

YOUR CHOICE

MAGAZINE

FEBRUARY 2008

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08

MANAGEMENT CHANGE FOR CAPRICORN MUTUAL

Capricorn Mutual members should have all received a letter explaining that the management of Capricorn Mutual Limited will move in-house to Capricorn Society.

Since its establishment in 2003, Capricorn Mutual Limited has been managed by Charles Taylor Consulting (CTC), a UK based specialist manager of mutual insurers. The management contract with CTC expires in June 2008 and in accordance with existing plans, the Board of Capricorn Mutual Limited has agreed that management will be brought in-house with a Capricorn Society Limited subsidiary formed especially to manage the Mutual.

Additionally, Capricorn Mutual Limited will continue to have access to UK based mutual management expertise, through an agreement concluded with Paul Koronka, a former CTC employee who was instrumental in the establishment of the Mutual and who has formed a management company in

conjunction with a UK based commercial insurance company.

Capricorn Mutual Limited members will be unaffected by the change — you will still deal with the same liaison officers, renewal service team and claims staff, and you will still be able to pay your contributions in the same manner via your Capricorn Society account.

It was always intended that as Capricorn Mutual attained maturity, it would seek to rely less on external consultants and thus the servicing would be taken in-house through arrangements with Capricorn Society. With a shared membership and resources there are benefits that can be achieved that enable greater efficiency whilst at the same time ensuring consistency of the high service standards that members expect.

Should you have any questions concerning the management change, please contact Carol Richards at Capricorn Mutual on 1800 007 022 (Australia) or 0800 555 303 (New Zealand).

COVER



Have you got adequate protection for your new Christmas presents. See pages four and five to find out more.

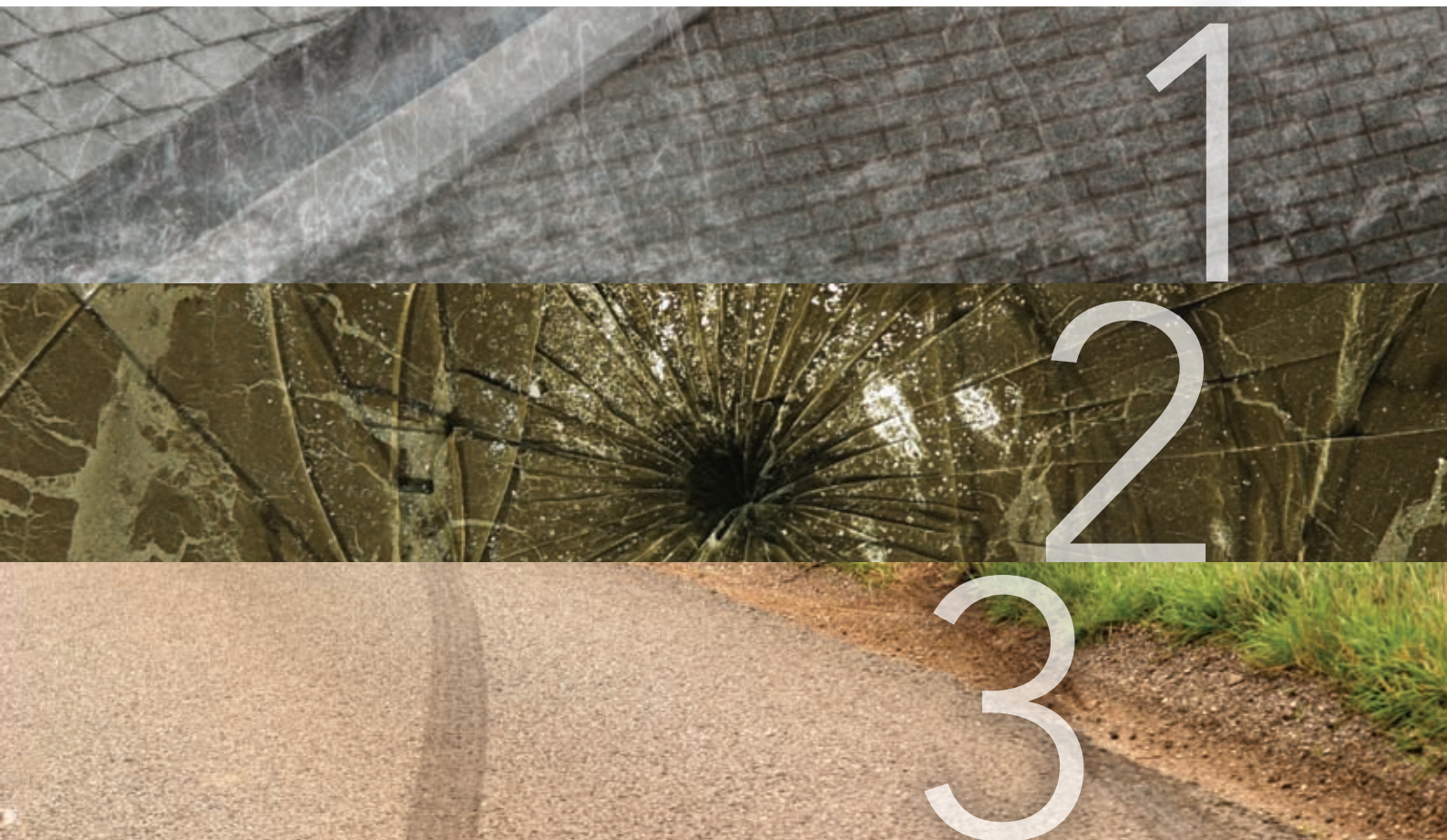
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This magazine is not an offer to issue a financial product. An offer of membership of Capricorn Mutual Limited and the protections it offers to members is at the discretion of Capricorn Mutual Limited and will only be made on receipt of the required 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: Automotive Mechanic
Claim Type: Business Contents – Stock
Date of Loss: 03/12/07
Location: Ferntree Gully – VIC
Report Method: Telephone call
Claims Officer: Janelle Christmass

