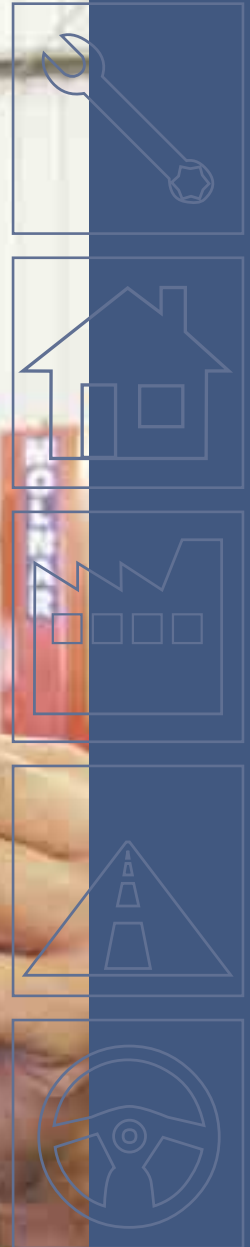


# Your Choice

February 2005



after-hours service page 3 **looking after people** page 4 taking advantage of Mutual membership page 5 **best is still to come** page 7

# letter to the editor



Letters to the editor can be sent to David Lloyd.  
Email: david.lloyd@capricornmutual.com | Mail: PO Box 876, South Perth WA 6951

Dear Sir

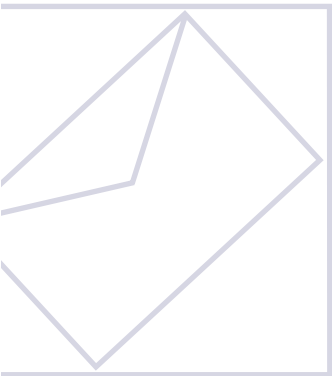
My company was one of the first to join Capricorn Mutual after it was launched. Because we are strong supporters of Capricorn Society we had no qualms about joining the Mutual.

We found the staff at the Mutual to be very helpful and the assistance was there when we had a couple of small theft claims. These were dealt with very quickly, which is exactly what is needed at these times.

We saved a bit of money on our protections and took advantage of the benefit of paying monthly, which also saves on the costs of business.

When our home protections become due this year we know who we will be talking to.

**Merv Dorney**  
IAN DIFFEN THE TYRE FACTORY, MORLEY, WA



tips

## Capricorn Mutual protections

Did you know that members of Capricorn Mutual can apply for the following protections? See the story on page 5 of this issue for further details. If you would like further information from the Mutual, use the handy tear-off form on page 6.

### Business Protections:

- Business Buildings
- Business Contents
- Theft
- Money
- Personal Accident and Illness
- Assault
- Goods in Transit
- Engineering
- Business Interruption
- Public and Product Liability
- Professional Protection
- Legal Expenses
- Tax Audit
- Motor Vehicles
- General Property

### Personal Protections:

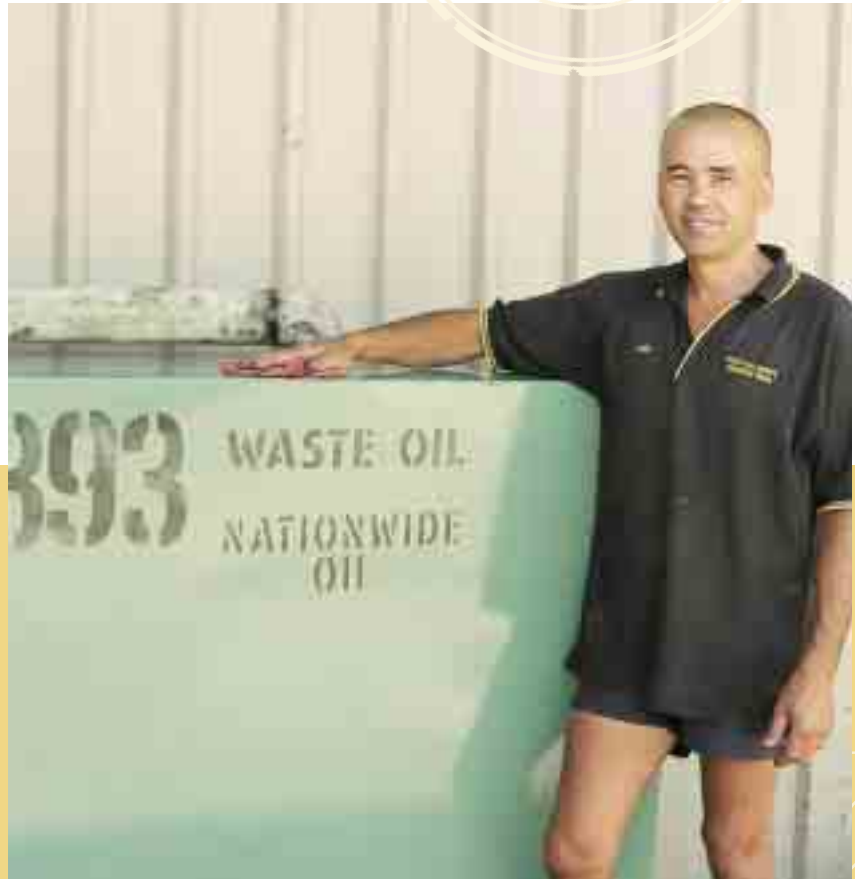
- Home Buildings
- Home Contents
- Motor Vehicles

