



Making News at BAIS

Message from Managing Director – Jim Armstrong

Lots of conferences and Expos going on at the moment!



BAIS is very pleased to have recently become a Business Services member of UAC and Robert attended our first UAC Expo in Adelaide in August.

We currently have a large number of Underwriting Agents as clients and look forward to future events and a mutually beneficial partnership with this group.

We also attended the CQIB conference on the Gold Coast last month - It is always great to catch up with our clients.

And finally, BAIS will be exhibiting at the 2017 NIBA Convention which is being held here in Sydney from Sunday, and we hope to see some of you there. Come and enjoy some of this beautiful Spring weather Sydney is putting on for us. And find out details of the fantastic prize you can win, just for visiting our stand, later in this edition of News@BAIS.

2017 ANZIIF Awards

The 2017 ANZIIF awards have recently been announced and BAIS would like to congratulate some of our clients for their successes:

Medium Broking Company of the Year

GSA Insurance Brokers

Underwriting Agency of the Year

CHU Underwriting Agencies

Young Insurance Professional of the Year

Kimberley Jonsson

CHU Underwriting Agencies

Congratulations all!

Getting to Know You

Greg Joannou – System Administrator



Greg first came to BAIS on work experience and he must have done something right because we've kept him for over 11 years so far.

Greg's role at BAIS includes, amongst other things, maintenance and upgrades of our servers and infrastructure, backups and disaster recovery, tech support.

When he is not making sure our system is running smoothly, Greg volunteers at his son's sporting events, where he enjoys helping the kids develop their skills. He loves hanging out with his family and friends and, as a massive NRL fan, he also runs our staff footy tipping competition.

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Did You Know?

Handy Hints & Tips

Auto End of Day is Available for Bureau Databases

If you are on the Bureau and would like to have your End of Day run automatically for you each night, please contact the Support Team and request this to be set up for you. Our automatic End of Day runs at 12:30am each night from Sunday to Friday night. This will save you having to remember each day to set your End of Day!

Please note, if you take up this option you will still need to manually set your End of Month to run. If you need advice on the best time to start your End of Month with auto End of Day in place, the Support Team can advise you, as this will vary depending on the size of your database and other circumstances.

Insurance Register

Our Insurance Register is now able to be used for all Text, HTML, SVU and Sunrise policy classes. This will allow you to print, all in one document, the latest schedule for each active policy for a particular client. This can be very useful when reviewing your client's portfolio at renewal time.

Log a Support call if you would like the Insurance Register set up in your database.



BAIS is a proud supporter of Feel the Magic Foundation and Camp Magic – A Place for Grieving Kids to Grow

www.feelthemagic.org.au

Ask Sheri for more info

Training Channel

ibais Training Videos Available on YouTube

Have you had a look at our YouTube channel:

[Click here to access](#)



Don't forget to subscribe if you would like to be notified automatically as soon as new videos are uploaded.

Watch this space.... More videos coming soon.

Win at NIBA 2017

Visit BAIS at stand 32 at this year's NIBA Convention to be in the draw to WIN a Sony Playstation PS4 Gold Edition with **two** controllers. Prize is valued at \$450



We will also be demonstrating our new Client Portal where your clients can be given (restricted) access to view their own policies directly. It's easy to set up – you could start using it almost immediately. Ask one of us at the stand to show you how it works.

We are looking forward to seeing those of you who will be at the International Convention Centre in Sydney for NIBA this month. Pop in and say Hi and make sure you are in the prize draw!

Business Quick Tips

Are you interested in receiving regular email newsletters filled with very useful, quick and easy tips to make your work life easier (and sometimes even your home life)? These tips include helpful advice on various subjects, including such topics as:

- Improving productivity
- Getting the most out of your smart phone
- MS Office Hints & Tips
- Email efficiency
- And a whole lot more

It is published by Debbie Mayo-Smith of SuccessIS. Debbie is an International Motivational Business Speaker and Author and she does a lot of workshops and speaking engagements for the insurance industry.

You can look at an example of a previous edition of her newsletter by clicking [here](#).

If you want to subscribe to have these Quick Tip Alerts sent directly to your inbox click [here](#).

Who You Gonna Call?

And we don't mean Ghost Busters!

Here are some useful numbers if you have issues with processing via our partner providers:

eBix Sunrise Help Desk	1800 331 018
Steadfast Tech SVU Help Desk	02 9495 6577
Organise IT	02 9262 7357
Office Tech	03 9830 4744

Of course, if you are unsure who you need to call you can always contact the ibais Support Team in the first instance and we will advise if you need to contact the partner provider.

Ibais Support Team **02 9934 1888**

Or you can Log a Support Call from the Hyperlink on the ibais Home Screen:



[Log a Support Call](#)

ESL Monitor Update

Latest News on the NSW ESL Changes

On 11th August new guidance was published in the NSW Government Gazette which postpones the requirement under Section 30 to produce a premium comparison on renewals until 1st July 2019. An excerpt from the Monitor's web site is reproduced below.

Therefore, for those of you who requested the new Section 30 Notice to be implemented in early July, it is no longer a requirement (at least for now).

If you would like the Section 30 Notice to be removed from your system please let the Support Team know by logging a Support Call.



Section 30

Guidance

Guidance on the effect of the section 30 order published by the Insurance Monitor in the NSW Government Gazette on 11 August 2017.

The emergency services Levy insurance monitor has published an order under section 30 of the Emergency Services Levy Insurance Monitor Act 2016 ("the Act").

The order was published in the NSW Government Gazette on 2 June 2017. Following the commencement of the Emergency Services Levy Act 2017, which deferred the introduction of the property based fire and emergency services levy and re-established insurer contributions to the NSW emergency services organisations.

The effect of the order is suspended until 1 July 2019.

The order, under section 30 (1) of the Act, requires an insurance company (as defined in the Act) to provide information. The information must be provided by including it in invoices and other statements issued by an insurance company, or persons acting on its behalf, to any person as to the price payable for the issue of regulated contracts of insurance.