Details:
The region suffered a torrential downpour and as a result, the member's guttering overflowed and water entered the building down the wall. Stock stored on shelving suffered water damage and rusted. A completed claim form was received on 6 December 2007, the loss was assessed and a settlement cheque sent to the member for the amount of \$14,945.05 on 18 December 2007.

Category: Automotive Mechanic
Claim Type: Customer's Vehicles
Date of Loss: 9/10/07
Location: Lismore – NSW
Report Method: Telephone call to Claims Department
Claims Officer: Ida Homer

Details:
Fourteen customers' vehicles were damaged as a result of a hail storm. A claim form was emailed to the member and an assessor was appointed on 9 October 2007. Authorisation was given for all windscreens to be replaced to allow customers the use of their vehicles. A completed claim form was received on 26 October 2007, individual offer of settlements were sent and payments made upon return. The total claim amount was \$24,773.46.

Category: Motor Vehicle Hire
Claim Type: Hire Vehicle
Date of Loss: 15/1/08
Location: Bassendean - WA
Report Method: Telephone call to Claims Department
Claims Officer: Janelle Christmass

Details:
The damaged vehicle was on hire when involved in an accident approximately 450 kilometres south-east of Perth. The driver braked and swerved to avoid a kangaroo causing the vehicle to roll over. A completed claim form was received on 21 January 2008, the vehicle was transported back to Perth and assessment arranged for 24 January 2008. The assessment report was received confirming the vehicle to be a total loss and a release form was sent to the member on 7 February 2008 with the settlement cheque being posted on 12 February 2008 for \$24,733.46.

Taking stock for the New Year

You might have received some great presents over Christmas, or perhaps you put some time off over summer to good use making new additions or improvements to your home. But many people forget about the impact these changes can have to the level of protection you need for your home and contents.

