

# TCIS COVERNOTE

ABN 43 338 679 821  
ACN 071 275 306  
AFS Licence No 236530

VOLUME 2 ISSUE 1

February 2012

## Inside This Issue

- 1 **TCIS Overview**
- 2 **4WD Insurance News**
- 3 **General Insurance News**
- 4 **Glenelg Financial Services**
- 5 **Stop press – flood cover**
- 5 **Humor**
- 5 **Quote**
- 5 **Legals**
- 5 **Contacts**

## TCIS Overview

It doesn't take long for 12 months to come around, to all our clients we wish you a happy and peaceful 2012 and trust that you all had a relaxing holiday period and are now back into the normality of life.

As mentioned in our last newsletter we launched our new website and now that it is up and running we hope that you will find it more user friendly and with lots more information at the click of a button. Don't forget to also follow us on facebook.

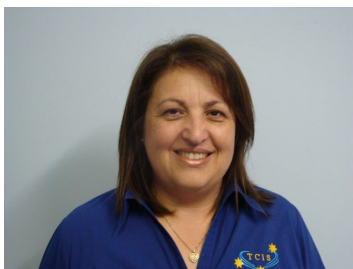
Peter Kynoh from our Queensland Office in conjunction with the TWU Qld has in the last month finalized a package deal for its financial members for tailor made insurance policies e.g. Income Protection, Public Liability & Transit covers, for further details please refer to our website. Well done Peter and Queensland Staff, it's nice to see you are working and not just enjoying the sunshine.

We would like to also take this opportunity to introduce Trevor & Simon from Glenelg Financial Services (GFS) who provide access to a personalised Financial Planning Service. GFS can design an investment and/or wealth protection package suited to your own financial situation. Please read their article on page 2.

As mentioned in our last newsletter TCIS Adelaide office in December 2011 lost a couple of staff members, Cassandra who has enrolled in a nursing course and Kaitlyn who has decided to travel to England on a study holiday for 6 months, we wish them both well. This has meant we have had to reorganise staffing in our Adelaide office and are pleased to advise that Abbi who has been in our employment for 4 years as Receptionist/Data Processor has taken the opportunity to move to a more senior role, allowing us to fill the positions vacant with another full time staff. We take this opportunity to welcome to TCIS Kathryn Halliday who has been employed as our new receptionist, so please bear with her when you contact our office.

Just to finish up there has been quite a bit of debate in regards to flood cover with the majority of insurers now offering cover in some form please refer to our stop press on page 5.

**The Editor**  
Sabina Renna



[www.tcis.com.au](http://www.tcis.com.au)  
we're on your side



Happy New Year to all TCIS Customers and Staff.  
As part of the plan for a One Stop Insurance Shop, TCIS has entered into an arrangement with Glenelg Financial Services (GFS) to provide access to a personalised Financial Planning Service. GFS can design an investment and/or wealth protection package suited to your own financial situation. Get in control of your debts, have a plan towards retirement and make sure you and your family are protected against financial disaster if you get sick or injured. GFS are offering all TCIS clients a free interview to get started. This interview can be done person to person or over the phone. Just give them a call and they promise they'll do all the "that's too hard" or "where do I start" stuff that you may have been putting off for years.

Now who is GFS and what do they do?

GFS is a full service Financial Planning practice founded on producing successful, long term outcomes for all our client's portfolios. You can be confident all of your financial and lifestyle requirements will be professionally managed and supported by a business you can trust. We pride ourselves on the level of personalised service we provide to all of our new and existing clients.

In recent years, the need to be well prepared and aware of what we need for ourselves and our families has become increasingly evident. At GFS we pride ourselves on being at the forefront of information relating to financial planning matters with our products and services tailored to meet the needs of our valued clients.

GFS have access to a vast range of products and services, each flexible and adaptable depending on your personal financial needs. They include, but are not limited to:

- Life, Disability and Income Protection strategies from Australia's 12 top Life Insurance Companies.
- Pre and post retirement planning
- Investment strategies and planning
- Superannuation strategies and planning
- Income and growth strategies and
- Estate planning considerations.
- Self Managed Super Funds

We can cater to your requirements wherever you live. We have clients in every state and even overseas. Whilst we prefer to deal face to face, initial contact can be achieved electronically these days by phone, fax and/or email. We would like to catch up with you when we travel to see our other clients in your location.

GFS is a fast growing small business. Our growth is underpinned by our commitment to provide you with personalised service. Try us and find out how we differ from everyone else.

Call Trevor direct on **0409 90 90 40** or Simon on **0413 383 598** or

Find us on the web [www.tcis.com.au](http://www.tcis.com.au)

**GFS - We're different because we care**

Glenelg Financial Services are Authorised Representatives of Charter Financial Planning. Charter Financial Planning, ABN 35 002 976 294, is an Australia Financial Services Licensee, Licensee Number 234 665.

