



Throughout the 2010 financial year we continued our focus on improving systems and processes, to simplify how you deal with Lumley Insurance and ensuring we provide you with the highest level of service. It is pleasing that this led to a significant improvement in our FY10 results and has taken us a step closer in our journey of transformation to be the Intermediated Insurance Specialist of choice.

At this year's NIBA conference we will be demonstrating our second product to be launched on my.place@Lumley via Sunrise, which will be **Private Motor**. Further details on our new offering are outlined later in this edition. After the conference your local Relationship Manager will be in

contact to connect your office and arrange a test drive of the system.

In response to your requests we have formed two underwriting centres for Private Motor to provide you with advice and service. Staffed with experienced and skilled underwriters you can speak to a Private Motor expert who can handle referrals, underwrite business and answer your queries. These centres are located in Brisbane (for eastern states) and Perth (for western states), and can be contacted during business hours on:

- Phone: 1300 MYPLACE (1300 697 522)
- Email Brisbane: PersonalLinesUnderwritingEast@lumley.com.au
- Email Perth: PersonalLinesUnderwritingWest@lumley.com.au

There is no change to the claims process, however you can now also call 1300 MYPLACE to be directed through to your local claims team.

We are delighted to announce that we have increased the bandwidth size to the Sunrise network, which has resulted in a much faster user experience for those transacting on our my.place@Lumley system. This was in response to some users encountering difficulties due the great success of our Commercial Business Package product on my.place@Lumley and the influx of users. We have plans for the continuous improvement of the platform, the benefits of which will be seen over the coming months.

We are on a journey to become the Intermediated Insurance Specialist of choice and to better understand your needs, we will be sending out a survey on October 12 with the chance to win some great prizes, so keep an eye out for it!!

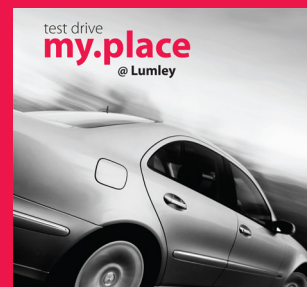
David Pearce
General Manager Strategic Relationships
02 9248 1193 / 0438 846 199

Sept / Oct
edition

my.place
@ Lumley

broker feedback reviewed

new rates for my.place@Lumley



test drive my.place@Lumley



events update



albury office

test drive my.place@Lumley

Following the success of Commercial Business Package on my.place@Lumley, Lumley Insurance brings you our Private Motor product offering now available on a new transactional platform, making it even easier and more efficient to place your business with us.

The launch of Private Motor on my.place@Lumley marks a positive change in the Lumley Insurance risk appetite and signifies our strong commitment to the intermediary market.

You'll find a high level summary of product benefits, optional benefits and insured event coverage on our website, [located here](#).

my.place@Lumley broker feedback with phil heath



In the last edition of Lumley Connect we stated that we would provide you with information on how we are addressing the issues raised by the users via the Better Places survey. We did ask for, and you certainly provided, suggestions for improvements. We have reviewed all of these, and are committed to responding to the ones that we can.

The table below shows the five most common topics that were raised, together with our commitments to show that not only do we listen and value your views, but we are also working to respond to your needs.

As the year progresses we will be publishing a regular update showing you how we are performing against these commitments, as we are devoted to making my.place@Lumley your place.

Topic	Sample broker comments	Our commitment to you	Update
1) Occupation listing	"Perhaps a more comprehensive list of occupations" "The occupation list could be longer"	1) We will add more occupations to the list. 2) By the end of the year we aim to have around 3,000 occupations for you to choose from.	1) 1,045 new occupations will be added to our occupation list in September.
2) Target occupations	"Perhaps some target some occupations for a better rate"	1) We will amend our pricing to ensure we are competitive in our target segments.	1) We have reviewed our underwriting performance and amended rates for Professional Offices eg Accountants, Solicitors etc and Health Services in June to improve our competitive position.
3) Ease and speed of quoting	"Make it just a little quicker to get a quote (drop a few questions...);" "Make the quote process quicker"	1) We will continually review our questions and remove any that we think are unnecessary. 2) We will remove the "tick box to take a section" by the end of the year.	
4) Lumley risk appetite	"More correspondence about Lumley Insurance's appetite and success occupations" "We like to know what risks insurers want to target"	1) We will communicate to you by the end of the year our risk appetite in a new and exciting way.	
5) New products	"Add Motor/Office Pack/Trades Specific Package onto Sunrise"	1) We will add more products to my.place. 2) We will also aim to support other electronic trading initiatives to enable brokers to work efficiently.	

events

We look forward to seeing many of you at upcoming industry conventions and events.

In particular, we're excited to welcome you to our Lumley Insurance sponsored 'Start Your Engines' event whilst at NIBA on the Gold Coast.

