



MOTOR VEHICLES
INSURANCE LTD

CONNECT

Issue No 8 July - September 2023



Canconex 2023 ... Prime Minister Hon. James Marape, MVIL Chief Executive Officer Mr Michael Makap (second right), Newcrest Country Manager Mr Stanley Komunt (centre), Civil Aviation Minister Hon. Walter Schnaubelt (left) and Vice Minister assisting the Prime Minister on Direct Foreign Investment Hon. Richard Masere (right) at the inaugural Community Affairs and National Content Conference and Expo (Canconex) held at the PNG University of Technology in Lae, Morobe Province, from 28-30 August 2023.

... Full story on Page 4

New division focuses on customers

Motor Vehicles Insurance Limited's Operations Division and Strategic & Business Development Division have been merged to form a new division – Customer Service Division (CSD).

A new business unit, the Business Support Advisory (BSA), has been created to support the CSD and the company at large.

According to a circular from the Office of the MVIL Chief Executive Officer Mr Michael Makap, the strategic decision follows extensive deliberations and planning on how to improve the way MVIL do business and the way clients and key stakeholders are served.

"In particular, it emphasises that we are a company that

aims to provide high quality customer service to all our valued customers. It is critical to further our commitment to 'Serving comes first!'

The main changes have been the reorganization at the executive and management levels where key staff appointments were made to build the platform which will give the company a more competitive advantage now and into the future.

CDS is headed by Mr Avi Hubert, who was previously Executive Manager Strategy & Business Development. Former Executive Manager Operations Ms Helen Koka now leads BSA.

The change came in to effect as

at 10 August 2023.

The impact of the new CSD will

... Continue on Page 6

INSIDE

- MVIL takes part in inaugural Canconex ...P4
- Insure police vehicles: Senior Officer ...P7
- CEO's Independence Day Message ...P8
- New branch to open at Motukea Terminal ...P10
- Golf Team finish second in PM's charity event ...P10
- Staff Feature Profile ...P13
- Questions Frequently Asked with Answers ...P15



From the CEO's Desk

Hello everyone,

Surely time flies. Third quarter of 2023 just ended and it would not be long before we find ourselves at the end of the year.

Firstly, there were a couple of noteworthy achievements that took place in quarter three which I would like to talk about.

The restructure of the Operations and Strategy & Business Development divisions is the significant one. This has been the result of two-three years of planning. After reviewing and revisiting the existing structure, we realized we could have done much better than what we were doing. And in the process of continuous improvements and reviews, we came up with this revised structure for Operations. As we know, Operations has been the driving force behind MVIL for many years, making it possible to operate 27 Customer Service Centres around PNG.

It is in the best interest of the company and our stakeholders to make Customer Service more lean, resilient, productive and customer centric. We have now restructured the Operations and Business Strategy divisions to form the Customer Service Division (CSD) that is headed by Mr Avi Hubert.

We moved a number of executive and senior managers to fit them into the new structure, taking into consideration that most of their contracts had lapsed. We put out advertisements to seek suitable qualified people but resorted to utilizing internal resources.

The MVIL's Customer Service brand has been given a lot of attention with a lot of energy invested to embrace continuous improvement. This means we are constantly evaluating the business

processes that are driving the change and closely monitoring them so they deliver the outcomes that we have projected. It is a critical moment that we are closely monitoring.

The second phase of the Head Office refurbishment has begun with most of the old office building that temporarily housed the Corporate, Human Resource, Finance and Admin divisions have been demolished. A very good contractor has been engaged through a stringent process to undertake this project. A brand new boardroom will also be built.

Down at the provincial level, a new office was opened recently in Daru, Western Province. It is currently fully operational. By the end of fourth quarter, we should have Walum, Kerema, Rabaul and Buka offices fully operational.

We are in discussion with the Western Highlands Provincial Government on the launch of the PMV subsidy in the province. This will happen next quarter. WHP Governor Mr Wai Rapa has assured us that he is keen on ensuring that this goes ahead.

In September, the Chief Executive Officer of Pacific Re Mr Lolesh Sharma and myself attended a conference called "Hazards Revisited" that was organized by AON Insurance International in Gold Coast, Australia. The conference was basically organised for insurance companies in Australia, New Zealand and Pacific. Speakers were from Australia, New Zealand and the United States. It was an interesting meet. There was a lot of talk on Climate Change, specifically Carbon Emission Reduction. It was highlighted that by 2030, all countries will have contributed to mitigating carbon

emission globally.

There were also presentations on Artificial Intelligence (AI) and how it will affect the way we do business and risk potentials. There have been huge interventions in AI, especially in the areas of health, aviation and mining, that are progressing and producing better outcomes in terms of what humans cannot do. However, the concern is those who are using AI to collaborate so together they can determine how AI benefits development and is used for the right purposes.

Interestingly, there will be a new insurance product out soon called "Parametric Insurance Cover" targeting the PNG market, especially the Small and Medium Enterprises (SMEs). This will be headed by our subsidiary company Pacific Re Limited. The product is event triggered and will cover losses and damages caused by natural disasters from climate-induced occurrences.

