

Wednesday, 11 August 2021

Paul Muir
Compliance Advocacy Solutions

Via email: Paul.Muir@ComplianceAdvocacySolutions.com.au

Dear Paul,

Open Letter of Appreciation

LMI Group engaged Paul and Compliance Advocacy Solutions to assist in guiding us through a variation to our AFS Licence to include Claims Handling and Settling services.

I had such a great experience through that process that I wanted to write an open letter of appreciation to Paul.

From the outset, explaining to the business owners why we should engage Paul was easy when I was able to show how Paul was so "*likeminded*" to us.

I could express to you how Paul was meticulous, timely, driven to meet goals and targets or even to use the words from one of Paul's favourite documents the Corporations Act "*efficient, honest and fair*" but that would not do the service we received any justice.

To describe Paul as being passionate about the insurance industry, and yes, the Corporations Act could be passed off little more than marketing hype but witnessing that Paul has a "*willingness to suffer for what he loves*" is rather uncommon today and as such very heart-warming when you see it.

I have already made recommendations for other business owners to speak with Paul about their compliance matters and will continue to do so. I certainly hope that I personally have many more opportunities to work with or at least learn from Paul.

Thank you for your passion Paul.

Kind regards,



Carl Greenhalgh
Chief Operating Officer
LMI Group Pty Ltd

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