This Home Contents Calculator is a simple check-up designed to help you evaluate whether your level of protection is still appropriate. It's an easy to use process that helps ensure you'll be protected in the event of a claim.

- Walk through every room in your home and assign values to each item based on what it would cost to replace that item now.
- Write anything additional and include the value.
- Calculate the subtotal for each room and then the grand total for your home.
- Compare this figure to your current level of protection.

FITTINGS

& GENERAL CONTENTS

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|-------------------------|---------------|------------------|
| Paintings/Wall Hangings | \$ | 500 - 3000 |
| Fitted Carpets | \$ | 2000 - 9000 |
| Rugs | \$ | 200 - 1000 |
| Curtains & Blinds | \$ | 1500 - 8000 |
| Cushions | \$ | 200 - 400 |
| Ornaments | \$ | 500 - 1000 |
| Antiques | \$ | |
| Clocks | \$ | 100 - 500 |
| Subtotal | \$ | |

LOUNGE

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|-----------------------------------|---------------|------------------|
| Lounge Suite | \$ | 1500 - 5000 |
| Television | \$ | 600 - 10,000 |
| DVD/VCR | \$ | 400 - 900 |
| Stereo | \$ | 300 - 3000 |
| CDs (____ @ \$ ____ ea) | \$ | |
| DVDs (____ @ \$ ____ ea) | \$ | |
| Lamps | \$ | 200 - 500 |
| Coffee Table/Occasional Furniture | \$ | 200 - 1000 |
| Paintings/Works of Art/Ornaments | \$ | 500 - 2000 |
| Wall Unit | \$ | 500 - 3000 |
| Subtotal | \$ | |

DINING ROOM

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|------------------|---------------|------------------|
| Dining Suite | \$ | 1000 - 5000 |
| Buffet/Wall Unit | \$ | 500 - 3000 |
| Subtotal | \$ | |

KITCHEN

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|-------------------------|---------------|------------------|
| Refrigerator & Contents | \$ | 1000 - 3000 |
| Dishwasher | \$ | 900 - 1500 |
| Freezer & Contents | \$ | 500 - 1500 |
| Microwave Oven | \$ | 200 - 700 |
| Small Appliances | \$ | 500 - 1750 |
| Pots & Pans | \$ | 300 - 600 |
| Crockery | \$ | 200 - 800 |
| Cutlery & Utensils | \$ | 200 - 500 |
| Glassware | \$ | 200 - 700 |
| Food | \$ | 300 - 800 |
| Bench Stools | \$ | 200 - 500 |
| Cookbooks | \$ | 200 - 500 |
| Kitchen Table & Chairs | \$ | 250 - 1000 |
| Plasticware | \$ | 200 - 700 |
| Subtotal | \$ | |

FAMILY ROOM

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|-----------------------------------|---------------|------------------|
| Lounge Suite | \$ | 1500 - 5000 |
| Television | \$ | 600 - 10,000 |
| DVD/VCR Player | \$ | 400 - 900 |
| Stereo | \$ | 300 - 3000 |
| CDs (____ @ \$ ____ ea) | \$ | |
| DVDs (____ @ \$ ____ ea) | \$ | |
| Lamps | \$ | 200 - 500 |
| Coffee Table/Occasional Furniture | \$ | 200 - 1000 |
| Wall Unit & Contents | \$ | 500 - 3000 |
| Toys, Games, Books & Hobby Items | \$ | 1000 - 3000 |
| Subtotal | \$ | |

MASTER BEDROOM

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|---|---------------|------------------|
| Bed | \$ | 500 - 2000 |
| Mattress | \$ | 400 - 1500 |
| Manchester (quilts, blankets, sheets, pillows, underlays) | \$ | 500 - 1000 |
| Dressing & Bedside Tables | \$ | 500 - 2000 |
| Furniture | \$ | 200 - 600 |
| Wardrobe | \$ | 400 - 900 |
| Television | \$ | 400 - 1000 |
| Other | \$ | |
| Subtotal | \$ | |

