



Brokers Assistants' Conference

The 2024 Broker Assistant Conference - From Good to Great

The 2024 Broker Assistant's Conference in Sydney was an exciting blend of learning, networking, and celebration. Embracing the theme "Good to Great," the event highlighted the power of teamwork and growth. Participants took part in activities such as climbing the Sydney Harbour Bridge, challenging themselves to push their personal limits. Insurer interactions fostered problem solving and effective communication, with dynamic team-building challenges encouraging collaboration. The conference also featured an inspiring keynote address from Olympic gold medallist Giaan Rooney, whose journey of perseverance and success left a lasting impression on everyone. Engaging breakout sessions explored industry trends and best practices, reflecting MGA's commitment to growth and excellence. The event wrapped up with a nautical-themed gala dinner. This wasn't just a conference, this was a celebration of progress and connection, setting the stage for even greater success ahead.

In this issue:

- Cyber Health Check
- Charity Golf Day
- McLaren Vale Bushing Festival
- Queen of Hearts Run & Ride around Australia
- Andrew & Geoff Faber Article
- Kensington Baseball
- MGA Roma Joe Regan

We are turning 50

MGA Insurance Group Turns 50 in 2025



This year, MGA celebrates 50 years. From John George's vision in 1975, MGA Insurance Group has grown into one of Australia's leading brokerages, built on trust, expertise and a commitment to our clients.

Our journey has become one of growth, resilience, and community support. From tailored risk solutions to giving back through the community, we strive to make a difference. As we mark this milestone, we honour our past and look ahead, committed to evolving and continuing our legacy for years to come.

Thank you to all our clients, partners and the MGA team for being a part of the journey and standing by us, 50 years is just the beginning!

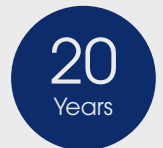
MGA Milestones

Congratulations!



20
Years

Ben
Will



20
Years

John
Maxwell



20
Years

Wayne
Fallas



20
Years

Lorrae
Lawrie



Beware of Fraudulent Accident Management Companies

Deceptive practices in the motor claims industry are on the rise, with fraudulent accident management companies misleading drivers by posing as insurers.

These businesses promise “free” hire cars, towing, and quick claims handling, only to leave customers facing inflated costs, substandard repairs, and even having their vehicles withheld.

Many unsuspecting drivers fall into this trap when searching online for their insurer’s contact details, unknowingly calling a third-party company instead. These businesses often use misleading ads and aggressive tactics, intercepting claims and complicating the process. In some cases, insurers have had to take legal action to recover customer vehicles.

Glenn Rowe, Manager of Counter-Fraud and Investigations at RACQ Insurance, warns that “these companies’ tactics are becoming more sophisticated... We’ve seen fraudulent schemes where they will try cold calling customers, door knocking, advertising online with incentives, and working with credit hire businesses to refer details over to accident management companies.”

These practices not only harm individuals but also contribute to rising insurance premiums for everyone. The Insurance Council of Australia is calling for stronger regulations to combat these unethical operators.

A spokesperson for the Insurance Council of Australia (ICA) emphasised concerns, stating that “while these companies claim to offer a smooth and cost-free experience for not-at-fault drivers... they operate in a regulatory grey area, allowing them to exploit loopholes in consumer law as well as financial services regulations related to claims handling activities.”

To protect yourself, always contact your broker directly after an accident. If a company pressures you into unnecessary towing, repair services, or hire cars, verify their legitimacy with your broker before proceeding. Your broker is your best source of reliable claims assistance—don’t let deceptive businesses take advantage of you in a vulnerable moment.

SOURCE Insurance News: <https://in-magazine.com.au/smash-and-grab-rise-of-the-car-kidnappers/>



McLaren Vale Bushing Festival

A Toast to Excellence - The McLaren Vale Wine Bushing Lunch 2024

Winemakers and winery owners gathered at Chalk Hill Wines for the McLaren Vale Wine Bushing Lunch, celebrating the region's best wines.

As naming and major sponsor, MGA Insurance Group is proud to support this tradition, with broker Phil Keenihan's involvement dating back to 2008.

Congratulations to Penny's Hill Wines for their winning Grenache!



2024 Charity Golf Day

The 6th Charity Golf Day, hosted by the MGA Whittles Community Foundation, brought together 100+ attendees in a sea of yellow hats at the Blackwood Golf Club. The event raised \$30,000 for the Australian Melanoma Research Foundation, which will be used for vital research. With fun, laughter, and plenty of pizza, the day fostered connections while making a real impact. A heartfelt thank you to our incredible sponsors Austronics, ACTIVE, Electric Environs, Scott Construct, Bevan Master Plumbers and Gas, Body Corporate Insurance Valuations, Wirra Wirra, iElectrical & Communications, HPG, OTIS, Comwire IT, Paulmara Estates, Seppeltsfeld Road Distillers, Slape & Sons and Dulwich Bakery for helping make this event possible.

A true celebration of community spirit, and we can't wait to do it all again!



Queen of Hearts Run & Ride: Dawn Beaumont's 20,000km Journey for Heart Health

Some challenges go beyond sport—they create a lasting impact. Dawn Beaumont is embarking on a 20,000km journey over 200 days, crossing every state and territory to raise \$2 million for heart health and remote medical support.

Through the MGA Whittles Community Foundation, MGA Insurance Group is contributing \$20,000—\$1 per kilometre to support the Heart Foundation and Royal Flying Doctor Service in delivering vital care.

Departing Adelaide on 25th of February 2025, Dawn will push her limits daily, raising awareness and money for these fundamental charities. We're proud to stand behind her on this incredible journey.

Kensington Baseball



Supporting Kensington Baseball Club's Road to Recovery

When the Kensington Baseball Club suffered a \$22,000 cyber-attack, the MGA Whittles Group stepped in to help. Executive Chairman John George OAM presented a \$15,000 cheque, reaffirming our commitment to supporting local organisations.



MGA Roma

Joe Regan

The 16th Roma and District Eisteddfod brought together record-breaking talent from across the region. With support from Joe Regan and MGA, students and teachers in remote communities gained invaluable skills through music workshops led by Dr. Robert Burrell and Mr. Kevin Scott.

This sponsorship reflects a commitment to the arts and the vision for a permanent arts facility in Roma, ensuring young musicians in regional communities have the support they need to thrive.

Phishing & Social Engineering: Ask your broker about a Cyber Health Check

Phishing is a type of cyber-attack where fraudsters impersonate legitimate organisations or people you know. They trick you into sharing sensitive information through fake emails, texts, or websites. Social engineering manipulates trust to steal data.

Watch for:

- Urgent or suspicious messages
- Unknown senders or links
- Requests for passwords or payments

Did You Know?

- A large majority of cyberattacks start with phishing
- Hackers often impersonate trusted companies

Stay Safe:

- Verify senders before clicking links.
- Never share sensitive info via email or phone.
- Use strong passwords and two-factor authentication.



Andrew & Geoff Faber

Proud Partners of AWCINSW

MGA Insurance Group was privileged to be appointed as the exclusive general insurance broker for the Association of Wall & Ceiling Industries NSW (AWCINSW), supporting contractors across NSW. At the AWCINSW awards luncheon, Andrew and Geoff Faber proudly accepted the Industry Excellence Award, reinforcing our commitment to a strong and successful partnership.