

The Edge

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We hope you enjoyed Issue 1 of the The Edge. Your feedback was greatly appreciated, so keep those suggestions coming!

In this issue, we continue our journey into Removal of Debris and the ISR Policy, share with you the experience of one of our customers in respect to our publication 'Understanding the ISR Policy', provide an update on the latest on PolicyComparison.com's services, include a timely warning about copper theft, and introduce you to our newest service, ContinuityCoach.com.

We would also like to take this opportunity to thank you for your support of **NoTaxOnInsurance.COM.AU**

Your response to this issue as well as registration of the petition, has been overwhelming! For further information, please visit www.NoTaxOnInsurance.com.au

Warm regards
Allan Manning

USER FEEDBACK

We would like to share with you an email that was sent to our Managing Director, Allan Manning, author of 'Understanding the ISR Policy', by Jason Bakras of Freeman McMurrick...

"Further to our discussion, I confirm that these texts have become invaluable to my day to day operation. Our New Business Department uses these texts as references to assist in the drafting of New Business Reports, and our own comprehension of the ISR. In fact, I have personally received compliments from clients on the quality of our information.

Thanks to you it makes our life easier to have a tool that we can rely on every single day when we are out there winning deals.

Keep up the good work."



We have a number of quiet achievers at LMI Group. One such is Helen Manning, who continually provides excellent customer service, and is seen here after being presented with a bouquet of roses by a very happy client! Helen handles many of our liability claims with empathy and within the terms of the policy. *Well done, Helen!*

CONTINUITYCOACH.COM: WHAT'S IN THE BOX?

ContinuityCoach.com is a **Business Continuity Management System** designed by LMI Group for all organisations, particularly SMEs. This unique system offers the following:

- Standards-based to ensure compliance with best practice for business continuity management.
- Benchmarks any existing plans, and is therefore suitable for those users with existing plans.
- Delivers a Business Continuity Plan with exercising and maintenance procedures.
- Certification for proof of a Business Continuity Plan that is alive and exercised.
- Cost reduction capabilities.
- Enlightened insurance underwriters support our approach, and are willing to negotiate lower insurance premiums for those with full business continuity management in place and provable.

Benefits for Your Organisation

- Customer satisfaction and customer attraction as your business is always reliable
- Fast recovery to meet your expectations and priorities
- Reduction in the cost of risk, including the low cost of ContinuityCoach.com
- Emergencies, crises and disasters under control
- Focus on the critical issues for your organisation
- Increased self-reliance

Can I Buy ContinuityCoach.com Now?

Yes! While additional features will continue to be rolled out, the core components have been released to the market. As there is no software to purchase or consultant's fees, the total cost is surprisingly low, and recoverable in the potential for cost reduction. You will be impressed!

Would you like to know more? If so, please use our Contact Us link overleaf. Our staff will be happy to answer any queries you may have. Alternatively, please feel free to visit ContinuityCoach.com.

WHAT'S NEW AT POLICYCOMPARISON.COM

AUSTRALIA

Updates of the following insurance products have been researched and added to our online database of comparisons since our last newsletter in April 2006:

- SGIO
- Allianz
- Steadfast/AU
- Vero
- RACWA
- CGU
- Elders
- RACT
- NRMA
- RAA

The above products include Machinery Plant & Equipment, Commercial Motor, Home & Contents, Boat, and Trades & Services.

Currently, we display 50,924 comparisons from 873 policies, with 1,035 listings for alternative markets and hard to place risks. Almost 5,800 comparisons have been requested since April 2006.

NEW ZEALAND

Currently, we display 6,000 comparisons from 150 policies, comparing the majority of general insurance product classes, with 134 listings for alternative market and hard to place risks.

TRAINING FOR SUBSCRIBERS

Recent personnel changes at LMI Group have enhanced our ability to provide training to your staff in the use of PolicyComparison.com.

LMI Group now has representation in all mainland capitals, with the exception of Darwin, making face-to-face training in those centres easier to arrange. Those subscribers located outside of those areas will benefit from 'over the phone' training sessions, or have the option of arranging a personal training session when an LMIG representative is in your region.

If you or your staff require training, please contact Kim Logan at kim.logan@LMIGroup.com, who will arrange to have a PolicyComparison.com trainer contact you.

We look forward to your comments and any suggestions you may have. To provide feedback, please use the [Contact Us](#) form online.

TYPICALLY TOPICAL

REMOVAL OF DEBRIS (AS IT APPLIES TO THE ISR POLICY)

We continue our journey into Removal of Debris from Issue 1...

After a major fire, various authorities and investigators may need access to the seat of the fire, and this will result in the need to prop and otherwise make safe adjacent areas of the damaged building. Insurers have generally accepted that such costs will be met as part of the claim, subject to liability for the claim ultimately being accepted. Again, allowance needs to be made in the sum insured for this immediate temporary work.

Over the years, it has become common practice in certain sections of the industry for the sub-limit on removal of debris to be calculated at a figure equal to 10% of the sum insured on the building. With the dramatic increase in building costs over the last few years, together with environmental considerations relating to the removal of contaminated firewater and building materials, this rule of thumb now needs to be discarded as being inadequate.

It is critical for the precise wording of the cover to be examined in detail, and for all appropriate allowances to be made. Many factors can impact on the adequacy of the sum insured for removal of debris. The following is a list of some of these factors. All need to be examined in detail and taken into account as appropriate:

- a) Involvement of asbestos (such as in the roof, walls, pipe insulation, and the like).
- b) Location of the insured property (ie. inner city, rural, or in between).
- c) The nature of the industry/business being conducted in the insured buildings.
- d) The nature of construction of the insured buildings themselves.
- e) The involvement of chemical contaminants at the site.

If you have any particular concerns or issues you would like us to comment on, please let us know and we will do our best to include those matters in our discussion of this topic.

THEFT OF BUILDING COMPONENTS

Over the past 6 months, there has been an increase in the cases where thieves have broken into a building and stolen electrical wiring and/or copper pipes. Such losses have occurred in several States around Australia. This is no doubt due to the increased value of scrap copper.

The thieves have caused considerable damage to the building in their efforts to remove the copper. The losses we have been asked to assist in have ranged from \$30,000 to \$100,000. In many cases, where the claim has been considered under a business pack or even a commercial strata policy, the standard sub-limit for theft has been completely inadequate, with some as low as only \$2,000. In fact, many Insurers have not contemplated this type of loss in their policies.

Please bear this in mind when choosing the policy for your client, particularly where it involves a large warehouse with significant amounts of wiring or other copper fittings. We urge you to check that this type of loss is addressed by the policy, as it can be an expensive omission. If appropriate, we suggest that this cover be requested for your client.

Another service from The LMI Group
For further information: www.LMIGroup.com