It'll be an evening of fast cars, motor games and gorgeous grid girls! Look out for further details in the next little while.

Make sure you also pop by the Lumley Insurance stand to see a demonstration of our new Private Motor offering, which will soon be available via my.place@Lumley on Sunrise. Your local Relationship Manager will be in contact soon with further information.



NIBA Convention

16 - 19 October 2010
Jupiters, Gold Coast

Benchmark Awards and Presentation

28 October 2010
ZINC, Melbourne

RMIA Conference

21 - 24 November 2010
Convention Centre, Sydney

IAA Conference

26 - 27 November 2010
Jupiters, Gold Coast



albury office

As a further commitment to strengthening our local relationships, Tuesday, 17 August marked the official launch of our new Albury office. Celebrations were held at the Zed Bar in Albury, with a few local guests from North East Victoria and Southern NSW. Your Albury Relationship Manager is Rhiannon Pearce and she can be reached on 02 6279 0324 or rpearce@lumley.com.au.

CORPORATE SOLUTIONS

understanding your clients' unique insurance needs

Whether your clients manufacture industrial or household items, manage large property schedules or handle Government assets, you can be confident that the experienced Lumley Insurance Corporate Solutions team will understand their intricate risk needs.

We recognise that risk engineering is an integral part of the underwriting process. Our experienced risk engineering consultants work closely with our underwriters and clients to develop effective risk management programs, which assist your clients in receiving a more sustainable insurance program.

The Corporate Solutions Risk Engineering team will:

- assess hazards and develop principle based risk engineering solutions to help control and mitigate risks
- mitigate risks by providing advice on proposed installations, exploring solutions and developing implementation plans
- provide risk engineering reports complete with recommendations
- focus on specific client sites
- provide services under a structured agreement
- apply a range of best practice methodologies to your client's business
- consider appropriate international, national, building and engineering standards
- provide a sounding board to strategic and operational decisions
- highlight emerging risks in your client's industry
- meet regularly with you and your clients to raise awareness and monitor progress
- provide sprinkler/hydrant testing and design to all standards and
- provide fee for service, risk consulting.

Corporate Solutions provide property and liability insurance covers to customers with a total asset value of \$150 million and/or turnover of \$100 million plus.

Our National Account Managers will be responsible for developing and implementing a national strategy for our strategic partners.

Lumley Insurance has empowered its distribution offering in the market by investing in technology and people to increase your experience and we look forward to sharing this with you in the coming months.



PRODUCT UPDATE

equipment policy wording launched

Lumley Insurance has announced the launch of its new Mobile Plant and Equipment insurance policy wording. With combined material damage, public and products liability sections, the new offering will provide one of the industry's most competitive and attractive wordings.

The policy will offer a number of additional benefits including Dry Hire and Windscreen Replacement, as well as optional endorsements such as Extended Dry Hire and Underground Risks.

For more information, contact David Kidd, National Engineering Manager, Mobile Plant on (02) 9248 2468 or email dkidd@lumley.com.au

A copy of the wording can be found on our website or by [clicking here](#).



relationship managers

Key contacts for all your business enquiries.

National	Chris Collins	02 9248 1217 - ccollins@lumley.com.au
NSW	Damien Cullen	02 9248 1286 - dcullen@lumley.com.au
VIC	Justin Wheeler	03 8627 4235 - jwheeler@lumley.com.au
QLD	Darryn Muncaster	07 3307 4823 - dmuncaster@lumley.com.au
SA	Adam O'Reilly	08 8228 1717 - aoreilly@lumley.com.au
ACT	Tony LaRocca	02 6279 0309 - tlarocca@lumley.com.au
WA	Rodney Bond	08 9220 8234 - rbond@lumley.com.au
NT	Andrew Bryce	08 8946 4600 - abryce@lumley.com.au
TAS	Nick Di Martino	0448 970 633 - ndimartino@lumley.com.au

INTRODUCING

donna turner

Donna joined Lumley Insurance earlier this year after 16 years with the Marsh Group. Her first 8 years with Marsh were in the capacity of servicing broker, working on local and global inward clients. Donna then spent the next 8 years working as National Marketing Manager to the Marsh internal facility platform (Marsh & McLennan Agency) to achieve the most competitive terms from the market for the Marsh client base.

With strong relationships already in place Donna is dedicated to Marsh as National Account Manager, and will continue to foster strategic key relationships at an executive level as well as achieve further growth opportunities for both parties.

Donna is located in our Sydney office and you can reach her on (02) 9248 8128 or at dturner@lumley.com.au.



what do you think?

We want to tell you what you want to know. That's why we set up the Lumley Connect mailbox (connect@lumley.com.au). We would like to hear from you. Please tell us what you think.