MVIL also participated in the inaugural Community Affairs and National Content Conference & Expo (Canconex) that was held at the PNG University of Technology in Lae in August. The event was for the resource sector and businesses operating in that space. It was focused on National Content and how resource operators and businesses could produce good national content to contribute in their business strategies. It was organized by the PNG Chamber of Mines & Petroleum. We supported the event as a Gold Sponsor and had a booth at the expo where the Prime Minister Hon. James Marape visited. He was impressed with MVIL's performance. There was great stakeholder participation.

... Continue on Page 3

... From Page 2

Going forward, we are working on putting together our 2024-2026 Corporate Plan, hence, all the executive and senior managers are currently writing up their plans. These plans are expected to be in line with the overall plan highlighting their experiences and projections that will be shared in our quarter two and three workshop in early October.

Lastly, our subsidiary Pacific MMI has done really well for the year ending 31 December 2022 by declaring an overall after tax profit of K18,952,314. In the recent Board of Directors meeting, they declared a K9,476,000 dividend payment to MVIL. This is a massive achievement and fruition of our efforts over the last four years. We are also set to pay our final

dividend for the 2022 year-end to Kumul Consolidated Holdings (KCH) in the next quarter.

Thank you for reading.

Michael Makap
Chief Executive Officer

MVIL participates in UOG VC's Cup



Visitors to the MVIL stall checking out information materials and merchandises displayed during the VC Cup at the University of Goroka (UOG).

Motor Vehicles Insurance Limited (MVIL) has once again supported the country's tertiary institutions by being a major sponsor of the 2023 Vice Chancellor's Cup that was hosted by the University of Goroka (UOG).

A total of 10 teams, out of the eight universities, competed in the five-day rugby league challenge for the prestigious Vice Chancellor's Cup at the National Sports Institute (NSI) from July 29 to July 31.

The MVIL Goroka Branch was given the opportunity to set up a booth at the venue to carry out awareness to students and the

general public on MVIL's core business and services.

"It was a busy three days as we had university, high school and primary school students come in numbers to listen to us deliver information on MVIL's operations and core business," said Goroka Branch Team Leader Ms Grace Duwabane.

Apart from answering queries from those that visited the MVIL booth, the Team gave them information materials and merchandises. They were asked questions on MVIL's core function and services and were given merchandises as prizes to those

who answered correctly.

"This gave us an indication that people did actually read the pamphlets that were given out and listened to the awareness messages," Ms Duwabane said.

"My team and I are grateful to have been given the opportunity to be part of the Vice Chancellor's Cup, and to deliver our messages to students and the general public, which was a success."

Ms Duwabane further stated that MVIL should identify and take part in other corporate events in Goroka to use as platforms for disseminating information.

Staff facilitates info session for partners

The Motor Vehicles Insurance Limited (MVIL) Branch in Vanimo, West Sepik Province, held an information session for one of its key partners in May to highlight the importance of Compulsory Third Party (CTP) Insurance.

The session with West Sepik Provincial Administration's (WSPA) Revenue and Registry Office was focused on MVIL's core business, CTP insurance, claims processes and changes being implemented.

It was initiated by Ms Gima Renagi, a Senior Customer Service Officer from MVIL's Head Office in Port Moresby, whilst on relief duties in the province.

The collaboration was the first of its kind. Thus, it was urged that regular consultation and stakeholder relationship should be maintained, especially through such activity.

Acting Deputy Provincial Administrator Dickson Dale, who was also present, took note of the discussion and suggestions put forward.

West Sepik Provincial Government (WSPG) Revenue



A West Sepik Provincial Administration Officer addressing the attendees during the meeting.

Manager Danny Welly said the information session was "indeed an eye-opener" and called on other partner state agencies to be part of such consultations.

Participants also raised concerns on claims cases that are still outstanding.

Ms Renagi stressed that proper checks should be carried out and correct procedures followed when registering motor vehicles and issuing driver's licenses.

She was very pleased with the turn-out and acknowledged the support of the WSPA.

... From Page 1

Participating in Canconex a rewarding experience

Motor Vehicles Insurance Limited (MVIL) is happy to have participated in the inaugural Community Affairs and National Content Conference and Expo (Canconex) held at the PNG University of Technology in Lae from 28-30 August 2023.

MVIL was also one of the Gold Sponsors of the event. A team headed by MVIL Chief Executive Officer Mr Michael Makap flew to Lae to take part in the three-day event. It was a rewarding experience, especially engaging with target stakeholders.

The MVIL's Marketing and Communication Team were also on the ground to carry out awareness on the MVIL Act amendments, including claims, and changes to compensation payments.

The amendments to the MVIL enabling legislations in 2021 now

requires operators in the extractive industry to register and insure heavy machinery and equipment with MVIL.

Canconex is an initiative to engage landowners, developers, sector players, businesses, government officials and stakeholders to share experiences and knowledge on how best to forge new relationship for investments that will promote national participation for sustainable communities.

In appreciation of the initiative, Mr Makap said it was very insightful with the wealth of information sharing, specifically for the mining and petroleum industry and the overall resource sector.

However, it was established that most of the general public and participants that came by the MVIL

information booth were not aware of the amendments nor know that the changes have been rolled out in the mining and petroleum sector. They were informed that the same will be implemented for the forestry and agro industries.

Prime Minister Hon. James Marape said in his official remarks that the theme, "Promoting National Participation for Sustainable Communities", reflected what the government was formulating in terms of national content for the resource project sectors.

