

Making News at BAIS

Message from Managing Director –Jim Armstrong

This is a special interim edition of our newsletter as we have a few important issues to alert you to.

Firstly, we have completed the set up and testing of our new Bureau server and we are preparing to move it live on the weekend of 13th August.

Secondly, there is a new legal requirement for a notice to be included in documentation in relation to the Emergency Service Levy being phased out in NSW. BAIS contacted the Emergency Services Levy Insurance Monitor to find out how this new legislation will affect you, and at this stage there is still some confusion as to when Brokers are responsible for issuing this notice, on behalf of the Insurer. We recommend you get your own advice from one of your industry groups like NIBA or Steadfast, the ICA or directly from the Emergency Services Levy Insurance Monitor (Contact them either by phone on: 1300 607 723, or email enquiries@eslinsurancemonitor.nsw.gov.au, or www.eslinsurancemonitor.nsw.gov.au) If in doubt you are safest to include the required Notice under Section 30 on your documentation to avoid harsh penalties.

And finally, as promised in the previous News@BAIS we have scheduled the first of our capital city visits with Perth visits happening in August. This is an excellent opportunity to catch up on any new functionality and ensure that you are getting the best out of your system – we encourage everyone to take advantage of this offer when we visit your nearest capital city.

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Did You Know?

Handy Hints & Tips

We still receive a lot of Support Calls via email which then requires the issues to be logged before the Support Team sees them in their queue.

Did you know that you can log Support calls yourself which puts them directly into the Support queue?

To log your own support calls simply click on the icon:



on the Home screen in ibais. The system will then display a list of any current open calls that have been logged by your UserID using this icon. (Note calls logged by email and phone will NOT be visible to you in this list). You have the option to select an existing call and update it (eg. add more information or ask a question about it), or you can log a new call.

A screen is then displayed where you can input all the relevant information the Support Team will need to begin investigating the issue, and you can add attachments if you have a screen shot or example to include. The more detail you provide the more quickly and easily the Support Team can address the issue.

Once you submit the details you will receive an email summary of the issue logged along with the Support Call number for future reference, and the Support Call will then be visible in your list when clicking on the Log a Support Call icon.

Change to Emergency Services Levy for NSW

As you are probably aware, on the 10th December 2015, the New South Wales Treasurer announced that the Government intended to reform the way the emergency services organisations are funded in New South Wales, including the abolition of the existing Emergency Services Levy on Insurance policies.

In July 2016 the Emergency Services Levy Insurance Monitor published a draft document titled “Guidelines on the prohibition of engaging in false or misleading conduct in relation to the emergency services levy reform” which outlines the requirements of Insurance Companies and brokers acting on their behalf to notify clients of these changes. An example of the Section 30 notice which should be issued with all regulated contracts of insurance was published in the NSW Government Gazette on the 22nd July 2016.

As your documentation to clients is issued via ibais, you should ensure that you contact the Support Team if you are required to include this additional notice with your client documentation so that the changes can be made.

The guideline states that this Notice should be issued with all policies with effect from 25th July 2016 (with a 12 week grace period for full compliance) so if your business falls under this requirement you only have until mid-October to ensure your documentation is updated and compliant.

Please note – while every effort is made to ensure the accuracy of information presented here, this information should not be relied upon as a substitute for professional legal advice or reference to the actual legislation in determining your obligations under this Act.

Geek Speak

Technical and Infrastructure Updates

We are very happy to advise our Bureau clients that the new Dell server with a network attached SAN, with 1TB of SSD hard drives for Cache was built and tested in July and we have now scheduled it to go live on the weekend of 13th August 2016.

If you are on the Bureau in Australia - Please advise ALL staff that the system will be unavailable from midnight on Friday 12th August to 8am on Sunday 14th August to allow for the implementation of the new server.

This new server is the first phase of our infrastructure upgrades and changes outlined in the June issue of New@BAIS. Phase two will be the move of our web servers to the Amazon cloud which we anticipate will begin to roll out from September onwards (You will be notified of the new URL when you are scheduled to move).



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