

A note from Terri

Well, I've been home in Adelaide for only a couple of days after being here and there in the last two months, having recently visited Sydney, Melbourne and Brisbane. On my travels, I've met lots of new faces, as well as caught up with some familiar ones and thoroughly enjoyed every minute of it. This month, I'm off to Perth!!

As we continue to deliver our 'scheer simplicity' model into the market, we are overwhelmed with the positive response we are getting from our clients about how easy it is to arrange insurance and we're happy you've embraced the changes and are using the new forms.

This month, you'll notice the second page of scheer tips has been dedicated to a new competition that we will be running from now until 30 June 2007. We're calling it 'scheer indulgence' and that's because, whoever wins will be able to indulge in whatever they like!!

Make sure you have a look at the details because not only is there a prize for one lucky Landlord, there is also a prize for the referring Property Manager. So, start thinking about what you'd like to do if you win that prize (perhaps a cruise on the South Pacific or renovations to your home or even pay off some of your mortgage—it's totally up to you!). For every Landlord that places cover with Terri Scheer, that's one entry for them and one for you. The more policies placed, the more chance you have to win!! Good Luck!

Terri

We are happy for you to use any of the information provided to you in scheer tips for your own newsletter. You should however, acknowledge that the information was provided by Terri Scheer Insurance Brokers otherwise you might be at risk of providing advice.

Please contact Carolyn Majda - carolynm@terrischeer.com.au if you need further advice.

The Results Are In...

Kellie Burton
Business Relationship Manager/Team Leader
Victoria

As a company we have always believed in being innovative and finding the best possible service to suit our client's needs, therefore recently we enlisted the help of an independent company to conduct a nation wide survey to all real estate agents across Australia. The aim of the exercise was to get a detailed analysis on our service and how we are viewed by the real estate industry, helping us to refine and strengthen our business practices ensuring that we get best possible outcome for real estate agents and landlords.

The results were amazing and we thought that considering you helped us to obtain them we should share them with you.

We were most proud of the results relating to honesty and integrity, 99% of agents said we are an honest company to do business with, and 100% said that we are an ethical company to do business with. To us this says something quite simple and confirms what we have always strived for, to do the right thing and to treat people as they wish to be treated.

One thing that we perceive ourselves to be is a partner to you in your industry by helping you to achieve the best results for your landlords. The survey said that 97% of agents acknowledge that we practice a partnership approach to our service and relationships. Thank you we are glad to be partners.

Other results showed 95% of agents described their relationship with us as excellent or good, 97% said we resolve issues to achieve a 'win win' situation, and 99% said that we resolve issues promptly. In regard to performance we received 94% for consistency and 98% for reliability.

We could go on and on because the results were overwhelming; however, through the survey we also know that we are not perfect. Our challenge now is to overcome some of issues presented and relay our commitment to you and your landlords by turning them into strengths.

Thank you to everyone who participated in the survey, we look forward to new opportunities and further business in the future.

Never miss paying an insurance renewal again

Melissa Walkington
Marketing Co-ordinator
South Australia

Credit control is an important function of any business. As property managers your landlords delegate the payment of accounts to you. This helps the landlord keep accurate records for tax and other purposes as they can see at a glance at their statement where rental income goes and they know that all expenses relating to their property are being paid by their agent - they don't need to worry about when the rates or the landlord insurance is due.

To assist you to manage their property and cash flow, Terri Scheer has strong and clear procedures and company policies to ensure that the payment of insurance renewals doesn't slip through the cracks. These procedures include issuing renewal notices 4-6 weeks prior to the end of the current insurance period; this allows time for payments to be made with the end of month reconciliation. Where a payment has not been received by the due date, an overdue notice is sent 8-15 days after the expiry of the current policy and if the premium remains unpaid we follow up again with a '7 days to pay' letter. If, after that time the payment has still not been made the policy will be lapsed. All accounts need to be paid promptly, but you can rest assured that for legitimate oversights, our renewal procedure will help ensure that all policies are maintained correctly. It is important that your landlord is made aware when insufficient funds are available to pay insurance accounts to enable them to pay the account direct to ensure no loss of cover.

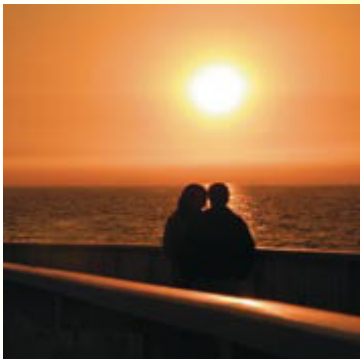
As always, if you have any questions regarding the payment of an account, or if you need an updated list of any transactions you have outstanding, call your local Terri Scheer office, our friendly staff are always able to assist.

Have you got a story for us?

We'd love to hear stories from Property Managers that we can publish in our scheer tips newsletter. Please contact your Business Relationship Manager if you'd like to contribute. You can remain anonymous if you wish.



Imagine Yourself Here...



For every Terri Scheer Landlord Insurance Policy purchased,
your landlord has a chance to win \$20,000 cash
and you have a chance to win \$10,000 cash,
scheer indulgence!

Imagine a luxurious holiday,
renovations to your home,
a deposit on another investment property,
a new car...

The opportunities are endless!

Offer runs from 1/10/2006 to 1/7/2007. One prize of \$20,000 drawn from landlord entries and their nominated managing agent wins \$10,000. Prize will be drawn at 10am on 2/7/2007 at 102The Parade, Norwood 5067. Winners will be published in The Australian on Friday 6/7/07. The competition is run by Terri Scheer Insurance Brokers Pty Ltd, SA Lic No TO6/4175, VIC Permit No 06/3470, NSW TPL 06/10814, ACT TP 06/03987

Terri Scheer Insurance Brokers
102 The Parade
Norwood SA 5067
Ph: 08 8132 3100
Fax: 08 8363 3811
www.terrischeer.com.au

Terri Scheer is happy to provide you with this information. However, if you would rather not receive future issues please let us know and we will delete you from our distribution list.