The event saw more than 700 delegates from the business community, landowner groups and key agencies in the resource sector attend. Mineral Resources Development Company was the principal sponsor of the event.

Branch donates to police



Mr Nalan receiving the cake from MVIL Lae Claims Team Leader Mr Lune Tomo and Ms Raia.

Motor Vehicles Insurance Ltd (MVIL) Lae Branch donated office items to the Lae Metropolitan Police Command in July.

The used office accessories include computers, printers and other equipment plus tables, cupboards, arch files and cabinets.

The items were from MVIL's old office at the Post PNG Building. The Lae Regional Office has been relocated to the Lae port site.

Lae branch Team Leader Jenny Raia said the gesture was a show of support towards strengthening partnership with the police force.

She said MVIL wished to equip the Traffic Police, Highlands Highway Patrol and both the

Fraud and Motor Units so they could effectively and efficiently carry out their duties.

Lae Metropolitan Superintendent Chris Kunyanban extended his appreciation to MVIL's Chief Executive Officer Mr Michael Makap and the Lae Team for choosing Lae Police.

He said this would go a long way in helping police in their daily tasks.

Furthermore, the Post PNG Ltd Lae Branch Manager Mal Nalan was invited to accept a cake as a token of appreciation for having MVIL rent their office for the past 13 years.

Payments through cheque to stop on Dec 1

Motor Vehicles Insurance Limited (MVIL) wishes to advise all our valued customers and motor vehicle owners that by 31 December 2023, MVIL will stop accepting cheque payments for services and consumables.

This is in compliance with Bank of Papua New Guinea's (BPNG) directive and announcement of 28 March 2023 to end private sector cheque payments and only conduct electronic payments.

MVIL will only accept electronic

payments through Internet Banking and Eftpos transactions at our branches throughout the country. We will notify through customer awareness on the banking account details.

Our cutover date is 1st December 2023. We seek your cooperation for a smooth transition.

You are welcome to speak with us on this new arrangement. Kindly contact our Accounts Team on 302 4600 or email info@mvil.com.pg

NEWS IN BRIEF

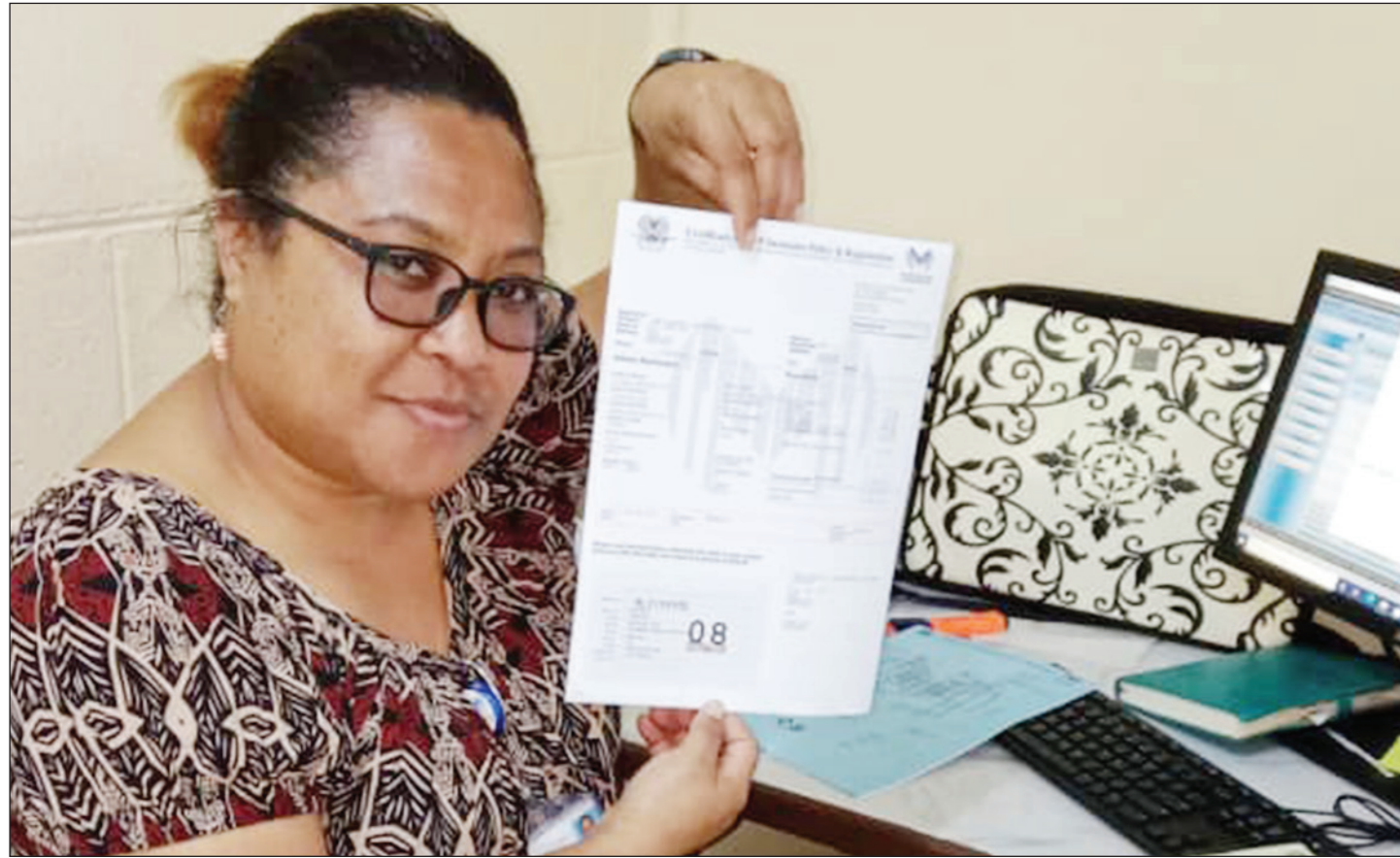
■ Five men travelling in a vehicle carrying firearms and ammunition were caught by police in the National Capital District in early September. According to police, the vehicle was alleged to have been used in an armed robbery earlier this year. Police found a couple of pistols and live ammunition. Also in the vehicle were vehicle number plates and reflectors from different companies. The five men were taken to Boroko Police Station and charged under the Firearms Act for carrying firearms without a permit, in possession of firearms without a license and unauthorized possession of ammunition. The vehicle was impounded. – *The National* 14/09/23

