



The RentCover Report

Industry News and Views from EBM

01|08

RentCover Report – we've got you covered

Happy New Year and welcome to the first RentCover Report for 2008!

This year promises to be busy and successful as we build on our achievements in 2007 and continue to provide our customers with great insurance options.

But the year ahead also holds challenges for all of us. Already we have seen the devastating effects of the floods in New South Wales and homes lost in bushfires around the country.

We are also continuing to see the shattering losses people face when they either have no insurance, or are drastically underinsured. Losing valuable and sentimental possessions is hard enough without compounding that loss with inadequate cover.

As the New Year starts, we're taking a look at the issues and challenges that shouldn't be put off for another day. In this issue of the RentCover Report, we look at StudentCover as parents prepare children of all ages for the start of term 1. With more and more people travelling overseas, we examine the importance of travel insurance and also share some exciting news about EBM's sponsorship of the 2008 TCE National Property Management Conference.

As part of our profile series, we meet Business Relationship Executive Greg Rowe and discover his weak spot!

From everyone at EBM Insurance Brokers, we look forward to working with you in 2008 and wish you a happy and prosperous New Year.

Sharon Fox-Slater
General Manager, RentCover

StudentCover is child's play

With a new school year approaching, stationery and textbooks may be high on the list of items to invest in, but that's not all parents need to consider.

Accidents don't discriminate on the basis of age, location or school, and sadly children of all ages can suffer a whole range of injuries that can place enormous financial stress on their families.

Each year around 350 children aged 0-14 are killed in Australia and 60,000 more are hospitalised as a result of injuries. While many of these incidents are easily prevented, they can often lead to painful and costly consequences.

EBM first launched an affordable insurance policy to ease the financial burden on families as a result of accidents and injuries to children in 1995.

For just \$25 a year, thousands of parents across Australia have already taken out StudentCover, which covers their children whether they're at school or at play - anywhere in the world, seven days a week.

The real benefit of StudentCover is providing substantial cover when it is needed most - such as \$500,000 for paraplegia or quadriplegia. The list of benefits is extensive and covers a wide range of injuries such as broken bones, fractures and loss of teeth. In most cases, payments can be made independently of what might be recovered for actual expenses through Medicare or private health insurance.

Coverage for almost every sport is included, with exceptions such as motor racing, hang gliding, parachuting and sky diving.

Parents and guardians might not be able to prevent an accident, but while they're dealing with the physical and emotional trauma, EBM can be helping out financially.

You can only apply online – that's one way we keep the costs low. So for more information about StudentCover visit www.ebminsurance.com.au



Travel insurance – globetrotting without the stumbles

With a strong Aussie dollar, many Australians are venturing overseas as our currency's strength makes exotic travel more and more accessible.

Whether it's a hidden beachside retreat or a backpacking safari, departure lounges are currently full of excited travellers eager to see the world.

While a rising dollar might have made far-flung places cheaper to get to, travellers are reminded that insurance is one item that is a must for any trip.

According to the Department of Foreign Affairs, each year 700 Australians are hospitalised overseas due to accidents or illness. And sadly, on top of this, 600 Australian travellers die each year and 100 are evacuated for medical purposes.

EBM Managing Director Jeff Adams says in circumstances where people get into trouble overseas and are not covered by travel insurance, hidden costs and treatment expenses can often lead to a long-term financial burden.

"Hospitalisation, medical operations, and even repatriation of a deceased's remains back to Australia can amount to significant costs," Mr Adams said.

"Many people are surprised to learn of the costs involved when accidents or injuries happen overseas and even fewer are in a position to meet those costs without adequate travel insurance."

While far less serious, lost or damaged luggage can also create major headaches for travellers and even disrupt carefully made plans.

EBM Insurance Brokers offers Travel insurance which provides all travellers with comfort and confidence when venturing abroad.

For more information about Travel insurance, call 1300 INSURE (1300 467 873) or visit www.ebminsurace.com.au



NSW and Qld floods provide timely reminder

Over the New Year period, the devastating flooding and storm activity in New South Wales and Queensland gave all Australians a timely reminder of the unpredictability and devastating effects weather patterns can have.

In early January, the Insurance Council of Australia estimated that the insured loss for the recent NSW storms alone was \$370 million. To date, around 53,000 claims had been made, with approximately 63% accounting for motor vehicle claims and 37% for property and commercial claims.

