

YOUR CHOICE

MAGAZINE

08

APRIL 2008

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CAPRICORN
MUTUAL



PROTECTION SPOTLIGHT

MOTOR VEHICLE PROTECTION AND AGE RESTRICTIONS

When you apply for Motor Vehicle protection with Capricorn Mutual you will be asked a number of questions that are designed to determine the type of protection you want, and the contribution that you will be charged for this protection.

The standard Capricorn Mutual Motor Vehicle Protection will protect all drivers of your vehicle, regardless of age, provided they hold a current motor driver's license to drive the appropriate category of vehicle.

When applying for a quotation however, you will be given the option to restrict the age of drivers protected, in return for a cheaper contribution.

This option should be considered carefully.

If you have apprentices, employees or family members who drive your vehicle and are under these age restrictions, you should consider not choosing an option that excludes the vehicle from protection when being driven by them.

You can check any age restrictions that may apply to your vehicle protection by looking at your most recent Schedule of Protection.

It should be noted that even when there is no age restriction placed on the driver of a protected vehicle, there are additional excesses payable on claims when the driver of a vehicle is under 25 years of age. These age excesses cannot be removed and your current Schedule of Protection will outline these excesses if they apply to you. They may influence your decision as to who you allow to drive your vehicle.

Capricorn Mutual also imposes a 21 year old age restriction on some types of vehicle, which cannot be removed. This ruling applies to V8 vehicles, Tow Trucks, Transporters and certain vehicles of high value.

If you are unsure of the adequacy of your current protection or how to find this information on your Schedule of Protection, please contact your Liaison Officer or the Capricorn Mutual Sales and Service Centre.

COVER



Do you get caught up in daily work and forget about the bigger picture of your business? See page four for a business check-up.

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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. Capricorn Mutual is currently available to Australian and New Zealand members only.

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).



Category: Auto Electrician
Claim Type: Home Building and Contents
Date of Loss: 25/01/08
Location: Broome, WA
Report Method: Telephone call to Claims Department
Claims Officer: Gayle Proudfoot

Details:
The member suffered damage to various electrical items at his home as a result of a direct lightning strike. The claim form, repair reports and replacement invoices for some of the items were received on 07/02/08 and an interim payment was made to the member on 11/02/08. Further reports and invoices for electrical repairs were submitted to Capricorn Mutual on 07/03/08 and final payment was made to the member on 13/03/08. The total cost of the claim was \$3,696.11.

Category: Mechanical Workshop
Claim Type: Private Motor Vehicle
Date of Loss: 08/01/08
Location: Taylors Lakes, Victoria
Report Method: Telephone call to Claims Department
Claims Officer: Janelle Christmas

Details:
The member's parked vehicle was damaged by another driver reversing out of a driveway. A fully completed claim form and repair quote were received on 11/01/08 and repairs to the vehicle were authorised on 14/01/08. As all the details of the third party driver were provided to Capricorn Mutual, no excess was charged to the member. The repair invoice of \$1,357.29 has been paid and Capricorn Mutual is recovering this cost from the third party insurance company.

Category: Mechanical Workshop
Claim Type: Business Motor Vehicle
Date of Loss: 03/12/07
Location: Paeroa, New Zealand
Report Method: Telephone call to Claims Department
Claims Officer: Gayle Proudfoot

Details:
The member's vehicle suffered damage when it was hit by a truck failing to give way. A fully completed claim form and repair quote were received on 23/01/08 and an assessor was appointed on 24/01/08. Repairs were authorised once the assessment was complete. As all the details of the third party driver were provided to Capricorn Mutual, no excess was charged to the member. The member called the Claims Department to advise how pleased they were about the prompt handling of the claim. The repair invoice of \$1,918.61 has been paid and Capricorn Mutual is recovering this cost from the third party insurance company.

Business Check-up

It's easy to get caught up in the urgent, day-to-day tasks of running a business and forget about the bigger picture of maintenance and improvements. But just like people, businesses benefit from regular check-ups to run smoothly and nip any potential problems in the bud. Here are some strategies to help keep your business (and employees) happy and healthy:

- **Seek feedback**

It's impossible to be everywhere, all of the time, so creating opportunities for clients and staff to provide feedback is a great way of maintaining good processes, or generating ideas for improvements. Staff meetings should be held regularly, and allow staff the opportunity to raise any potential safety, security or health issues they have noticed. Likewise, they provide managers with a forum to discuss any potential problems with processes and procedures. Customer feedback (whether formal or informal) is invaluable,

not only in maintaining client satisfaction, but in identifying any gaps in the company's service or quality.

- **Check safety equipment**

Ensure your safety equipment such as fire extinguishers, fire alarms and smoke detectors are working and checked regularly. Ensure you have appointed fire wardens who have been trained on your fire safety and evacuation procedures, a clear fire safety plan is in place and that fire drills are conducted regularly.

- **Tidy up**

Maintaining clean and tidy work space (whether in an office or workshop) helps improve health and safety by removing trip hazards and other potential causes of accidents. By keeping outdoor spaces clean and tidy, you may also reduce the risk of arson or accidental fires.

- **Equipment maintenance**

Keep a schedule noting required dates for regular machinery and equipment maintenance. Ensure this is done to current safety standards (see next page for more information) and keep records of any maintenance work undertaken. Ensure qualified staff undertake all work (e.g. electrician for wiring, licensed gas fitter for LPG gas work).