■ Staff of MVIL celebrated the country's 48th Independence Anniversary with a flag raising ceremony at the MVIL Car Park on Thursday 14 September. Addressing the staff, Audit & Risk Manager Raymond Tuyan said Papua New Guineans were fortunate to have gained independence without bloodshed. He urged all staff to play their part in the work they do to contribute to the company and the society, which in return would contribute to the overall well-being of the country.

■ Motor Vehicles Insurance Limited (MVIL) is set to open new customer service centres before the end of the year. The new branches will open in Rabaul, Kimbe, Walum in Imbonggu, Motukea and Buka. The Customer Service Division is also in the process of formalizing the renewal of the twin sticker agreement with Eastern Highlands Provincial Government and sign off on the PMV subsidy arrangement with the Western Highlands Provincial Government in November.

■ Lae Police are concerned over the number of road accidents due to negligence on the part of drivers. As a result, Lae Metropolitan Commander Senior Inspector James Luan cautioned road users between 2 Mile and 9 Mile, outside Lae, to be careful. He said most accidents were caused by defective public motor vehicles (PMVs). He further said that defective PMVs, when caught, would be impounded and the owners, drivers and crew arrested and charged. – *The National* 07/09/23

New customer centre opens in Daru



MVIL's Senior Customer Service Officer Ms Gima Renagi displaying a registration certificate processed at the new MVIL Daru Office.

In its efforts to bring services closer to the people, Motor Vehicles Insurance Limited (MVIL) has opened a new office in Daru, Western Province, for the first time.

With two branches already established in Kiunga and Tabubil, the opening of this branch brings the number of MVIL Customer Service Centres to 30.

Prior to the opening of this branch, vehicle owners register their vehicles through MVIL Kiunga Office or the Head Office in Port Moresby. Hence, it took longer to process driver's licenses, twin stickers and vehicle registration.

As a result, some vehicles driven around Daru Town are either not registered and not road worthy. Now that the new office is opened,

vehicle owners are reminded to comply. It will also generate revenue for the province, which it had been missing out on for many years.

The Western Provincial Government has been tasked to collaborate with the Road Traffic Authority (RTA) to have a Traffic Registry Officer and Traffic Officer on the ground.

... From Page 1

- It aligns the company to meet the needs of the modern-day customer who is tech-savvy, is high-user of social-media platforms, is more informed, and expects higher standards of service-delivery from vendors;
- It is a strategic move to adapt to the company's new environment in which we have expanded our clientele to include the companies in the resource sector and agri-business sector;
- It projects the message to customers that we have assigned an entire division

that will be focused on satisfying their needs; and,

- It brings an immediate shift and focus in our employees' mindsets and attitudes towards customer service and customer centricity. For our CSD employees in particular, it will heighten their commitment to giving their best to meet our customers' needs.

Mr Makap acknowledged the appointments and trust that everyone will work together to make this work as planned.

"On behalf of the MVIL Board and Management, I convey my

congratulations to the executives and managers who have been appointed to new positions under the new CSD and BSA structure," he stated.

"Your appointments were made based on your abilities, experience, and performance. I am confident that you will take MVIL further forward in your new roles,"

"I encourage all staff to remain focused and committed to their individual tasks, so that we can achieve collective success as an organization."



Special People ... Port Moresby-based MVIL male staff posing for a group photo outside of the APEC Haus during a gathering to celebrate Father's Day on 7 September 2023. The key message to the fathers and fathers-to-be was "be responsible and be better role models" as highlighted in 1 Thessalonians 2: 11-12: "For you know that we dealt with each of you as a father deals with his own children, encouraging, comforting and urging you to live lives worthy of God."

Insure police vehicles: Senior Officer

A senior police officer wants all police vehicles in the country to be insured with MVIL so that the police can benefit from the Compulsory Third Party (CTP) Insurance cover.

The call was made by Police Sergeant Samilie Sambie from the Lae Metropolitan Command after learning about the benefits of CTP insurance cover and the

compensation third parties receive for loss of life or injuries caused by motor vehicle accidents.

