary delegates! Congratulations to Andrew Fleming of MGA Point Pirie who won our fantastic prize; a Bose Sound Dock 10 Digital Music System.

QBE's Gala Dinner was the highlight of entertainment with Jon Stevens, Wendy Matthews, Dave Gleeson (Screaming Jets) & Mark Gable (Choirboys) entertaining the 900 delegates well into the final night.

IAAA Farewell 2010



IAAA (Insurance Advisers Association of Australia) held their 2010 Conference in Adelaide from 30 September to 2 October.

Pacific was represented by Ray Zammit, General Manager Sales, Direct Business and National Accounts (pictured left) and proudly sponsored the event.

This, the 12th IAAA Annual Conference marked the final time the group will get together as IAAA, with the members deciding to join forces with AFMA (Australian Fire Managers Association) from 2011.

Elders Explore Eastern Europe



Pictured: Left Front: Grant Dohnt, Middle: Jan Chaplin, Julie Shore, Rosie Pratarelli and Back: Janette Suffield.

Above L-R Wayne & Tresna Pelusey, Joanne De Iacovo, Sandi Regis, Lou De Iacovo and John Low

For the fifth consecutive year, Pacific was proud to be the Gold Sponsor of the Elders Insurance Agents Association (EIAA) Forum which took place October 2 – 5 in Dubrovnik, Croatia.

The Forum was a richly rewarding experience encompassing business sessions, team building activities, and of course the social functions!

The highlight of the conference was the Island Discovery Team Building Event, which Pacific sponsored.

21 teams were given the mission to take a printed map aboard a high powered speed boat, and then direct their skipper around the beautiful islands of the Dubrovnik archipelago, completing various tasks along the way. It was a great way to see some of the fantastic sights of the area.

The final mission was to pull up by boat at the doorstep of a Croatian taverna where all the teams enjoyed a well deserved lunch, and the results of the great race were shared.

IAA On Fire

The Insurance Advisernet Association (IAA) Conference was held November 25 – 27 at Jupiters, Gold Coast, and Pacific was proud to become a Gold Sponsor.

'IAA's On Fire' was the theme of the Conference, and 135 Authorised Representatives participated from across Australia and New Zealand.

Pacific was well represented at the Conference by Stuart White, Ray Zammit, Quenten Watkins, Jim McDonald, Chris Caruso, Zena Selim and Tracey Torney.

IAA Managing Director Ian Carr opened the Conference, and set the stage for the keynote speaker of the event. General Peter Cosgrove kept the delegates entertained with his advice on leadership and discipline. It certainly was an enthralling speech of intensity and drive.

Ben Huxley from Graeme E Huxley Pty Ltd won our exhibitor prize for guessing 1111 jelly beans, being only one off the correct number of 1112! Ben took away all the jelly beans

and a \$750 BBQ voucher. Congratulations Ben!



Pictured above: L-R Ray Zammit, Tracey Torney, Zena Selim, Ben Huxley, Stuart White and Quenten Watkins.

A Mexican inspired welcome fiesta was held by the pool and it was hilarious to see everyone wearing sombreros and moustaches!

Unfortunately, the heavens opened and everyone made a quick retreat to a sheltered venue. This saw hundreds of spirited but wet amigos walking through the casino, and *nearly* resulted in a Mexican standoff between the IAA delegates and Jupiters Casino security staff! However....nothing was going to stop the IAA party!

Below: Pacific team having fun at the IAA Mexican fiesta!



The IAA Gala Awards Dinner was held on the final night, and it was an amazing event with a hilarious impersonation of PM Julia Gillard and the ex PM Kevin Rudd.

Community News

Homeless Connect Perth WA

Pacific and GE Volunteers took part in Homeless Connect Perth 2010 on November 17.

Homeless Connect is a community project that began in San Francisco in 2004, bringing together businesses and community groups in one easy to access location, to provide free services to homeless people for a day. Homeless Connect is now held in 130 cities throughout the world.

The Perth event was held in Northbridge and assisted over 500 homeless guests by providing a hot meal, a free 'shop' for food, toiletries and clothing, free haircuts, dental and medical services just to name a few. Our volunteer team all felt that this was a very rewarding and worthwhile event to be involved in.



Pictured from left:
Pierra Jeuring, Greg Creeper, Renee Douthat, Natalia Semedo, Troy Lowndes and Kim Coverley who represented GE businesses: Pacific Premium Funding (Perth), GE Oil & Gas and GE Healthcare

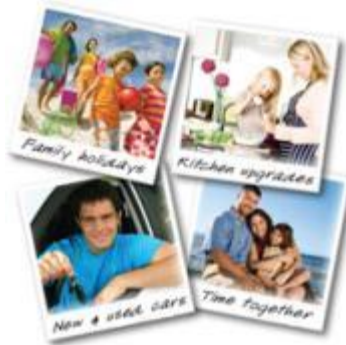
In 2010, Pacific staff contributed more than 400 hours in community service through volunteering programs.

GE Personal Loan Offer

As a supporter of Pacific Premium Funding you will pay **No Establishment Fee** when you apply for a GE Money Personal Loan.

That's a saving of \$250!

So if you need extra funds for a holiday, home renovation, a wedding, some Christmas presents or simply to consolidate some debts - apply today via our website.



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