

Welcome to the first edition of scheer tips for 2007.

I hope you've all recovered sufficiently from the Christmas turkey, new years drinks and had a well deserved break with family and friends.

We've been busy over the past few months developing a product that many of you will be relieved to be able to offer your Landlords. We can't say too much at the moment, but when it gets here in the very near future, we'll be sure to let you know.

ASIC are currently reviewing the guidelines around the issue of being able to give sales recommendations without it being regarded as advice. As always, we are actually involved in pursuing this relief on behalf of our distributors and will keep you informed of the developments.

Our Victorian clients will be eagerly awaiting the party next month, and as always with our legendary parties, it'll be one not to be missed!!

I'm hoping to catch up with many of you as the year progresses.

Terri

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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.

Landlords Duck for Cover!

Dehran Rendall
 Business Relationship
 Manager
 Queensland



The number of landlords without adequate landlord protection has been a concerning issue over previous years.

With the cost of living on the rise, not to mention interest rates relentlessly increasing, landlords are becoming more susceptible to suffering a loss due to their tenants struggling to keep on top of their rent with today's inflationary environment.

Escalating interest rates have resulted in the recalculation of many landlords' budgets with little room for error. Suffering a loss due to a defaulting tenant, or the damage they may cause to a rental property can prove to be a significant strain on such budgets, which can be overbearing.

Many landlords have opted for a package deal for their landlord insurance, which has saved them a few dollars initially, but when the time came to make a claim, we have heard recent stories that the true value of their policy was discovered. Many landlords have been caught with policies that have huge hidden excesses and very limited cover. These landlords generally transfer to another policy following a loss.

Terri Scheer Insurance Brokers specialise in the provision of landlord insurance, to Landlords of professionally managed properties. We continually update our policy to make it even better value for the Landlords. For example, our policy includes tax audit cover.

Being proactive in ensuring your landlords are adequately insured will save both you and the landlord many frustrations in a situation where the landlord suffers a loss but has inadequate insurance that will not cover the expenses.

Terri Scheer can provide you with mail-out letters that can be sent to Landlords periodically to remind them of the availability of Landlord insurance.



Landlord Residential Building Insurance

Our Landlord Residential Building Insurance has been specifically designed for Landlords of Residential rental properties.

You are able to arrange cover on behalf of your Landlords by completing the Building Insurance Quotation/Request for cover form and faxing it through to your local Terri Scheer office.

We always require a completed application form from the Landlord for building insurance so they can confirm sums insured, property details, their insurance history etc. We also require that the LANDLORD actually signs the form. The application form cannot be completed or signed by the Property Manager and we must have signatures for all persons listed on the policy before we can finalise the cover.

Please note, building insurance is not available in the Northern Territory or in Western Australia above the 26 parallel.

Do you have any feedback about the content and relevance of our newsletter, or perhaps you have a story you'd like us to share with your industry?

Drop us a line, let us know!



Water restrictions, the affect it is having on your Landlords garden

Most states and territories are faced with harsh water restrictions, preventing most of the nation from frequent watering of plants, gardens and lawns.

New Landlords should be encouraged to ensure their garden is not high maintenance in regards to watering and that they have plants which are drought tolerant so that they still have a healthy looking garden at the end of the tenancy. A good cover of mulch will also help keep the moisture in and the sun out! A dripper watering system could also be installed.

The easier it is for the tenants to maintain and the cheaper the water bill, the happier the tenants and they may be more inclined to nurture the Landlords garden.

Please remember that lawns, plants and gardens are not covered by our insurance.

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@terriscbeer.com.au if you need further advice.

What information can I offer my Landlords without giving any advice?

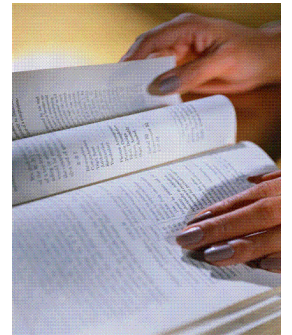
Belinda Butler
National Sales Manager
South Australia

Under current legislation, and as a Distributor of Terri Scheer, you are able to provide your Landlords with factual information only. You are not able to give advice on financial products.

If you compare different insurance policies and give your opinion on the different coverage to your Landlords, that could be regarded as giving advice. It is the Landlords responsibility to make their own comparisons.

So, how do I give the Landlords information about Terri Scheer without providing advice?

You can give your clients our brochure, Product Disclosure Statement (PDS) and Financial Services Guide (FSG) and even if you read details about benefits and excesses from our brochure or the PDS, it is not classed as giving advice. All of our brochures have been designed so that any information you read from is purely factual, and therefore not giving advice.



Changes to the appointment of Assessors for Damage claims

As you should all be aware, claims for Malicious Damage, Theft and Burglary all need to be reported to the police.

In addition, any damage that may exceed \$1000 to repair needs to be reported to our office before any repairs are carried out.

When you contact our office, we will now request the following information from you BEFORE an assessor will be appointed. This will enable us to decide whether it is warranted for us to appoint an assessor or whether we could view the claim (with other evidence) without the need for an assessor.

The documents requested will be:

- Tenant's full rent ledger from beginning of lease
- Lease agreement for the defaulting tenant
- Entry & Exit property condition reports
- Last routine inspection report
- Photographs of the damages (please label).
- List of damages being claimed—all damages MUST be listed

Documents should be submitted by either fax to 08 8363 3180 or by email to claims@terriscbeer.com.au

If you have any questions or concerns regarding damage at a property you manage or the progress of a current claim, please feel welcome to contact our claims department on 1800 804 016.