Principal Address: Level 9, 750 Collins Street, Docklands, Vic, 3000.



## Four Wheel Drive Insurance

At TCIS we have been working with the 4WD community since 1992.

Appointed brokers to the Australian National Four Wheel Drive Council (now known as Four Wheel Drive Australia), the peak representative body of recreational four wheel drivers, we have developed a range of products for both clubs and individual drivers.

We insure;

**4WD Vehicles** - including **Grey Imports**

**Camper Trailers** and **Caravans**

**Camping Equipment** - tents, swags, portable fridges, generators etc

Our staff have an extensive working knowledge of all things four wheel drive, we understand **lift kits**, **dual battery systems**, **diff lockers** etc.

We also know where you like to go in your 4WD's with staff having driven the **Simpson Desert**, the **Victorian High Country** and the **Bomb Roads**.

We make sure our insurance policies are designed to cover your needs and we make sure our claims people get results.

We use only **Australian licensed insurers** to provide the broad range of covers we offer both clubbies and the general public.

### TCIS 4WD motor insurance policy is unique

TCIS currently use an extensive range of insurers to provide a broad range of cover with the ability to settle claims throughout the country.

The policy wordings we use are specifically targeted to the needs of **Four Wheel Drivers**. They offer cover for **off road usage** and have **no geographic restrictions**. We are continually reviewing these products to ensure they offer the most effective cover available in the market.

### Benefits of our wording include

**Agreed Value Wording (including all accessories)** - subject to vehicle age and condition, several companies offer a form of agreed value on the vehicle, but limit it to dealers guides and don't include accessories. Our policy allows you to nominate the full value of your vehicle and all accessories, subject to vehicle age and condition.

**Cover for Additional Annexes and Contents** we suggest contents be insured as camping equipment as the cover is broader.

### Modifications

No restrictions applied to vehicle modifications providing the vehicle remains legally roadworthy.

### Accessories

We allow additional cover for accessories up to 50% of your vehicle value

### Full Recovery Costs

### Full Off Road Cover

We have no limitations of any kind in our policy. You are covered whilst on the beach, crossing a river, at Cape York or in the middle of the Simpson Desert.

### Emergency Repairs to \$1,000

### Personal Effects of \$500

### Faultless Excess Provisions

### Optional Excess Free Windscreens

### Optional Restricted Driver or Low Kilometre Discounts

### Optional Rating One (Full No Claims Bonus) Protection

You keep your no claim bonus even if the claim is your fault.

If you want further information and want to talk to someone who speaks your language, please give us a ring on **1800 633 745** or you may choose to visit our website

## Home and Contents Insurance - The Cost vs The Cover

This article is of interest to all except the Grey Nomads who sold the house and live in the back of their 4WD. Half their luck!

Anyone who turns on a radio or TV would be aware the insurance industry is its own worst enemy with entire marketing campaigns are built around the cost of insurance or rather the money they can save you, not the important bit – the scope of cover.

Related is the fact you can always tell a quiet week in the current affair TV show arena, when they have no shonky businessman to chase down the street, there is always the fall back on some innocent who has been harshly treated by an insurer.

The fact is many people buy insurance on cost but when a claim occurs expect the Rolls Royce of cover. Many create their own dilemmas.

The home insurance market has a nightmare of different options, bells and whistles. 'You get what you pay for' has never been more appropriate than when related to home and contents cover.

Reinstatement and Replacement conditions usually apply to home contracts. This means old items damaged or destroyed are replaced with new ones without allowance for depreciation. Some insurers put limits on the age where this benefit applies or restrict the type of items where such cover is available. By way of comparison your motor policy is an indemnity contract meaning you will be paid the value of the vehicle at the time of the loss, there is no relationship with new value. That's why you need to look at Agreed Value motor cover, but that's another article.

In general terms home policies can be split into two categories;

Accidental Damage contracts  
Restricted Perils contracts.

### Accidental Damage

This is the broadest form of domestic insurance. Insurers like to name these contracts Platinum, Gold, Prestige, Blue Ribbon etc.

Your building and contents are covered for damage from any cause except specific excluded risks such as nuclear war – who cares – you won't be lodging a claim anyway!

In summary everything is covered except what they tell you about.

But there's more! – most of these policies extend cover beyond the confines of your quarter acre block to Australia wide. There are some value limitations and of course they vary from insurer to insurer, but

generally what you would expect covered at home is covered elsewhere.

For an additional cost these contracts can be extended to include high value items you take away from home or overseas

### Restricted Perils

Insurers don't like words like restricted so they tend to call these contracts, Classic, Silver, Basic etc.

