



## Premium Generator Enhancements

Following a review of our highly successful web based quotation system we have made some changes to enhance your ability to obtain quotes and bind cover.

Previously, if a commodity required specific Underwriter consideration you had to contact one of our State offices to obtain terms.

After listening to your preferences we have now altered the system so that, on 'refer' commodities, you can input the basic details and it will automatically email one of our Underwriters who will contact you with terms and coverage options.

Once terms are agreed we can update Premium Generator with the new detail and allow you to quote, bind and confirm cover as normal.

We have also introduced a short cut button " Edit Additional Details " that allows you to go directly to the additional details screen and update client contact detail.

The options to print Quotations and Cover Notes have also been enhanced. It is now possible to either reprint or email the document.

We have a further series of enhancements currently being developed that will simplify some of the current wording and allow for exports to countries that have previously been referrals.

## E-Cert - have you given your clients this advantage?

Many of our clients have now taken the opportunity to convert to our new electronic certificate system E-Certs. The feed back has been very positive with most clients commenting on the speed and ease of use. It also streamlines the usually endless and costly round of Bank approvals.

Recent enhancements allow us to rapidly tailor certificate structure to cater for specific conditions negotiated with individual clients.

### Who can use E-Cert?

E-Cert is available to all our clients who need to issue Import or Export Certificates on a regular basis and have a current import export policy with us. All the client needs is a PC, access to the Internet and a User Name and Access Code from Vero National Marine.

### Cover and Export Certificates for Single Transits

We are currently working on integrating our Premium Generator and E-Cert systems.

The new product will allow you to obtain a quote for the client, confirm cover and obtain a full export certificate (that meets the requirements of banks and the customer's overseas clients) in one transaction.

## People

A quick update on some recent senior changes:

Mark Beale - has joined our South West Region as Regional Underwriting Manager. Mark has been seconded to us by our sister company Vero Marine, NZ where he was the National Operations Manager. Mark brings many years of broking and marine underwriting experience to the region.

Gary Callahan - has joined our Victorian region as Development Underwriter. Gary has many years of experience in the Victorian market and brings a new dimension to our service and development role.

John O'Brien - is shortly joining us from the U.K. as Regional Operations Manager for our Northern Region. John is currently Underwriting Manager, Cargo for CAN Europe.

More changes later.

**The Team at  
Vero National Marine**