Claims Team Leader Lune Tomo, while briefing the Police on the changes to the MVIL Act at an event in Lae, explained how vehicle owners (policy holders) and third parties can benefit through the cover provided by MVIL.

This prompted Sergeant Sambie

to request MVIL to reach out to the Police Commissioner David Manning to endorse the idea of having all police vehicles insured with MVIL to take advantage of the third-party insurance cover.

The conversation took place at a gathering where MVIL Lae Branch donated office items to the Lae Metropolitan Command.

Retiree to continue what he loves doing

Staff at the MVIL Head Office farewelled their long-time colleague and gardener after he reached the retirement age on Friday 30 June 2023.

Mr John Kuman, 73, started work with the company on 10 September 2012. Looking slender and physically fit, it seems he was not going to go anywhere anytime soon if it was not for his age.

Mr Kuman was described as an easy-going person, who is very open and always cracking jokes and hanging out with staff who are close to him.

Wishing him well on his retirement, MVIL Chief

Operating Officer Mr Bafino Koi acknowledged his decision to call it quits while he is active so that he can enjoy life away from full-time employment longer.

Asked what he intends to do now that he is retiring, Mr Kuman said he would be returning to his home village to take a break and surely continue what he loves doing.

It seems he is not adamant to finding a new hobby or interest but to continue doing what brings joy and satisfaction to his life. At the end of the day, that is his life.

Thus, a reminder that "you can retire from your career, but you can't retire from life".



Mr John Kuman cutting his farewell cake.

48th Independence Day Message from MVIL Chief Executive Officer Mr Michael Makap

Happy Independence to you.

Forty-eight years ago to the day, I was in Grade 6, not really knowing what Independence meant. The general mood in the community was that of suspense and ambiguity. What is Independence? was the question on everyone's lips. Even my dad and mum did not know when I asked. Some people said all the white people are leaving the country and leaving all the riches to us.

In hindsight, I have these to say: Political independence, yes 100% successful, however, in the process, critical institutions of governance that hold together the democratic system of government that we adopted from the West were compromised. The separation of power in the three arms of government were also compromised. We created our own style of democracy. Very sad. That is the problem.

Economic independence that was envisaged by our forefathers, sad to say, has regressed, to a point where 90% of our people have been marginalised and grouped as the 'have nots', beggars in a land of abundant riches. It was all harvested and eaten by those people our parents thought left all the goodies and gone for good. The political independence that we thought was the vehicle that would take us to the land of milk and honey, never made it. In fact, it got stalled by people who were trained to drive it but failed to observe the manual instructions. They used their own misguided imaginations and it never took off and we are still looking for the economic independence our forefathers dreamed of.

You and I are part of the problem, and the solution will be found when we all take a moment to reset our mindsets and look at the small things we do at work, and do them right.

MVIL as a corporate entity has



refined its corporate image and service standards to a point where we have become the talk of town for the noticeable things we are doing. The entity is a legal entity but it does not think, you and I do the thinking and the doing. The doing is not just few people, like managers or team leaders but all of us. The work groups, like the branches, Customer Service Team, the vehicle inspectors, the Claims Team, the Legal Team, the Accounts, IT Team, Risk & Audit Team, the Cleaners, and so on.

Few days ago, we suspended two senior officers for fraudulently transferring ownership of two very high value machineries. From investigations, it was established that no proper legal paper work was submitted by the purported new owner. There were No PEC Minute, No Tender Document, No Gazette, No Authority of Transfer. How on earth did the staff involved in the transfers decided

that ownership change would be done? The transfers of these machineries were illegally done.

Now, while we all, put our efforts to present MVIL as this new look service-centric SOE that everyone outside is noticing, one or two bad apples are pulling all of us down into the gutters. We are going to find those few bad apples out and basically throw them out. Whether you have worked 20 years, 10 years or five years, if you display behaviour of a bad apple, we will find you out and terminate you.

On this occasion, 48 years of nationhood for PNG, on its own it is just an entity but the citizens together in all aspects of life have to say no to what activity or decision that you know is not right and choose to do the right thing. We all come from communities where huge social problems are being experienced and we feel helpless. Our children, girls and women are

not safe. Tribal warfare has gone to a new level with the use of high-powered guns. Killings of humans and displaying their battered lifeless bodies is like fun.

We all have children or are aspiring parents and I am sure we are seriously concerned about their future. I am so scared of my three young men and my baby daughter who just turned five. We have to live right, fear God and obey his commandments. Praying for God's help is all we can do now but your everyday decisions must be right. Our children are watching us. We are their role models.

If you and I are still alive, God has a plan for us. Reset our mindset and ask God to forgive us and His perfect Will for our life is lived.

I wish you a wonderful 48 Independence!

God bless.

Michael Makap, CEO

Top left: *MVIL Port Moresby-based staff after the flag-raising ceremony and singing of the national anthem.* Top right: *Human Resource Manager Mr Samuel Kiele raising the PNG flag while staff sang the national anthem.* Below: *MVIL Chief Operating Officer Mr Bafino Koi (left) and MVIL Executive Manager Customer Service Division Mr Avi Hubert cutting the Independence Day cake before lunch was served.*



New branch to open at Motukea Terminal



MVIL Chief Operating Officer Mr Bafino Koi (right) giving his thoughts on the set-up to the contractor Mr Yoshikuni Ikeda during a recent inspection.