These policies cover only the specific risks they list i.e. fire, storm, theft etc. They do not cover accidental damage with the exception of fixed glass i.e. in windows. This results in a significantly lesser cover than offered by the Accidental Damage contracts.

Further, in their basic form these contracts do not cover you outside your home location.

They can be extended to Australia wide with certain value limitations but the cost quickly rises to that of the Accidental Damage contracts and the scope of cover is still not as broad.

Examples of claims covered under Accidental contract only.

Paint split onto carpet or furniture

Portable electronic equipment dropped

Loss of diamond out of a ring

Simple loss of an item i.e. glasses.

One important difference. The Restricted contract only covers you at home. You can't find your flash new GPS. If it is at home, it is still in your possession therefore not a claim. If you lost it away from the home, there is no cover. Either way you can't prove an insured peril was responsible for the loss, so you have no claim. Under an accidental damage contract, a declaration and police report of loss will get your claim paid.

Cost – of course one is dearer than the other – guess which one! But which one would you rather have a claim settled under?

We all need to watch our costs, if you want the best cover but need to contain costs think about a voluntary excess. Ask yourself why you are insuring. Is it for a \$ 80 broken window or a \$ 150 fused water pump, or is it in case you are burgled or your house burns down. If the latter, why not increase your excess from the mandatory \$ 200 to \$ 500 or even \$ 1,000. This will give you a significant discount on the cost of your home cover and perhaps allow you to take out the better contract.

Oh yes, did I mention, TCIS does both types of home insurance – and of course our prices are very competitive!

**Contact details**

4WD	Toll Free 1800 633 745 Lisa Brock	- <a href="mailto:lisa@tcis.com.au">lisa@tcis.com.au</a>
Adelaide	(08) 8278 7000 Kai Heinsen Ken Bradey	- <a href="mailto:kai@tcis.com.au">kai@tcis.com.au</a> - <a href="mailto:ken@tcis.com.au">ken@tcis.com.au</a>
Sydney	(02) 9567 7722 Simone Fazzari Bianca Bulakovski Les Crompton	- <a href="mailto:simone@tcis.com.au">simone@tcis.com.au</a> - <a href="mailto:Bianca@tcis.com.au">Bianca@tcis.com.au</a> - <a href="mailto:les@tcis.com.au">les@tcis.com.au</a>
Melbourne	(03) 9372 9966 Tony Tongue Geoff Lewis	- <a href="mailto:tony@tcis.com.au">tony@tcis.com.au</a> - <a href="mailto:geoff@tcis.com.au">geoff@tcis.com.au</a>
Brisbane	(07) 3283 3358 Joanne Taylor Peter Kylah Jessica Thorpe	- <a href="mailto:joanne@tcis.com.au">joanne@tcis.com.au</a> - <a href="mailto:peter@tcis.com.au">peter@tcis.com.au</a> - <a href="mailto:jessica@tcis.com.au">jessica@tcis.com.au</a>
TCIS Financial Services	Toll Free – 1800 633745 Rebecca Maynard Tim Edwards	- <a href="mailto:rebecca@tcis.com.au">rebecca@tcis.com.au</a> - <a href="mailto:tim@tcis.com.au">tim@tcis.com.au</a>

**Stop Press - Flood Cover**

**After numerous discussions between insurance companies and government agencies it would seem that the majority of Insurance companies are now offering flood cover in various policies. Some companies are automatically including flood at no extra cost but with a substantial excess in regards to flood damages, others are offering flood at an increased premium, whichever way they have decided to include flood it is far better than it was and therefore hopefully will avoid any further issues should the need arise to claim. Should you wish to discuss and or include flood cover please contact us.**

**Quote**

If at first you don't succeed, try, try again. Then quit. There's no use being a damn fool about it.  
**W.C. Fields**

**Introducing Kathryn Halliday - New staff member Adelaide Office**



**Joke**

A man and his wife were sitting in the living room and he said to her, "Just so you know, I never want to live in a vegetative state, dependent on some machine and fluids from a bottle. If that ever happens, just pull the plug."  
His wife got up, unplugged the TV and threw out all of his beer.

**Legals:**

The information supplied in this newsletter is an overview of covers only. You should refer to the specific Product Disclosure Statements or policy documents prior to deciding if the products mentioned meet your needs. The information contained within this site is the property of TCIS Insurance Brokers Pty Ltd (ACN 071 275 306) and is subject to copyright. Unauthorised use of this information will not be permitted. TCIS Insurance Brokers is holder of AFS License 236530. Should you wish to unsubscribe from this newsletter pls email [sabina@tcis.com.au](mailto:sabina@tcis.com.au) with the message unsubscribe