- **Regular reviews**

Review security and safety procedures regularly. Have there been any changes to the business that impact on their effectiveness?

- **Continuity and training**

Ensure new staff members receive comprehensive training on Occupational Health and Safety procedures and security procedures.



MAINTAIN STANDARDS

Capricorn Mutual provides Public Liability and Products Liability protections to its members. However, members need to make sure they adhere to the relevant Australian or New Zealand Standards legislation or they could face problems when making a claim.

What does it mean?

While every Capricorn Mutual member receives the Product Disclosure Statement, schedules of protection differ slightly between Australia and New Zealand. Any claims caused directly, or indirectly, by or in connection to the below must demonstrate compliance with the current industry standards.

Safety in welding

Only hotworks conducted on the business premises are protected. Any claims related to:

- cutting
- heating
- welding
- grinding

must prove compliance with current standards (Standard AS1674.1 in Australia and 4781 in New Zealand).

LPG Gas

Any claims related to LPG gas:

- delivery
- transport
- storage

must prove compliance with all relevant statutory and regulatory standards. All LPG gas installations must be conducted by a licensed gas fitter.

What do I need to do?

If you are unsure of the current industry standards required, these can be purchased from the following relevant bodies. Australian Standards can be purchased through SAI Global Limited (www.saiglobal.com/shop) and New Zealand standards through the Standards New Zealand website (www.standards.co.nz). Standards New Zealand also offers an email notification service to alert you to any changes in your industry's standards.

More information

Standards Australia: www.standards.org.au
Ph: 02 9237 6000

Standards New Zealand: www.standards.co.nz
Freecall 0800 782 632

YOUR REPRESENTATIVES

SALES AND SERVICE CENTRE PROFILE

We talk to the Sales and Service Centre supervisor, Jenny Oddie, to find out more about her team and how they can help members.

Has the role of the Sales and Service Centre changed since it was established in 2003?

The Sales and Service Centre was originally intended as a call centre for Capricorn Society members to phone up for quotes, both domestic and business. It wasn't long before we realised Capricorn Society members preferred a visit from a Liaison Officer to discuss their business protection requirements, so the Sales and Service Centre now specialise in domestic protections and support to our Liaison Officers when they are out visiting members. The Sales and Service Centre can also help members if they have queries about their protections.

What are some of the main tasks undertaken by the team in the Sales and Service Centre?

The main tasks are:

- providing domestic quotes for members
- sending out Schedules of Protection and all required paperwork to members
- answering member queries about the protections that are offered by Capricorn Mutual

- answering member queries about the protections they have taken out
- answering member queries about the Capricorn Mutual charges on their Capricorn Society Statement
- checking any referred quotes for compliance with underwriting guidelines and correct pricing
- processing endorsements and cancellations that are either phoned, emailed or faxed to the Sales and Service team
- records management and filing

When should Capricorn Mutual members contact the Sales and Service Centre?

A member should call if they:

- are uncertain about details on their protections
- have a query about a charge on their Capricorn Society Statement that relates to Capricorn Mutual
- are selling or closing their business
- want to add an item to their protection
- want to delete an item from their protection
- want to be put in contact with their local Liaison Officer

All staff are available on 1800 007 022 (Australia) or 0800 555 303 (New Zealand).



(Left to right)

Front: Elizabeth Rogers, Jenny Oddie, Raymond Musiwa, Hayley Best

Back: Kate Ranger, Renee Saunders, Sam Freeth

(Not in picture: Patricia Bullen)

Injection Perfection

Location: Bankstown Airport, Sydney, NSW

Number of Employees: 4

Type of Business: Mechanical repairs, LPG installation, performance modifications and manufacturer aftermarket throttle bodies

Phone number: 02 9791 3122

Fax number: 02 9791 3230

How long have you been a member of Capricorn Mutual? What made you decide to join the Mutual?

We joined last month after being referred by a friend in the industry. He told me that he had saved a lot of money purchasing protection through Capricorn Mutual so I decided to contact them. The difference in price was staggering so we joined straight away.

What has your experience of the Mutual been, in comparison to traditional insurance services?

The most notable difference is the fact that we are dealing with someone face to face as opposed to over the phone. I have a lot more confidence that things will get done when I know exactly who I'm dealing with and we aren't considered to be 'just a number'.

Tell us a bit about your business – how would you describe it?

We are a small family business based in Sydney which began 23 years ago as a general mechanical repair shop. Since the mid 1990's we have been custom dyno tuning vehicles and are well known for our ECU reprogramming services. We also have vast experience in supercharger fitment and engine building.



How would you rate Capricorn Mutual's response and service to you as a Member? And your Liaison Officer?

Having a Liaison Officer really helps speed things up and saves me making a heap of calls to each different department. Response time is immediate, couldn't be better.

Have you needed to make a claim with Capricorn Mutual? If so, what was the experience like?

No, thankfully we have not made a claim in our first month as a member.

You can count on ...

Capricorn Mutual Your Insurance Alternative

www.capricornmutual.com

1800 007 022 (Australia) 0800 555 303 (New Zealand)

fax 08 9334 0701 (Australia) free fax 0800 555 403 (New Zealand)

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