



LIXI@Work

Welcome to 2015

The first LIXI@Work for 2015; it feels as if the holidays were six months ago! The end of January and beginning of February has been a busy period for me. I have started a series of stakeholder meetings, which is an important part of our communication program with members and licence holders. It has been wonderful to meet with our members and licence holders, in some cases for the first time, to discuss LIXI's direction for the next twelve months and to get an understanding of where they believe their business is heading. It has also been wonderful to get their feedback on how LIXI has been tracking over the past eight months.

It has been encouraging to hear the enthusiasm with which many are facing 2015, as they start to use CAL 2.0 in their business processes for the first time. There are some exciting developments which I'm sure the market will see in the next few months. It has also been important to hear where our members would like to see LIXI being more, or less, focused. I am very mindful of the fact that our members are the reason LIXI exists. To service your needs, we need to know what they are.

A consistent comment from members has been a desire for LIXI to return to the "good old days", when it was a forum for participants to share their concerns, and possible solutions, about issues affecting the industry. Through regular stakeholder engagement, I intend to address this request.

Some of our newer members have expressed a view that they don't feel part of the LIXI family.

As CAL 2.0 has been extended to include equipment finance, not all of our members are focused on mortgage lending and we need to provide service and content which services their needs as well as the needs of the mortgage lending industry. We will ensure that our Conversation Series and annual LIXI Forum includes content which meets the needs of our broader membership base.

Face-to-face meetings is one way of getting a feel for what our members want; another is social media. LIXI has increased its presence and use of LinkedIn recently, to reach out to

members and licence holders. Follow [LIXI Limited](#) on LinkedIn to get our weekly news feed. By adding your comments, suggestions or concerns, you are not only giving us valuable feedback, you are giving it to your peers who also follow us on LinkedIn.

Next month's Conversation Series, which will focus on social media, is gaining momentum and we will be publishing details of sponsors, panelists and venue details in the next week or so. There has been a very positive response to this topic. For me, a recent conversation with a colleague added new insight into the use of social media. She is lawyer primarily engaged to defend medical negligence cases. Her comment, which still has me shaking my head, was "You would be amazed how many people discuss their case on Facebook, and don't use the privacy settings appropriately. I have even used it to check on plaintiffs claims. Quite often you see them doing things they say they haven't been able to do since the "incident"." I wonder how many stories like that will surface at our next Conversation Series. I look forward to seeing as many of you who can attend.

Bruce Treloar

LIXI CEO

New Members

* Orijinate Pty Ltd

Visit our website for a complete list of [LIXI Members](#).



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