A new MVIL branch will be opening at the Motukea International Terminal, outside Port Moresby, in fourth quarter of this year.

Work on the MVIL Motukea Customer Service Office has been completed with the final inspection carried out on 16 August 2023 by all department

heads along with the contractor. Located at the PNG Ports precinct, the purpose of the office is to capture vehicle data that are shipped in apart from insuring and registering them.

This customer service centre is intended to serve motor car dealers that have units coming

in, business houses that operate within and around that area, including staff, and those in the surrounding communities.

Once it is opened, the number of MVIL branches would increase to 30.

Golf Team finish second in PM's charity event

Motor Vehicles Insurance Limited's (MVIL) Golf Team finished second out of 54 teams in this year's Prime Minister's Corporate Golf Challenge held on Friday 22 September 2023.

The company had been supporting this annual event for a good number of years but have not fared well as this year. It was a solid effort by Team MVIL despite the scorching heat and dry condition of the golf course.

The MVIL Team consist of Agnes Bayang, Owen Meti, David Tinai and Sani Tose. They were lucky recipients of four Air Niugini tickets

to Cairns, Australia, and Team PNG polo shirts.

The Prime Minister's Corporate Golf Challenge began in 1998. It is an annual charity event staged in Lae and Port Moresby to help raise funds to support organizations within the country.

The funds raised this year will go towards Team PNG's participation at the 2023 Pacific Games in Honiara, Solomon Islands.

MVIL staff Owen Meti in position to make a hit during the PM's Corporate Golf Challenge at the Port Moresby Golf Course.



The conscious mind

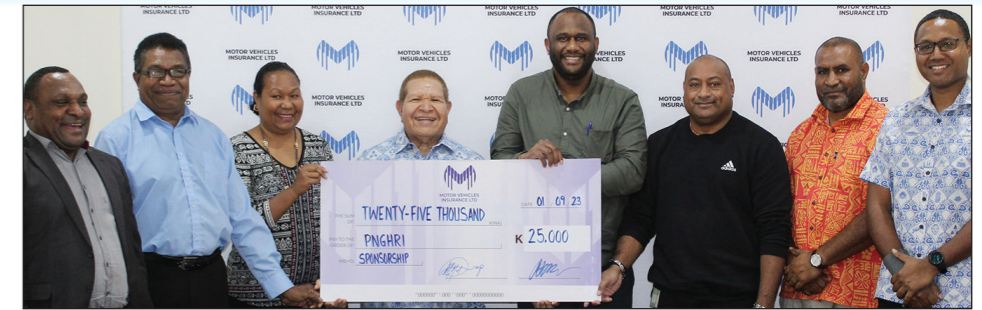
Your superpowers are in your conscious mind which is a component of your SOUL. Your soul is a GIFT from God. You are to use that POTENTIAL power to work for you and not against you. You are to dominate with it.

When God breath into Man in Genesis 2:7, man became a living being, soul. Man is spirit, lives in an earth suit called the body and has a SOUL. You relate to the physical earth with your body and to God since you are a spirit. You use your SOUL to connect the spiritual and physical realm. We are to dominate by using our SOUL to create and translate spiritual ideas into physical manifestation. Your ability to think & create makes you godlike as we are created in the Image and Likeness of God (Genesis 1:26).

Your five senses (see, hear, smell, taste and touch) are like antennas that brings information from outside world to your mind. You can either accept the information or reject them. You can also create or originate ideas in your conscious mind. You have a say over your subconscious mind, however, not your subconscious mind. After much repetition and emotion in the conscious state of mind, it becomes impressed into your subconscious mind, where It becomes your paradigm or program.

It controls the body to take action, hence, you see the result. For example, learning to drive a car. At first, you need your full attention, then after much practice (repetition) it becomes your second nature as it is now registered/programmed in your subconscious mind. You are able to drive and talk on the phone at the same time.

Your super powers are in your conscious mind. We are to use them to dominate and create our own world or live the life we want which is the Abundant life, Jesus promised in John 10:10 and in Hosea 4:6, my people perish because of lack of knowledge.



Mr Makap (fourth left) and Mr Polin (fourth right) displaying the dummy cheque as PNG Human Resource Institute Council Members and Mr Kiele (far right) looks on.

PNGHRI thankful for support

The number one resource in any organisation is not the financial assets but its human resources. Without it, you cannot do anything, says Motor Vehicles Insurance Limited's (MVIL) Chief Executive Officer Mr Michael Makap.

Mr Makap made this statement during a cheque presentation of K25,000 to the PNG Human Resource Institute (PNGHRI) on 1 September 2023. MVIL stepped up as a Gold Sponsor this time to support the hosting of the PNG HRI Annual Conference to be held in November.

"With good human resources (people), you are able to build a good organizational structure. With the right set of skills and capacity that people have, is paramount in any organization," Mr Makap said.

"And as employees, we are to respect the governing law of any organisation which is again managed by its human resource."

Present to receive the cheque

at the MVIL Head Office in Port Moresby was PNGHRI's Chief Executive Officer Mr Francis Polin and Council Members Mr Rex Kupin and Ms Gayle Iramu together with other executives.

