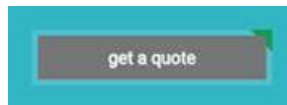




## Welcome to Pacific Indemnity's email newsletter

This newsletter contains the following:

- ▶ Pacific Indemnity is growing
- ▶ Change to our fees
- ▶ To submit on-line or NOT to submit on-line?



### Pacific Indemnity is growing

We are excited to announce that Pacific Indemnity is opening a Sydney office. Aligning to our philosophy of employing experienced underwriters, we are extremely pleased to welcome:

#### Steven Lau

- ▶ Steven Lau has come to us with over 20 years' experience in the insurance industry with roles in underwriting professional risks through to leadership roles. Steven has joined us as NSW Manager and Senior Underwriter.
- ▶ Steve's contact details are: 0417 229 520 | [steven.lau@pacificindemnity.com.au](mailto:steven.lau@pacificindemnity.com.au)

#### Amanda Fung

- ▶ Amanda Fung also has over 20 years' experience in the insurance industry as a professional risks underwriter, and most recently as National Professional Indemnity Product Specialist. Amanda has joined us as a Senior Underwriter.
- ▶ Amanda's contact details are 0432 226 084 | [amanda.fung@pacificindemnity.com.au](mailto:amanda.fung@pacificindemnity.com.au)

Simone Oakman and Robert Beaton will continue to support our NSW brokers.

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### change to our fees

It has always been our desire to share cost savings with our Insured's when business is fully transacted on our Broker Portal. Conversely when our underwriters need to intervene our costs rise. It is for this reason we making an adjustment to our fees (below), which will come into effect 1<sup>st</sup> October 2021.

| Premium Bracket | Current Fee | New Fee – Portal | New Fee – Non Portal |
|-----------------|-------------|------------------|----------------------|
| Up to \$2,000   | \$50        | \$25             | \$150                |
| Over \$2,000    | \$100       | \$100            | \$150                |

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### to submit on-line or NOT to submit on-line?

We are witnessing a worrying trend not only on our Broker Portal, but on all online systems. These online tools have been developed for simple traditional professions; rarely are they built for risks which involve any form of blue-collar work such as construction or manufacturing.

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If your client constructs something, manufactures or imports products, then it is best that these submissions are not entered into an online system where full disclosure cannot be achieved. This will create an E&O exposure for you and a significant amount of pain to your client should a claim occur.

Risks that involve any type of non-traditional professional exposures need to be broked in a traditional sense; with a proposal form and supporting documentation. So please contact one of our underwriters or use our underwriting inbox at [underwriting@pacificindemnity.com.au](mailto:underwriting@pacificindemnity.com.au).

## Did you know???

A screenshot of a login form with two input fields labeled "Username" and "Password", a "Forgot Password" link, and a "submit" button.

Past Pacific Indemnity News issues can be found on the Pacific Indemnity Website at <http://www.pacificindemnity.com.au/pacific-indemnity-news/>

### Forgotten Your Password?

Click **FORGOT PASSWORD?**, enter and submit the requested details to get an email to reset your password

### Don't have a Portal login?

Click **CONTACT US** or Email the following details to [underwriting@pacificindemnity.com.au](mailto:underwriting@pacificindemnity.com.au):

- Your Full Name
- Brokerage Name & branch (if relevant)
- Email address
- Contact Phone Number

## Want to know more?



Visit our website...

[HOME](#) [ABOUT US](#) [PRODUCTS](#) [RESOURCES](#) [FAQs](#) [CLAIMS](#) [CONTACT US](#)

Kind regards,

**The Team at Pacific Indemnity**  
[underwriting@pacificindemnity.com.au](mailto:underwriting@pacificindemnity.com.au)

Please note the best way to contact us is via our mobile phones



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