You should consider the Capricorn Mutual Product Disclosure Statement (PDS) before deciding whether to join Capricorn Mutual or acquire any protections offered by Capricorn Mutual. If you would like a copy of the PDS you should contact the Service Centre on 1800 007 022 in Australia or on 0800 555 303 in New Zealand.

# after-hours service



▶ **Vandals who scaled the fence of Fino Gouveia's Perth service shop left behind the potential for an oily environmental disaster. However, the teamwork of Fino and Capricorn Mutual stopped the menace of escaping dirty oil in its tracks.**



On the Friday night vandals savaged a 1,000 litre plastic waste oil tank in the yard at Fino's Stock Road Automotive Centre. They punctured it multiple times, then, apparently unhappy with the rate of the oil's escape, they removed the drain tap at its base. An estimated 900 litres of oil escaped in minutes.

Bad news usually comes in threes, which is what Fino discovered that Saturday morning.

First, the yard slopes, so half the oil flowed into the central storm water drain.

Second, most of the other half ran under the gate, across the driveway at the back and into a second drain.

Third, it severely contaminated the driveway that thousands of people were expected to use en route to the adjoining Stock Road Markets in a matter of hours.

Because Perth is sited on a major sand plain, the drains could have allowed the oil to leach into the precious water table below, causing an unpleasant environmental problem.

**Fino Gouveia was impressed with the after-hours service that Capricorn Mutual provided him recently.**

None of that happened because:

- Fino arrived at work early that Saturday morning and spotted the damage.
- He quickly alerted Ida Homer, the Mutual's senior claims officer on its after-hours emergency claims telephone number.
- Ida immediately contacted an assessor who was on site quickly, beginning a process that led to the clean up of the site to the satisfaction of all parties.

A steel model has now replaced the plastic oil tank, property of the oil

reclamation company, albeit there was no record that this type of attack had occurred in the past. The tank will now be enclosed within its own weldmesh cage.

"It was impressive that the clean-up processes began after-hours enabling the spill to be contained," said Fino. "Over the next few days the yard and driveway were cleaned up, the storm water drains were flushed out and checks were made to ensure the clean-up was complete.

"It could have become a weekend disaster. Instead, despite the inconvenience of the malicious vandal attack, I was very happy with the way Capricorn Mutual handled everything."

# looking after people

▶ **Capricorn Mutual members Richard and Tony Smith run Balgowlah Automotive in the beachside Sydney suburb of the same name, where the constant stream of customers' vehicles testifies to the effectiveness of their marketing programme.**

Like all good plans it is based on the disconcertingly simple concept that people just want to be looked after.

Ensuring that business actions match the spirit of the words is the tricky part. It entails precise planning and matching productivity with quality control — giving the brothers confidence that the outcome will always pass the challenge of customer scrutiny.

Richard and Tony applied these same principles when they were considering becoming 'customers' of the Mutual. It is a 'quality first' policy that brought them first to Capricorn Society and later to Capricorn Mutual.

Tony, the accountant of the partnership, says he studied the Mutual's Product Disclosure Statement before deciding which of its protections were suited to their business. After discussions with one of Capricorn Mutual's authorised representatives in New South Wales, Liaison Officer Tracy Young, Balgowlah Automotive applied for and was accepted as a Capricorn Mutual member.

"It has been a great exercise," said Tony. "We saved money and we



**Tony Smith's 'quality first' policy is what led him to apply for Capricorn Mutual membership.**

can space our contributions over 12 months through our Capricorn Society account at no extra cost. The contributions also earn us valuable Capricorn Society Reward Points."