Mr Polin thanked MVIL for its support saying that it meant a lot to the institute as it gives them the boost needed to do more in the HR space.

Furthermore, he said the PNGHRI has updated the training courses offered for HR professionals and introduced new topics in the current HR course outline. The certificate program has been upgraded to an Associate Degree program and it is hoped that in the near future the institute can run a degree program.

In response, MVIL's HR Manager Samuel Kiele acknowledged the upward change taken by PNGHRI and the energy put into upskilling people in the industry to produce the quality output needed in this field.

New CEO for MVIL's subsidiary Pac Re

The Board of Directors of Pacific Re is pleased to announce the appointment of Mr Lolesh Sharma as Chief Executive Officer for the company. He assumed responsibilities on July 11.

With over 20 years of international insurance experience, Lolesh brings a wealth of knowledge and expertise to his new role. His diverse background in various regions will provide valuable perspectives and foster strong relationships as he leads Pacific Re into the future.

The Board of Directors is confident that under Mr Sharma's



leadership, Pacific Re will further refine its strategic direction, foster growth and development within the organization, strengthen partnerships in Papua New Guinea, and establish new relationships across the Pacific.

Show-goers get first-hand information



MVIL Kokopo Branch Team Leader Ms Lucy Togoran explaining the core functions of MVIL to a vehicle owner as MVIL Claims Officer Kennedy Orip (right) looks on.

Sometimes it is essential to go where customers are, and not where you want them to be.

This is the experience staff of MVIL Kokopo Branch had while participating in the National Masks & Warwagira Festivals held from 12-16 July 2023 at Kalabond Oval in Kokopo, East New Britain.

“Although we did not have more than a hundred visitors to our stall within the five days of the awareness drive, we were able to engage with those that came around,” Kokopo Branch Team Leader Ms Lucy Togoran said, adding that the responses were overwhelming.

Those that visited the MVIL stall were happy to learn about MVIL’s core business, its services, why it is important to insure vehicles, the claims processes and getting first-hand information on the changes to the MVIL Act and the direction the company is taking.

On average, there were 20 show-goers visiting the MVIL stall in a day with each one walking away with a merchandise. The gifts were for the public to familiarize themselves with the MVIL’s new corporate branding.

According to Ms Togoran, although the weather was not favourable during the five (5) days of festivity, it was a success, as the

team were able to network with policy holders, the public, students and business representatives, and share information about MVIL.

She thanked the show organisers, on behalf of the management, for presenting MVIL with a Certificate of Appreciation in acknowledgement of being one of the Silver Sponsors of the show.

It is understood that MVIL use to sponsor the show but do not participate. This is the first time the company has participated.

Ms Togoran thanked the MVIL Management for their continuous support and the teams behind the scene at the MVIL Headquarters.

The National Masks & Warwagira Festivals is an annual event that takes place in East New Britain Province, where local tribes gather to display their traditional attires and dances.

The festival did not take place in the past three (3) years due to COVID 19.

The festival commences at dawn on the beach with the Kinavai Ceremony where the mysterious and feared Dukduk and Tubuan arrive on canoes.

The ceremony is spiritually important to the local Tolai people as it signifies their landing on the shores of East New Britain from Namatanai in New Ireland.



Top: MVIL Claims Officer Kennedy Orip answering question from a group of young men who visited MVIL’s stall. Below: MVIL Senior Inspector Othniel Todave standing in front of the MVIL stall at the Kalabond Oval in Kokopo.



STAFF PROFILE: FEATURE

Never lose hope: The story of a determined young man

“It’s not what happens to you, but how you react to it that matters.” – Epictetus

Experiencing pain and hardships from losing loved ones in life can be very wearisome.

Trainee Customer Service Officer Mr Nigel Gagau said the pain of losing his father and younger brother whilst at university presented obstacles that changed the course of his life but prepared him to secure a formal employment.

Mr Gagau, who hails from a mixed parentage of the Autonomous Region of Bougainville (AROB) and East New Britain, says his painful journey taught him many lessons in life, moreover, identifying his short and long term goals.

Completing high school (Grade 10) at the Buka International Christian Academy in 2009, Mr Gagau went on to Malala Secondary School in 2011. He began tertiary studies at the Divine Word University (DWU) in 2013, and much later in 2020 attended the Mapex Training Institute.

Before his father’s death, Mr Gagau and his family lived in Goroka where his dad worked as the Registrar for the University of Goroka (UOG). He was in his third year studying PNG & International Relations at the DWU when his father and younger brother passed on.

He withdrew from studies and went back to Goroka where he was casually engaged with the Eastern Highlands Provincial Bureau.

“I had to work to look after the four (4) of us, that is my mother, my sister and her son and myself. My sister was also studying at UOG at that time so I had to take care of us all,” Mr Gagau said.

After working for a year, his

mother and nephew relocated to East New Britain while his sister stayed on to complete her studies.

Mr Gagau flew to Port Moresby to be with his wife and her family while he looked for formal employment to help provide for his mother, sister and nephew.

“I struggled financially, and faced a lot of hardships trying to take care of my family but my wife always persuaded me to be strong and never lose hope. She believed that one day I would make it somewhere. We both agreed that I should go for further studies,” he said.

