



Page 1: Customer service, priority for 20,000 Unit Holders	Page 2: Unit Holder Requirements
Page 3: Pinktober Cancer Awareness	Page 4: Meet Miss PBF's Designer
Page 5: PWC Corporate Challenge / Annual Reports	

Customer Service, priority for 20,000 Unit Holders

Customer service is important in any organization as it is often the only contact a customer has with a company and serving the interests of our unit holders is priority for MTSL.

The move early this year of the PBF fund administration to ground floor, Defens Haus was intended to



improve customer service, make it easier to deliver reliable information and to identify methods and strengthen efforts to serve our unit holders better.

The main stakeholders of Pacific Balanced Fund are unit holders.

- Individual Contributors
- Family Groups
- Associations
- Schools/Institutions
- Church Groups
- Corporate

All unit holder queries are handled at the front desk, unit holders either come in person or they contact the fund office through phone, fax, email and mail.

Queries handled on a regular basis include:

- Outstanding Dividend Payments
- Verifying unit holder accounts on the PBF Share Registry System,
- Verification Status - after lodging in verification form and supporting documents for verifying their accounts
- Follow up on Unit Certificate and Membership ID Card
- Amendments and update of unit holder records on the PBF Share Registry System

For Verified Deceased Unit Holders – PBF only assists the nominated Next of Kin as registered

For Unverified Deceased Unit Holder – PBF only assists the immediate family members (spouse and children) of the deceased member upon producing valid ID cards and supporting documents.

Things that Unit Holders should be aware of

When enquiring at the PBF Customer/Client Service, most unit holders are not aware of the requirements for matters concerning or relating to their queries. Outlined below are some of the requirements.

●PBF Customer/Client Service Centre Business Hours:

PBF customer/client service is open for business from 09.00am to 04.30pm Monday to Friday.

●Present PBF Membership ID Card at the Customer/Client Service Counter:

This is the primary requirement that all verified unit holders who enquire at the front counter must present. The PBF membership ID card is for identification and verification purposes before any information is released to them, as all information is held and treated as confidential by the fund and is meant for the genuine unit holders only. Unit holders without ID cards are required to take a facial shot at the office for processing of their membership ID card.

●Verification Requirements for Verifying Unit Holder Accounts:

The requirements for verifying unverified unit holders can be found on the Information Guide which can be obtained at the Customer/Client Service counter. The Information Guide provides all the requirements for verifying the accounts of the different client types including individual unit holders, groups and deceased members and can be further explained and elaborated by the staff over the front counter, by telephone, mobile and email.

●Dividend Payments:

PBF under the trusteeship of MTSL has introduced a new distribution process of the dividend payments. It has established the electronic distribution of the dividend payments, in which the payments will now be paid directly to the bank accounts provided by the unit holders.

●SMS Blast:

Unit Holders will received an SMS alert or notification of their payment when the dividend payments are paid directly to their bank account. It is therefore, required that unit holders provide their own current and reliable mobile numbers for update on the system. In the case of unit holders losing their phone, they must redeem the same number/sim card from their service provider.

●Lost Unit Certificates and PBF Membership ID Cards:

Unit Holders with queries regarding lost unit certificates and ID card must produce the following;

1. Unit Holders are required to complete a pre-prepared Statutory Declaration Form specifically intended for the replacement and reissue of the lost items. This can be obtained at the PBF office.
2. A penalty fee of K10.00 is charged for each of the lost items.

●Record Amendments & Updates:

Unit Holders who intend to make amendments to their records on the system are advised to produce the details in writing via email, airmail, fax and over the counter provided the record amendment form. No details for record amendment and updates are received or obtained over the phone on hearsay.

October is the month of breast cancer awareness, referred to many as Pinktober. The pink ribbon is an international symbol of breast cancer awareness since 1979. In Papua New Guinea (PNG) 2 lives are lost everyday to cervical cancer and 9% of hospital admissions in Port Moresby are patients diagnosed with breast cancer.