As the damage bill rose into the hundreds of millions across the two states, significant damage was being reported to infrastructure, rural properties, homes and businesses. Particularly hard hit was the tourism industry which would normally be experiencing a busy holiday period.

As devastating as these weather conditions are, they serve as a warning of how best to deal with loss or damage to property in the event of flooding, storms or other occurrences.

Here are some top tips to remember in the event of a loss due to dramatic conditions:

- Keep all of your insurance documents safe and easily accessible. These will come in handy when making a future claim;
- As policies vary, it is important to check what your policy covers and what it does not cover before making a claim;
- Before making a claim, make a list of all the damage that has occurred and the cause of the damage, eg flooding, hail stones, electrical fault, etc. This will help speed up your claim; and
- Seek advice as soon as possible. EBM Insurance Brokers can provide advice on lodging a claim and will provide assistance and update your claim as it progresses.

However, the best advice is to always ensure home and contents insurance is kept up to date. It should be noted that many insurance policies do not include cover against flood so if you are in a flood-prone area you should advise your EBM broker. For more information of any of EBM's insurance solutions, call 1800 661 662 (landlord insurance) or 1300 INSURE (general insurance) or visit www.ebminsurace.com.au

National Property Management Conference

The 2008 TCE National Property Management Conference will be held at the Marriott Resort, Surfers Paradise on the Gold Coast across June 22 and 23.

The Conference is well known throughout the property management industry for providing unique insights and entertaining presenters. The annual event is also seen as a valuable networking opportunity, attracting leading figures in property management from across Australia.

EBM Insurance Brokers is the major sponsor for the Conference this year and for those who have never attended, the event provides an opportunity to learn new solutions, strategies and ideas to improve the internal operations of your property management department.

Along with this advice, a key focus of the Conference has been to help participants achieve a profitable rent roll, including ways to make it more productive and sustainable.

Among the list of high-profile key note speakers this year is Brett Clarke, National Marketing & Development Manager for EBM Insurance Brokers.

For the past 15 years, Brett has played a key role in developing the RentCover range of products including RentCover*Ultra*, RentCover*Platinum*, HolidayLetCover and TenantCover and is widely respected amongst the Real Estate and Management Rights industry. He will be joined by the likes of renowned speaker and income acceleration coach Pat Mesiti, business coach and author Simon Treselyan, and internationally recognised business presenter Alan Patching.

The Conference isn't all hard work either with a retro '80s party organised for the Saturday night. It gives Conference participants a chance to relax, network and of course dance the night away to their favourite '80s classics.

Those eager to attend can take advantage of an early bird special. By registering before 1 March, you will receive \$200 off the normal ticket price.

Registrations forms can be obtained at www.ppmssystem.com or for more information [click here](#) to download the brochure or call PPM Group on 07 5592 6511.

Meet a RentCover team member...

Greg Rowe, Business Relationship Executive

Greg joined EBM Insurance Brokers in May 2006 and works at RentCover's Melbourne office. Although based in Victoria, Greg is the resident BRE for Victoria, South Australia and Tasmania.



Some things you might not know about Greg...

- 1. What do you like most about your position at EBM?**
I really enjoy getting out and seeing my clients. I come from a Real Estate background so I have been able to establish friendships with many of them. When you spend a great deal of time talking and dealing with people, you end up creating friendship bases which is good.
- 2. What do you find most challenging in your role?**
Time management is definitely a challenge. Making sure you allow enough time to meet with all of your clients is always an issue. Sometimes it's a matter of finding three day blocks just to service them properly. Other than that there is the paperwork!
- 3. When not at work I...** really enjoy socialising with friends. I am also quite a keen cyclist and enjoy going for regular rides. I usually manage three to four hours every Saturday. There are some great tracks where I live that go on and on for miles.
- 4. If I had a three week holiday planned...** I would go to the Maldives or maybe India.
- 5. I like to splurge on...** power tools. I think by now I would have every power tool known to man. I really like renovating houses and they come in very handy. Bunnings has to be my favourite store of all time.
- 6. The one piece of advice that stays with you?**
A friend of mine once suggested that I was much like her – terrible at saving money but fastidious with making payments and meeting responsibilities. She suggested that what we really needed to do was buy a property and start paying it off – it was the best bit of advice ever.

General Advice Notice

Our advice about insurance is provided for your general information and does not take into account your individual needs. Please read the policy documentation, including the insurer's Product Disclosure Statement if available, to ensure that the product satisfies your requirements. If you have any queries or concerns please contact us and we will be happy to assist you.

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