



News:

Financial Protection Specialists



Integrated FINANCIAL

Welcome

Welcome to the latest issue of Integrated Financial News. We hope you find the articles and features interesting and informative. In this edition we look at what drives petrol prices, what factors effect your financial protection premiums and we have the privilege of bringing you an interview we conducted with Dora Zafiris of Zafiris & Associates, who are long standing clients of Integrated Financial.

If you would like any family members, friends or business associates to receive a copy of this Newsletter, please contact our office with their details and we will happily send them a copy.

Kind regards, **Peter Moyle**



What drives petrol prices?

Most of us have no idea what drives petrol prices or why petrol is more expensive before the weekend and cheaper on Monday. Let's look at some basics...

Raw material, processing costs and tax make up the majority of the price. The rest is distribution costs and retail profit. Short-term changes in prices are caused by local competition between retailers whilst longer-term trends are driven mostly by raw material costs.

Australia buys its excess crude oil requirements in US dollars through the Singapore wholesale market. Changes in the A\$-US\$ exchange rate will impact fuel prices as will

worldwide changes in supply and demand.

Daily fluctuations in price are caused by retailers discounting to attract customers. They actually don't make much money from selling petrol — milk, papers, cigarettes and so on are what keep petrol stations going.

Our petrol taxes are relatively low compared to the rest of the world — only USA, Canada and Mexico are lower. Many governments have used taxes to raise revenue and force improvements in fuel efficiency.

There are things you can do to reduce your spending on petrol. Take advantage of the fuel discounting cycles and buy midweek. Special deals like those offered by Woolworths and Coles

Myer can also help. To find the best prices in your area look up www.fuelwatch.com.au.

Looking after your car and thinking about how you drive makes a difference. Correctly inflated tyres will improve your fuel efficiency. Air conditioners can add up to 20% to fuel consumption. Steady driving uses less fuel than racing and braking.

For more information on fuel pricing, check the Australia Institute of Petroleum website at www.aip.com.au.

When prices fall, it's easy to get complacent. Good habits and a bit of planning can save you money regardless of the price of petrol.

Source:
www.aip.com.au, www.fuelwatch.com.au

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Factors That Impact Your Financial Protection

When you take out risk insurance you are assessed on a number of factors and how likely it is that you may need to make a claim.

Factors including:

Age — generally the older you are, the more likely you are to claim.

Gender — male and females have different illnesses and different claims experience.

Health and Medical History — your current health status and your family history. For example a history of heart disease, may add to your premium.

Lifestyle — some pastimes are riskier than others, like sky diving or abseiling — increasing your risk of accidents.

Occupation — some occupations may have greater injury risk.

Many of these factors you are unable to do anything about, however, one health factor that not only impacts on your health but can also impact on your premiums is smoking.

Each year in Australia, it's estimated that around 19,000 deaths are related to smoking.[†]

According to the Australian Institute of Health and Welfare,* smoking increases the risk of coronary heart disease, stroke, heart failure, peripheral vascular disease, lung cancer, cervical cancer and osteoporosis.

The added risks of smoking are also reflected in what you pay in insurance premiums each year — with smokers generally required to pay more for cover than non-smokers, all other things being equal.

But that's not to say things can't change. If you quit smoking and stay that way, you can ask for a re-assessment of your insurance premiums.

Former smokers may be eligible for a premium reduction if:

- You haven't smoked tobacco or any other substance in the past 12 months.
- You have no intention of resuming smoking of tobacco or any other substance in the future.
- You haven't been advised that you have a medical condition associated with your history of smoking.
- You have not been advised to quit smoking on specific medical grounds.



As your life changes, many of the factors that make up your insurance premiums can change too. That's why it's important to review your financial protection regularly.

[†] 10 Facts about smoking — www.nicorette.com.au

*Common risk factors for the NHPA diseases and conditions — www.aihw.gov.au

Source: ING

Interview with Dora Zafiris from *Zafiris & Associates P/L*



Dora & Tom Zafiris – Zafiris & Associates P/L

How long have you been in business?

We have been in business for about 30 years. We're a civil and structural engineering firm that does small commercial and domestic projects, extensions and sub-divisions.

When Tom started on his own he didn't need a big client base. After 30 years we have done work for the first generation of families and now we are doing work for the second generation.

Where does the majority of your business come from?

Generally by word of mouth. We also have our referral sources like architects and builders. We are a small family business and by keeping it that way we can make it more personalised.

Our business is cyclic and we make sure not to turn anyone away. We treat every person the same whether they are a large or small client. The clients actually get to see Tom personally and Tom ensures that the work is checked and completed to his standards.

What do you love about running your own business?

The clients become like family. You relate to them as friends. We discuss their project and how we can assist them. It also has given me flexibility. We have four children and I was able to be there for them at breakfast, after school and for taxiing them to their various activities. I am a science graduate and used to lecture at TAFE. Previously I had a secretary and now I am the secretary, however my secretary was better paid!

Do you have any business tips to share?

The architects and builders we deal with tell us what sets us apart is the personalised service plus where there are changes to plans or a problem it is resolved in a short period of time by Tom.

What do you consider are the biggest challenges?

Striving to fulfill our clients expectations.

Do you have any business tips to share?

We try to be as efficient as we can and to have a quick turn around time from when we get a job, to finish. Tom looks at the whole package and thinks about how he can save the client money. Choosing to stay as a small business we are more personal which makes us more accessible to the client. 90% of our calls would go straight through to Tom.

Tom has worked interstate and overseas on a variety of projects and was instrumental in bringing "tilt-ups" to South Australia back in the 1980's.

continued overleaf

**Interview with Dora Zafiris from Zafiris & Associates P/L
— continued**



How much leisure time do you allow yourself?

Tom plays tennis 3 times per week and I get to the gym a few times a week. It is really hard when it is your own business. Tom will do 2 – 3 hours on a Saturday morning and then plays tennis. If we don't have any commitments on Sunday he will also be in the office for a couple of hours. He gets more work done over the weekend because the telephone does not ring.

What traits do you look for when choosing an adviser for yourself or your company?

Well they have to be caring, accessible and honest, which is very important. They need to have a “yes we can” attitude and look at the

overall best deal for us. They need to give us peace of mind. Loyalty is important — you take care of us and we'll take care of you. That's how we take care of our clients.

On a whole how would you rate the service you receive from Integrated Financial and would you recommend us to your other associates?

I would rate the service a 9 ½ out of 10! I am absolutely happy and would definitely recommend Integrated Financial.

Zafiris & Associates Pty Ltd
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