

YOUR CHOICE

MAGAZINE

OCTOBER 2008

MILESTONE REACHED:
\$25 MILLION PAID OUT IN CLAIMS

CAPRICORN
MUTUAL





Josclyn Piercey

MEET CAROL'S RIGHT HAND WOMAN

Josclyn Piercey has been welcomed to Capricorn Mutual as the right hand to our Operations Manager, Carol Richards.

In the past couple of months, Josclyn has proven the newly developed role of Executive Assistant is of great benefit to the Mutual and its members. With the great assistance Josclyn offers, Carol now has more time to focus on the general operations of the Mutual and the quality of service offered to our Members.

What motivated you to apply for this role at Capricorn Mutual?

My aim was to look for a Personal Assistant role when I came back to Perth earlier this year. I was eager to work for Capricorn Mutual as it is a relatively young company and has great growth potential. This industry was one I had not worked in previously which made me quite curious.

What have you been involved in prior to your commencement with Capricorn Mutual?

I moved back to Perth in May this year after two and a half years of living and travelling in New South Wales and Queensland. During my travels, I did various contract and temporary work in administration and account roles, mostly in the mining and government sectors. A highlight of the two and a half years was working on a mine site in the Bowen Basin; it gave me a great opportunity to see more of Queensland.

Can you explain what your job entails?

During my time here so far, I have had exposure to a lot of different supporting duties in different areas. My role entails providing any kind of administrative support that Carol requires; from minute taking in management meetings, to liaising with staff at Capricorn Society and Capricorn Mutual Liaison Officers about upcoming Dinner & Displays. The variety keeps my job very interesting and it has been great to gain knowledge in so many areas of the company.

What keeps you busy outside of work?

Over the last few months, I've enjoyed catching up with friends and family I haven't seen since moving away. I've also just started up basketball again.

COVER



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Your Choice is published by
Capricorn Mutual Limited.

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Design and production by Image 7
Group (#7722), +61 8 9221 9777.

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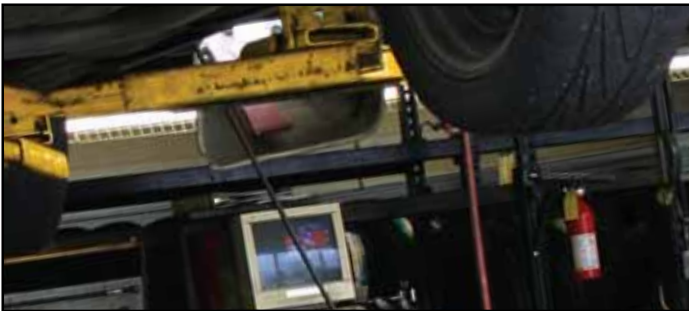
CLAIMSCHATTER



Category: Automotive Mechanic
Claim Type: Personal Accident & Illness
Date of Loss: 26/07/08
Location: Victoria
Report Method: Telephone call to Claims Department
Claims Officer: Janelle Christmass

The Member suffered a coronary occlusion on 26/07/08. This required coronary bypass grafting surgery and the Member was reported to be totally incapacitated until 26/09/08. A fully completed claim form, with all the necessary information from the Member's doctor, was received

on 05/09/08 and an interim payment for the period 26/07/08 until 03/09/08 was processed on 09/09/08. Capricorn Mutual now awaits the completion of supplementary claim reports and will continue to assist this Member while he is fully disabled.



Category: Smash Repairer
Claim Type: Public Liability – Damage Arising from Faulty Workmanship
Date of Loss: 17/07/08
Location: Bendigo, Victoria
Report Method: Telephone call to Claims Department
Claims Officer: Gayle Proudfoot

Claim was reported on 17/07/08. The Member was doing panel work on a customer's vehicle. This work required the removal and refitting of the transmission oil cooler. Evidently, the oil cooler pipe was damaged when this unit was refitted to the vehicle. This resulted in the transmission on the vehicle overheating and this had to be replaced. A completed claim form, estimate to repair the damage as well as a copy of the original job invoice was received on 29/07/07. An assessor was appointed on

04/08/08 and the Letter of Demand was received from the claimant on 11/08/08. The assessor contacted the Member and the repairer, obtaining photos of the vehicle and his report was received on 19/08/08. Settlement was made to the Member on 21/08/08 and was calculated as follows: consequential repairs \$6,775.81 less GST \$615.98, less parts relating to the original job \$649.02, less the contribution excess \$500. The total paid to the Member was \$5,010.81.