BEDROOMS

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|---|---------------|------------------|
| Beds | \$ | 200 - 500 |
| Mattresses | \$ | 200 - 400 |
| Manchester (quilts, blankets, sheets, pillows, underlays) | \$ | 200 - 400 |
| Furniture | \$ | 200 - 400 |
| Personal Stereo | \$ | 100 - 500 |
| Television/s | \$ | 400 - 1000 |
| Other | \$ | |
| Subtotal | \$ | |

STUDY

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|-----------------------|---------------|------------------|
| Desk | \$ | 200 - 500 |
| Chairs | \$ | 100 - 500 |
| Filing Cabinet | \$ | 100 - 500 |
| Computer/s & Software | \$ | 2000 - 6000 |
| Bookcases | \$ | 300 - 600 |
| Sewing Equipment | \$ | 500 - 700 |
| Subtotal | \$ | |

PERSONAL ITEMS

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|----------------------------------|---------------|------------------|
| Jewellery | \$ | |
| Watches | \$ | |
| Shoes & Clothing | \$ | 4000 - 10,000 |
| Luggage, Handbags & Wallets | \$ | 300 - 1500 |
| Make - up, Perfumes & Colognes | \$ | 300 - 1000 |
| Medical Cabinet & Contents | \$ | 200 - 500 |
| Hairdryers, Shavers & Toiletries | \$ | 150 - 750 |
| Money | \$ | |
| Hearing Aids | \$ | |
| Spectacles & Sunglasses | \$ | 200 - 1000 |
| Mobile Phones | \$ | 200 - 1000 |
| Organisers | \$ | 500 - 1000 |
| Subtotal | \$ | |

COLLECTABLES

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|---|---------------|------------------|
| Stamp Collections | \$ | |
| Coin Collections | \$ | |
| Trophies/Medals | \$ | |
| Antiques | \$ | |
| Curios | \$ | |
| Unset Gemstones, Precious Stones | \$ | |
| Gold or Silver Ingots, Bullion &/or Nuggets | \$ | |
| Subtotal | \$ | |

HOUSEHOLD GOODS & OUTDOOR ITEMS

| | YOUR ESTIMATE | TYPICAL ESTIMATE |
|--|---------------|------------------|
| Vacuum Cleaner | \$ | 250 - 1000 |
| Washing Machine | \$ | 700 - 1200 |
| Cleaning Utensils | \$ | 100 - 300 |
| Iron & Board | \$ | 100 - 300 |
| Mops & Brooms | \$ | 50 - 150 |
| Clothes Dryer | \$ | 300 - 700 |
| Exercise Equipment | \$ | 500 - 3000 |
| Cameras, Video Recorders | \$ | 200 - 2000 |
| I-pods, MP3 players | \$ | 200 - 500 |
| Musical Instruments | \$ | 200 - 2000 |
| Towels & Linen | \$ | 400 - 1200 |
| Mirrors, Pictures, Photos | \$ | 200 - 1000 |
| Plant Pots | \$ | 200 - 700 |
| Ornamental Pots | \$ | 300 - 1000 |
| Lawn Mower, Hoses & Garden Tools | \$ | 500 - 2000 |
| BBQ | \$ | 200 - 1000 |
| Outdoor Furniture | \$ | 350 - 2500 |
| Camping/Beach Equipment | \$ | 500 - 1000 |
| Play Equipment (trampoline, swings, etc.) | \$ | 200 - 500 |
| Bicycles & Sporting Equipment | \$ | 500 - 3000 |
| Canoe/Kayak/Dinghy (non - mechanical/less than three metres) | \$ | |
| Garden Lights | \$ | 500 - 1000 |
| Tools (of trade, drills, hammers, etc.) | \$ | 500 - 2000 |
| Unattached Vehicle | \$ | 100 - 1000 |
| Accessories or Spare Parts | \$ | |
| Subtotal | \$ | |

OTHER

\$

TOTAL: \$

General advice warning

Any advice in this article does not take into account any of your particular objectives, financial situation or needs. For this reason, before you act on this advice, you should consider the appropriateness of the advice taking into account your own objectives, financial situation and needs.

