

# scheer tips



terri **scheer**

## Faxing through a request for cover form

We pride ourselves on fast turnaround for new policies, so if you have faxed us a request for a new policy and haven't received an invoice within 7 days, please contact us immediately.

This way it is easy for us to re-issue an invoice lost in the mail or to rectify the situation before the policy is lapsed, or a claim occurs.

*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 otherwise you might be at risk of providing advice. Please contact Belinda Butler belindab@terrischeer.com.au if you need further advice.*

*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.*

## Transferring insurance

Andrew Ashurst, Business Relationship Manager, Queensland

More and more Property Managers are moving policies over to Terri Scheer. Our efficient service, policy benefits and some other insurers restricting claims have all contributed to Property Managers looking at their insured portfolio more seriously and providing Landlords with information on other options available to them.

It's simple to transfer policies when you are a Terri Scheer Distributor. You will find a series of letters on the CD contained within your Distributor Kit. The one titled "change over letter" should be sent to the relevant Landlords before renewal of their current policy. Forward a copy of our marketing flyer and Financial Services Guide so that your landlord can consider the cover we offer in comparison with their current policy. They should also consider the Product Disclosure Statement which is available on our website, [www.terrischeer.com.au](http://www.terrischeer.com.au), and, of course we can mail them a copy.

Provided that the Landlord does not specifically request otherwise, you will then need to forward us a copy of their renewal invoice together with contact details for the Landlord **prior to the renewal date of their current policy** and we will transfer the policy from the renewal date to ensure there is no gap in cover.

As with all policies placed, your office will receive a referral fee per policy, as well as an administration fee when the policy is renewed the following year.

Contact Terri Scheer on 1800 804 016 and we will arrange for your Business Relationship Manager to visit you to provide you with more information and assist you with the process.

## Comments from Carolyn

Happy new financial year to all of our valued clients and here's to a better year for all! It's been interesting watching real estate data coming out of the various states over the past few weeks. Clearance rates seem to be on the increase across the eastern seaboard, hopefully a promise of things to come. In South Australia however, the news hasn't been as promising with clearance rates over the past few weeks being considerably lower than the eastern states.

First home buyers are still strong in the market, taking advantage of the first home owners' grant while it lasts. Let's hope the investors are waiting in the wings for when the FHOG finishes. A news service this week reported that 68% of new mortgages approved in May were for first homes. It was also reported in the same story that 95% of all loans approved in May were through a bank as opposed to an alternate lender. This represents a big shift away from non-bank lenders who held a significant market share during 'the good times'.

From an insurance perspective, it's pleasing to see property investors attitudes towards insurance improving. When times are good, people might be prepared to wear a risk, often with an attitude that "it won't happen to me", which of course, we all know is far from the truth. In times of uncertainty, investors are recognising that they are at risk of losing rental income and so are reducing their risk exposure by insuring. And it's a good thing too - the number and size of claims has increased significantly this calendar year. As property managers, I'm sure you're relieved that there is an insurance policy in place when you have to make that call to your landlord.

*Carolyn*

## Another note from Carolyn

At Terri Scheer, we're all about scheer simplicity - our aim is to make our processes as simple as possible for our landlord and property management customers, all the while maintaining our promise of personal service.

We've simplified our customer service phone, fax and email facilities so that no one ever has to pay more than a local call cost, in many cases it won't cost you a cent to contact us.

Our expanded customer service team can assist you with any query you have, and if it's a Business Relationship Manager you're after, if they're out of the office, our team can send a quick email and have them return your call as soon as they are available.

**Call us on 1800 804 016**

**Fax us on 1300 370 874**

or

**email us at [customerservice@terriscbeer.com.au](mailto:customerservice@terriscbeer.com.au)**

Remember too, if you have a problem or complaint about our service, let us know that too - whilst we try to be perfect, we all know that no one is - your feedback though will help us deliver the best customer service we can. Email us at the address above, with the subject heading, "You need to try harder" and you can be sure that your issue will be addressed. It's all about being the best we can be.

## It's the same everywhere!

Carol Peach, Team Leader, Queensland

Having recently moved from our New South Wales office to Queensland I have enjoyed being introduced to new faces. I've noticed that it doesn't matter which state you are in, how affluent the suburb may be or the demographic of the population, Property Managers still face the same problems.

Each day brings the challenges of having things go wrong and these possibilities are endless and very often beyond the control of a Landlord or Property Manager. For instance, previous tenancy history reference checks, employment history, and personal references may all be glowing but nothing can stop a tenant losing their job, having a relationship break up or even passing away.

The majority of Property Managers we meet understand the necessity for landlords to seek protection against these unforeseen circumstances, however have difficulty in communicating the importance of it to their landlords as part of their investment process. Long standing landlords seem to view their Property Manager as their insurance policy and don't understand that if things do go wrong a bond of 4 weeks rent is generally well short of the costs that can be incurred to ensure the property can be tenanted again.

New investors to the real estate market are astute and understand that landlord insurance is an essential component of their investment portfolio, as do professional Property Managers.

We understand your difficulty in getting this message across to your landlords and have devised marketing material which you can send to your landlords to help them recognise they have a risk that can be protected.

For more information call 1800 804 016.

## Claims Team Update

Annette Hall, Claims Manager

We are pleased to welcome Donna Felce, Amanda Drew, Megan Hicks and Katherine Wragg, who joined our existing team of Rhianna Willis, Amber Cauchi and Mathew Altamura this year. Rhianna, Amber, Matt and Donna are our Claims Officers dedicated to the particular states as listed below. Amanda, Megan and Katherine provide the team with back-up and are able to assist with general claims related queries.

**Rhianna Willis—QLD**  
**Amber Cauchi—WA & ACT**

**Donna Felce—TAS, NT & VIC**  
**Mathew Altamura—SA & NSW**

As a National Claims team based in Adelaide, we are exposed to a variety of claims from all over Australia. We have experienced claims resulting from the recent weather events and the bushfires that occurred in February. Long after these major events disappear from the media spotlight, the people who are personally affected continue to attempt to pick up the pieces and get their lives back on track.

Whilst claims of this nature can take time to settle, our Claims team does its utmost to provide all our customers with empathy, understanding and sensitivity throughout the entire claims process.

We recently settled a bushfire claim where the property was totally destroyed. The actual building was insured with another insurer, however the sum insured was inadequate to cover the full reinstatement cost. The Landlord was devastated as the home was an old bungalow with extensive leadlight and character features and had intentions to move back in eventually.

In addition to settling the loss of rent under their Landlord Preferred Policy, replacement of curtains, carpets and various other contents items to an amount exceeding \$17,000, we then paid a further \$4,000 for light fittings. This landlord was particularly happy that some of his expenses could be covered with his Landlord Preferred Policy – could all of your landlords say that?