Balgowlah Automotive does a great deal of work with prestige vehicles including Volvos, Mercedes and BMWs.

The business has a staff of eight, including Richard, the manager of the workshop. Business has now grown to the extent that they now rent extra workshop space across the road.

There is a lot of work around, ranging from pink slip (roadworthy) inspections to full service and ongoing maintenance.

Most business is repeat business and quality of the work is paramount.

This is backed up by the clean condition of workshop areas, traditionally a reflection of the work practices of the inhabitants.

Training is continuous, reflecting the rate of technological change within the automotive sector. Equipment — especially electronic gear — is current specification and subject to regular upgrades.

As well as an eye to the present, Richard and Tony Smith's training for the future is complemented by their support for the apprenticeship system.

The present incumbent in that role couldn't ask for more. On top of everything else mechanical apprentices learn, he will learn the importance of looking after the customer. A concept familiar to Capricorn Mutual.

# taking advantage of Mutual membership

► **Capricorn Mutual, an alternative to traditional insurance, is now well established. It is growing consistently as more members take advantage of the benefits of membership of the Mutual.**

Membership of Capricorn Mutual is exclusive to members of Capricorn Society.

Capricorn Mutual is not an insurance company. It is a discretionary mutual, a not-for-profit organisation belonging to its members who pool resources to meet risks of a similar nature to achieve stable, long-term protection for themselves.

Its discretionary protections are designed to be of assistance in those areas of business and personal risk most likely to be encountered by Capricorn Society members.

Members apply for the protections that they consider meet their particular circumstances and needs.

Capricorn Mutual business protections include property damage, stock, contents, deterioration of stock, stock in transit, business interruption including increased cost of working, public and products liability, professional protection, legal expense costs, money, personal injury (assault), personal accident and illness, and motor including unspecified stock vehicles and customers' vehicles.

Personal lines protections include home buildings, home contents, accidental damage for home contents and personal motor vehicles.

Members can discuss their protection requirements with their local



**Capricorn Mutual is a not-for-profit organisation that belongs to its members, such as Phil Massey and Judy Cross from Pukekawa Motors in New Zealand.**

Capricorn Mutual Liaison Officer or Capricorn Mutual's Service Centre.

Capricorn Society members should consider the Capricorn Mutual Product Disclosure Statement (PDS), which has been made available to every member, before deciding whether to join Capricorn Mutual or acquire any protections offered by the Mutual. Members who would like another copy of the PDS should contact the Service Centre on 1800 007 022 in Australia, or on 0800 555 303 in New Zealand.

In the event that any member requests protection for risks that Capricorn Mutual are unable to offer, the member's inquiry can be directed to a Capricorn Society supplier who may be able to help.

That happens only with the agreement of the member.

Capricorn Mutual is one of a number of discretionary mutuals operating in Australia, both government and privately owned.

Capricorn Mutual was the first mutual to receive a Financial Services Licence as a provider of miscellaneous mutual risk products under the much publicised financial services reform legislation. The license was issued, and Capricorn Mutual is regulated by the Australian Securities and Investments Commission (ASIC).

Comprehensive licensing conditions include requirements that Capricorn Mutual retains sufficient funds and reserves to meet all existing and potential claims for assistance.

Capricorn Mutual operates, in accordance with its Constitution and Rules, for the benefit of its members. The discretionary nature of its products means that claims for assistance are met at the discretion of the Board, whose directors are elected by the wider membership.

However, experienced claims personnel are authorised to deal with most claims for assistance as they are reported.

# interested in applying for membership of Capricorn Mutual?



If you would like one of Capricorn Mutual's authorised representatives to contact you, please complete your details and fax this form to (08) 9334 0701 (Australia) or 0800 555 403 (New Zealand) or post to PO Box 876, South Perth WA 6951.

Name: \_\_\_\_\_

Capricorn Society Member No: \_\_\_\_\_

Contact No: \_\_\_\_\_

Preferred contact time (if any): \_\_\_\_\_

**AUSTRALIA**  
**1800 007 022**



*The Insurance Alternative*

**NEW ZEALAND**  
**0800 555 303**

You should consider Capricorn Mutual Limited's Product Disclosure Statement (PDS) before deciding whether to join. You can obtain a copy of the PDS by ringing 1800 007 022 (Australia) or 0800 555 303 (New Zealand).