Before you make any decision about the matters addressed in this article, you should obtain and read the Capricorn Mutual Product Disclosure Statement.

Typical Estimate figures are a guide only and your estimate should be based on the value of your specific belongings.

YOUR REPRESENTATIVES

LIAISON OFFICERS



**Operations Manager
AUST & NZ**
Carol Richards
0408 901 407



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



NZ
Bob Edwards
021 800 449



NZ
Mike Sale
021 833 070

PROFILE



Alana Jasper

Position: Renewals Officer

Phone Number: 08 9885 1919

Lives: Williams WA

How long have you been working for the Mutual?

It will be four years in May. I started in a reception/office administration role, and moved through a number of different roles and departments at Capricorn Mutual. I'm now a renewals officer.

When a member receives their renewal quotation and they have something else that needs to be looked at, or a question that needs answering they can also contact the renewals officer.

What do you think is the best thing about Capricorn Mutual?

I've been working for the Mutual for a number of years and have seen it evolve and fine tune its operations. I look forward to being involved in further developments — it's an exciting thing to watch a company grow from its early days.

Capricorn Mutual is a wonderful company to be involved with. Through moving around the company over the years I've had the privilege of working closely with many talented and friendly people. The management at Capricorn Mutual have been extremely flexible, just one of the advantages of working in a small company. This is also an advantage for the members — when they need to discuss anything, they can speak directly to their Liaison Officer or call the team at the Sales and Service Centre.

When are members likely to hear from their renewals officer?

A renewals officer will call each member three to four weeks before their protection is due for renewal. After discussing any changes or amendments to the protection, the renewals officer emails, posts or faxes the renewal quotation to the member.

Are members likely to hear from their renewals officer again?

The renewals officer usually calls the member again about a week before the protection expiry date, especially if no signed documentation has been returned confirming the renewal. It is important that we follow up the members to make sure the signed documentation is returned to the Mutual before the expiry of the renewal. This ensures ongoing protection and peace of mind for the member.

RENEWALS OFFICERS



Renewals Manager
Narelle Tottman



QLD & SA
Richard Nankivell



VIC
Carrie Price



NSW & NZ
Joe Peterson

Steering Brake and Clutch Service and Fahey Motors

Location: Cooee and Smithton, Tasmania

Number of Employees: 4 (Cooee) & 5 (Smithton)

Type of Business: Automotive repairs and spares

Phone Number: (03) 6432 2020

Fax Number: (03) 6432 2199

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

We have been with Capricorn Society for 12 years, and were pleased to join Capricorn Mutual in 2005 with the same level of service and convenience. We particularly like the benefit of making monthly payments.

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

We have appreciated the regular contact from the Mutual, being able to make monthly payments at no extra cost and we find the *Your Choice* magazine very informative.

Tell us a bit about your businesses - how would you describe them?

We started off as just Ross and Michelle in a small business. We then purchased an established business, Steering Brake-Clutch, with two employees. Now, 10 years later, we have grown to have four employees and larger premises. Last year we purchased Fahey Motors in Smithton, with five employees. Both businesses perform general mechanic work and parts sales to trade and general customers.

Our great team of staff is an integral part of our business. We are very grateful for their loyalty — two of our staff members have over 25 years of service!

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

Capricorn Mutual's response and service is excellent. Contact is made before expiry date and allows us to appraise our levels of protection. Our Liaison Officer (Gary Weston) is very helpful, but could be better looking!

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

Luckily we have never needed to make a claim.



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)

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

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