Mr Gagau applied to the Mapex Training Institute in November of 2019, and was accepted to study Human Resource Management (HRM). He successfully completed the course and graduated in 2020 with a Diploma in HRM.

After graduating, it was back to job searching. Mr Gagau did odd jobs like plumbing and carpentry on weekends or sold cooked food to earn some money to support his family.

To pass time while doing odd jobs here and there, he got involved in corporate sporting activities, mainly rugby union and slow pitch softball.

One day while on the PMV bus, Mr Gagau saw the signboard to the MVIL Office and decided that he should write a letter of interest for employment to the company.

After a few months, he was called to go for an interview.

“I was excited as this would be my first interview for a full-time job. I called my mum and sister to tell them the good news, and asked my wife and in-laws to pray



Nigel Gagau
Trainee Customer Service Officer

about it.”

After that interview, he stopped applying for jobs.

“I didn’t bother dropping off any more application letters as I felt I already got the job with MVIL.”

Mr Gagau went for another interview with the then MVIL Executive Manager Operations Ms Helen Koka and NCD Customer Service Manager Ms Martha Geeji a couple of months later and was recruited as a trainee Customer Service Officer.

“When I got my acceptance letter, I was very excited and I told everyone who stood by me in my times of struggle about it. We all shared tears together,” Mr Gagau recalled.

It was a thrilling feeling to be formally employed by MVIL.

Mr Gagau joined the company on 3 March 2023, and has since learnt a lot from senior officers, team leaders and managers from respective sections in the Customer Service Division.

Mr Gagau said: “In the few months working with MVIL, I have learnt so many things and I am happy to be part of the team. I learned things which I did not have any idea about and really appreciate it. It is an honour to meet wonderful people here and learn from them.”

Visit to LNG Plant site part of collaboration



MVIL staff with their ExxonMobil guides at the PNG LNG Plant site. The visit was for staff to learn and see first-hand the operations at the project site.

Several staff of MVIL were privileged to visit the PNG LNG Plant site including the LNG Marine Terminal at Caution Bay in Central Province on Tuesday 6 June 2023.

The visit was for staff to keep abreast with the progress of the project, especially those that deal directly with ExxonMobil and its subsidiaries by engaging through:

1. Strategic collaborations to implement government policies. For example, working closely with the Office of Workers Compensation, Customs, PNG Ports, etc.
2. Driving Public Private Partnership agenda to ensure that government policies and legislations are implemented effectively. For instance, the issuance of vehicle listings for implementation of amended MVIL Act 2021.
3. General engagement with regards to processing of Compulsory Third Party Insurance (CTPI) for corporate fleet on public roads.
4. Provision of CTPI assessment on claims and awareness of policy cover.

For the others, it was a learning and development opportunity to broaden their knowledge and use the opportunity to give awareness on how and what the PNG LNG project contributes to the economy of PNG.



Top: The visitors inside the LNG Marine Terminal control room. Below: Visitors at the lookout.



Frequently Asked Questions



■ What should a vehicle owner (policy holder) do if his or her motor vehicle is stolen?

1. Policy holder must report the matter to police and obtain an Occurrence Book (OB) number.
2. Policy holder must write to MVIL reporting the stolen vehicle with the OB number copy attached.
3. If the OB number copy is not yet obtained, then a formal letter or email is acceptable with valid ID.
4. Policy holder must provide the full details of the stolen vehicle, including the plate, engine and chassis numbers.
5. Policy holder must inform MVIL once the motor vehicle is recovered and provide indemnity release to unflag the motor vehicle on the Vehicle Insurance & Registration Management System (VIRMS).

■ When transferring ownership of a motor vehicle from individual to individual, should both the current and new owner be present at the counter?

Yes, it is a must that both individuals (current and new owner) are present.

They are required to present valid IDs, original CTP Insurance Certificate or copy and two Statutory Declaration forms (must be signed and stamped by a Commissioner of Oaths). The motor vehicle must have a valid Safety Sticker (six months' validity period) and should be brought in for inspection.

■ What are the requirements customers must present when transferring ownership of a vehicle from organisation to organisation?

Customers must present the following documents/ requirements:

1. Original CTP Insurance Certificate/ Vehicle Summary Extract from MVIL/ Copy of CTP Insurance Certificate (back of the certificate must be stamped by the previous owner).
2. Disposal letter from the owner/ organisation (under official letter head with common seal on it).
3. Statutory Declaration forms from both parties and valid ID copies (front and back).
4. Acceptance letter from the buyer, Government, organisation or company (if small company, IPA Certificate must be attached).
5. Valid Safety Sticker (must have a six months' validity period).
 - Vehicle must be brought in for inspection.



Serving comes first

Motor Vehicles Insurance Limited (MVIL) is the sole provider of Compulsory Third Party (CTP) insurance in Papua New Guinea.

The CTP insurance provides cover for vehicle and equipment owners against compensation claims from third parties for loss of life or injuries sustained from motor vehicle accidents.

MVIL has 31 customer service centres throughout the country.

Motor vehicle accident claims are processed in all the branches.



For information on MVIL's services or to obtain a quote, kindly call into the nearest branch or visit our website:

www.mvil.com.pg



Kunai Street, Hohola | PO Box 1157, Port Moresby | National Capital District
Papua New Guinea | +675 302 4600 | info@mvil.com.pg