The PNG Cancer foundation conducted free workshops on breast and cervical cancer for corporate organizations and groups, 4 female staff from the MTSL office put their hands up to attend this workshop. The workshop was educational and interesting facts were revealed. Although 99% of women can get breast cancer compared to the



1% male, the mortality rate for men is higher than women. The battle against cancer starts with you as an individual, you need to know your risks. Some of this include: Gender, Age, Genetics and Race. It is also known that chances of you developing cancer is affected by the lifestyle you live. Here are some tips on cancer prevention:

1. DO NOT SMOKE

Smoking leads to cancer particularly in lung, mouth and throat

2. Eat Healthy

Ensure to eat fruits and vegetable, avoid obesity, limited eating meat and drink alcohol moderately

3. Be physically fit

Physical activity lowers the risk of cancer, ensure in maintaining a healthy weight. In a week you should at least have some physical activities done up to 150 minutes.

4. Protect yourself from the sun

5. Go for screening

The PNGCF creates awareness on cancer and conducts six free cancer screening in a year across PNG

Meet Anna from AA's Tribal Designs

The face behind the label, AA's Tribal Fashion. Anna Amos, a fashion designer whose designs are worn all over the world in countries like: Japan, Australia, United States of America and New Zealand. Anna has over 8 years of experience in designing and specializes in textile design. Textile designing is creating designs for woven, knitted or printed fabrics, the prints can be tie dyed or screen printed. Most of Anna's designs are screen printed.

This year during the Miss PNG - Pacific Islands Pageant, Anna has been assigned to tailor outfits for Miss Pacific Balanced Fund - Melody Leke.

Anna enjoys creating new patterns on waves of fabrics and says her final work is always simple and based on personal connections as she sees elements of design everywhere.



Anna recently participated in the PNG project runway where she showcased 12 outfits, she has also participated in the Fiji runway.

Anna is honoured to be tailoring dresses for Miss Pacific Balanced Fund including her Traditional Inspired, Sarong and Talent wear. Melody has modeled designs for Anna on numerous occasions.

During the launching of Miss PBF a generous donation was also made to Anna to support her in the work she does.

Insert: A model wearing the famous AA tribal design during the Fiji fashion week in 2015.
Pic Credit: Sonny Vandevelde

PBF support youths participate in PWC Corporate Challenge



The PWC corporate challenge is an annual event that raises funds for charitable organizations, this year the funds raised from the challenge will be donated to :Sir Buri Kidu Heart Institute, WeCare, Port Moresby General Hospital, Childfund, Ginigoda and other charities within the PWC communities. Melanesian Trustee Services registered 2 teams for the challenge and youths from the Seventh Day Adventist Rainbow Church participated.

The boys did extremely well with one clocking in 33minutes, which is 5 minutes after the first runner who came in at the 28th minute.

The race started at 6.30am at the Sir Hubert Murray Stadium - Port Moresby and attracted more than a thousand participants from different companies.

The event is also held in Lae and is fun and competitive at the same time for the serious runners, all in all it encourages and brings people together from different companies, different departments and seniority levels.

The youths were grateful to have been a part of this event, and most importantly representing a fund for PNG people.



OUT NOW!
2015 Annual
Reports

The Fund's 2015 Annual Report has been printed and is now being distributed to major shareholders, stakeholders, investee companies and corporate houses. Unit Holders in each province can collect copies of the report from a MiBank branch near them or from their provincial agent. Copies of the annual reports from 2005 - 2015 together with the PBF performance report was sent out to tertiary institutions in the Pacific Region including Australia and New Zealand. The intention of this is so that the reports may be used for information purposes for both the students and academic staff. It may be useful for the students who hope to invest once they are employed.

MTSL's vision is to be PNG and Melanesia's finest home grown trustee and management company to provide the best shelter for your hard earned savings to build financial strength, so it is important to share this information with our neighbouring pacific countries.

A special mention to our admin staff: Kapana and Janet who ensured copies of the reports were delivered in a timely manner.



I represent the fund
for PNG People.

With 20,000 unit holders and
18 investee companies



OUR HOME | OUR MONEY OUR INVESTMENTS

LEVEL 6
DEFENS HAUS
CNR CHAMPION PARADE
AND HUNTER STREET

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