Capricorn Mutual Limited | ACN: 104 601 194 | AFS licensee 230038 | 75 Mill Point Road, South Perth WA 6151 | [info@capricornmutual.com](mailto:info@capricornmutual.com)

This is not an offer to issue a financial product. An offer of membership of Capricorn Mutual Limited and the protections it offers to members is at the discretion of Capricorn Mutual Limited and will only be made on receipt of the required application forms. Capricorn Mutual is currently available to Australian and New Zealand members only.

## best is still to come

▶ **Bene Benic, one of Capricorn Mutual's authorised representatives in South Australia (SA), always believed that Capricorn Society's vision of the creation of Capricorn Mutual as an insurance alternative for Capricorn Society members showed great foresight.**

The phenomenal growth of the Mutual shows Bene was right.

"We have a good system, great personnel and now a strong presence in the market," he said. "And we have a product that has been designed specifically for, and is available exclusively to, the membership of Capricorn Society."

Bene, who was born and bred in South Australia, lives in the Adelaide Hills. He services southern areas of the state,

the western suburbs, the Yorke and Eyre Peninsulars, and the Northern Territory.

The Flinders University economics graduate began his working life with a bank in Melbourne, but soon moved back to South Australia and into the insurance industry.

He worked as a broker for two years, spent some time working in the financial planning and general insurance markets and finally became an area manager, working largely with clients throughout SA.

It was during this time that he worked with Capricorn Society on joint projects and came to respect the Society for its understanding of the automotive trade.

It was that association that eventually led him to the protections and new challenges of Capricorn Mutual.



**"Capricorn Mutual is designed specifically for Capricorn Society members," says Bene Benic, one of the Mutual's authorised representatives in South Australia.**

"The foundations are established", he says, "The best is yet to come."

Members can call Bene on 0418 190 497.



**WA:**  
Carol Richards  
Manager,  
Liaison Officers  
0408 901 407



**WA:**  
Narelle Tottman  
0400 987 227



**WA:**  
Gary Weston  
0439 528 600



**NSW:**  
Tracy Young  
0407 477 434



**NSW:**  
Maryanne Middlemiss  
0408 992 188



**QLD:**  
Robert Pilgrim  
0408 926 718



**QLD:**  
Grant Heard  
0439 518 376



**ACT:**  
Christine Diederich  
0407 752 613



**SA and NT:**  
Bene Benic  
0418 190 497



**SA:**  
Kym Matthew  
0408 992 339



**VIC and TAS:**  
Tom O'Sullivan  
0409 884 687



**VIC:**  
Richard Hart  
0408 992 885



**NZ:**  
Bob Edwards  
021 800 449



**NZ:**  
Lance Henwood  
021 800 119

Your Choice is published by Capricorn Mutual Limited.

### CAPRICORN MUTUAL LIMITED

ABN: 24 104 601 194

ACN: 104 601 194

AFS Licensee: 230038

75 Mill Point Road, South Perth WA 6151

Email: info@capricornmutual.com

Australia: 1800 007 022

New Zealand: 0800 555 303

This magazine is not an offer to issue a financial product. An offer of membership of Capricorn Mutual Limited and the protections it offers to members is at the discretion of Capricorn Mutual Limited and will only be made on receipt of the required application forms.

You should consider Capricorn Mutual Limited's Product Disclosure Statement (PDS) before deciding whether to join. You can obtain a copy of the PDS by ringing 1800 007 022 (Australia) or 0800 555 303 (New Zealand).

Design and production by Image 7 Group (#4878), +61 8 9221 9777.

Craig Millburn,  
Allhours Mechanical Repairs, QLD.

# Capricorn Mutual works for me

... and me

... and me

... and me

... and me

... and me



Bob Day (QLD)



Frank Princiotta and  
Nathan Rodda (VIC)



Patrick Dick (WA)



Geoff, Kim and Stewart  
Barrett (ACT)



Lee and Nicky Burridge (NZ)

AUSTRALIA  
**1800 007 022**



NEW ZEALAND  
**0800 555 303**

You should consider Capricorn Mutual Limited's Product Disclosure Statement (PDS) before deciding whether to join. You can obtain a copy of the PDS by ringing 1800 007 022 (Australia) or 0800 555 303 (New Zealand).

Capricorn Mutual Limited | ACN: 104 601 194 | AFS licensee 230038 | 75 Mill Point Road, South Perth WA 6151 | info@capricornmutual.com

This advertisement is not an offer to issue a financial product. An offer of membership of Capricorn Mutual Limited and the protections it offers to members is at the discretion of Capricorn Mutual Limited and will only be made on receipt of the required application forms. Capricorn Mutual is currently available to Australian and New Zealand members only.