Category: Motor Vehicle Dealers
Claim Type: Stock Motor Vehicles
Date of Loss: 13/08/08
Location: Victoria Park - WA
Report Method: Telephone call to Claims Department
Claims Officer: Joedy Hardie

Two of the Member's display vehicles were broken into. Damage was sustained to the windows, the sound systems were removed and there was also damage to the dashboard areas of the vehicles. The claim was reported on 14/08/08 and a completed claim form, copies of the stock cards as well as estimates to repair the damage were received on 15/08/08. The Member chose to pay the \$400 excess via his Capricorn

Society account and the authority was processed on 15/08/08. Repairs to the dashboards and replacement of the stereos were authorised on 19/08/08. O'Brien Windscreens replaced the windows and their invoice was paid on 20/08/08. The balance of the repairs was paid on 27/08/08. The total cost of the claim was \$1,751.01.



FEATURE

Milestone: \$25 million in claims

Capricorn Mutual Limited reached a major milestone in August this year and we can proudly add another achievement to the list. We have now paid out \$25 million dollars in claims to assist our members through tough times.

We get a wide variety of claims and have paid everything from a broken window to a total loss fire claim, including all of the building property and lost profits. With cars, we have paid for things from broken windcreens to total write-offs.

Capricorn is known for offering personalised service and our Liaison Officers are generally the first to be on the scene when something goes wrong. Another example of personalised service is the way in which the Claims Department is set up. When a claim is made, the same Claims Officer looks after that claim from start to finish, and if a business has to make subsequent claims, the same Claims Officer will handle each one.

We have gone from strength to strength over the last five years, from writing \$1.25 million worth of contributions in 2003/04 when we opened, to \$19 million in the last financial year (2007/08) alone and paying \$800k worth of claims in the first year to \$9 million in the last financial year.





Claims paid out!

MEMBER FEEDBACK

To give you an insight into the claims we have received, we have contacted a few of our members and asked them to share their experiences.

Unlucky Run

Business Name: Graeme Massey Cars
New Zealand
Member Name: Brett

Brett's business has been rather unlucky in the past 12 months; he had two vehicles stolen, one car was written off and people had broken in to his car yard and damaged a number of cars.

Regardless all these unlucky events, he remains very positive. "The service from Capricorn Mutual Limited has been better than expected in every case, fantastic," he said. He was very pleased that he had taken the correct protection, as he has received reimbursements for each event. "Any doubts I had previously about dealing with a company that's located overseas, are now gone."

Non-member vs. Member

Business Name: Bramleys
Australia
Member Name: Gary

Gary has had quite a lot of experience dealing with 'regular' insurance companies and is relieved to be a member of Capricorn Mutual Limited now. He was advised by the insurance company to install security cameras to apply for insurance, however, when his cameras were stolen these appeared not to be covered by the policies he had purchased. Not long after this experience, Gary decided to move away from his 'regular' insurance and become a member of Capricorn Mutual Limited. "The service delivered by Capricorn Mutual Limited is nothing short of excellence – no matter who you deal with."

Part of the Mutual

Business Name: Carpro Penrose
Australia
Member Name: Lee

"I have been a member of the Society for nearly ten years and joined the Mutual as soon as products became available. The benefits to my company and family with lower fees have been invaluable on the 20 or so claims we have had to make. In the past, getting protection for loan cars has been difficult. After 32 years working with insurance companies it's nice to now own a Mutual."

YOUR REPRESENTATIVES

LIAISON OFFICERS



**Sales
Manager**
Chris Carter
0418 906 676



WA & TAS
Gary Weston
0439 528 600



WA
Sue Walker
0417 992 025



NSW
Tracy Young
0407 477 434



NSW & ACT
Maryanne
Middlemiss
0408 992 188



NSW
Greg Cook
0407 991 812



VIC
Richard Hart
0408 992 885



VIC
Tom O'Sullivan
0409 884 687



VIC
Neville Gordon
0439 923 200



QLD
Grant Heard
0439 518 376



QLD
Robert Pilgrim
0408 926 718



SA & NT
Andrew
Fitzpatrick
0418 190 497



SA
Grant Jasper
0419 927 995



NZ
Bob Edwards
021 800 449



NZ
Mike Sale
021 833 070

PROFILE



Sam Freeth

Position: Member Service Officer

Phone Number: 1800 007 022

Lives: Perth

What is your professional background?

I started out in insurance at The Insurance Commission of Western Australia in the MVPI division claims for persons injured in motor vehicle accidents. I worked there for approximately nine months but I felt more suited to sales and now the underwriting function. I have been here for three years now and I really enjoy the role.

What are your key responsibilities at Capricorn Mutual Limited?

The role generally includes applying pricing; some risks put through by sales staff require more attention than others but I basically manage the first point of the Underwriting process. I try to approach the work in a prompt and efficient manner, thereby giving the company the best chance to secure the business.

What do you see are the main differences between Capricorn Mutual Limited and insurance companies and other mutuals?

We have very competitive rates and look to accommodate each and every member that is interested in obtaining a quote. We have a greater level of expertise in the motor trade industry and our affiliation with the Capricorn Society helps contribute to this. We were formed to provide a better alternative to insurance for members.

What are your professional aims?

I look to grow in my role at Capricorn Mutual; I am very pleased with the company, and I hope to continue for some time to come, whatever opportunities arise...

What are you passionate about, sport, hobbies, travelling etc?

I have a couple of hobbies; I enjoy music and I am proficient on a few musical instruments. I am also a fan of sport, particularly basketball.

RENEWALS OFFICERS



WA & ACT
Alana Jasper



QLD & SA
Richard
Nankivell



VIC
Carrie Price



NSW & NZ
Joe Peterson

MEMBERPROFILE

Frank Newman Smash Repairs

Location: 29 Kembla Way, Willeton

Number of employees: 15

Type of business: Smash repair business

Phone number: 08 9457 0382

Fax number: 08 9354 1746



How long have you been a Member of Capricorn Mutual?

We have been a Member ever since the Capricorn Mutual started, so five years ago now.

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

We bought the business from Frank Newman who had been running the business for 30 years. We have managed the workshop for 25 years now, so the name has been around for 55 years now! We have grown a lot which we are very happy about.

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

Being a Member of Capricorn Mutual is by far cheaper and has been a much better experience than traditional insurance companies. Also, having one-to-one contact with a Liaison Officer makes it much more personal. Over the years, we have also developed a great relationship with Carol Richards, we have followed her around.

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

Overall, I would rate the service and responsiveness of the Mutual excellent. We have had a couple of claims but they were all handled really well. Communication with everyone at the Mutual is clear and easy.

CARING FOR THE CUSTOMER

Your customer's property is the reason why you are in business. Many professional automotive people treat the customer's property as though it were their own. Here are some tips that may be useful in your business:

- Make sure the customer's vehicle is parked so as to minimise any potential parking damage.
- Point out any pre-existing body damage to the customer before the vehicle is left with you and record the details.
- Ask the customer to remove any property or valuables from their car before they leave.
- Be certain service records on all lifting equipment are current and all operators know that any problem has to be reported immediately.
- Secure the wheels of vehicles on hoists and ensure safety restraints are in place.
- Use fender protectors when you are working under the bonnet.
- If working inside the vehicle protect seats, carpets and controls from dirt.
- Treat the customer's cars with respect when road testing.
- If a vehicle is to be kept overnight, ensure it is locked up and stored securely.
- If you have driven the customer's vehicle, ensure the customer adjusts the driver's seat and mirrors before driving away.



You can count on ...

Capricorn Mutual Your Insurance Alternative

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