

# Kunai 2 Office Complex Officially Opened



Rev Julian Kivori (centre) blessing the new office building during the official opening in the presence of MVIL Chairman Dr John McKup (left) and Chief Executive Officer Mr Bafino Koi (right).

**M**otor Vehicles Insurance Limited (MVIL) opened its Kunai 2 office building in Port Moresby on Thursday 18 December, 2025 in the presence of distinguished guests, clients and staff.

Kunai 2 will house the Claims Department and serve claimants from the Southern Region as stated by MVIL's Chief Executive Officer Mr Bafino Koi that the important part of the new building was to cater for the Claims function and more so for clients in the Southern region.

The Claims regional offices are located in Mt Hagen for the Highlands region, Kokopo for New Guinea Islands and Lae for Momase, while the Southern region did not have an

allocated building, thus the initial development behind Kunai 2.

Construction on the new office building began in November 2023 and took close to two years to complete with the building itself presenting the new look, design and state of the art interior consistent with MVIL's re-branding strategy.

Furthermore, MVIL has seen the need to improve customer service and the way business is conducted by investing in IT systems, using the digital - Enterprise Resource Planning (ERP) system, that intergrates MVIL's core functions for better efficiency.

Mr Koi said MVIL was going through a lot of changes in terms of the way business was conducted, and this was

mostly driven through IT innovation.

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# From the CEO's Desk



**D**ear Valued Stakeholders, Quarter 4 marked the close of a challenging yet resilient financial year 2025 for MVIL, with key themes from prior quarters carrying through to year-end. Despite economic headwinds—including a depreciating PG Kina, escalating costs of living and business, electricity and telecommunications disruptions, and tribal unrest—MVIL delivered results above expectations. We consistently prioritized customer service and community social responsibility (CSR), maintaining our remote and non-profit branches while investing in automation, digitalization, and employee training programs in digital skills and customer service across all units.

Strategic progress was evident in several milestones. The official opening of the state-of-the-art Kunai 2 office complex on 18 December housed our Claims Department, enhancing service for Southern Region claimants and aligning with our branding strategy. Construction, begun in November 2023, features modern design and supports our new ERP system rollout, enabling online Compulsory Third-Party (CTP) insurance, vehicle registrations, and claims lodgements in the coming months. We also resumed vehicle registration and driver licensing functions from the Road Traffic Authority (RTA), stabilizing operations,

reducing complaints, and rebuilding public confidence amid Section 52 compliance issues under the MVIL Act.

Financially, underwriting profits exceeded budget through disciplined pricing, improved claims management, and fraud reduction initiatives. Investment performance remained solid, bolstered by asset revaluations and gains from our remaining BSP holdings.

Effective cost controls and strengthened stakeholder ties ensured consistent profitability and a fortified balance sheet.

Operationally, we advanced the three-year Corporate Plan (2026–2028), approved by the Board and under KCH review, incorporating the ICC's mid-term MANP of K882m for 2026 (up from K845m).

Head Office Phase 2 refurbishments, WHP subsidy programs for extractive sectors, branch renovations, and enforcement of the amended MVIL Act sustained business continuity.

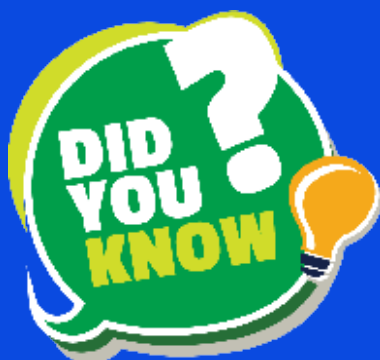
MVIL amplified its community presence by sponsoring the Digital Transformation Summit 2025 (DTS25), PNG Human Resource Institute (PNGHRI) Conference, and Institute of Internal Auditors (IIA) Conference, reinforcing our commitment to digital innovation and HR development. Notably, we bid farewell to long-serving employee Mr. Paul Sanga after 31

years, honoring his contributions to the company.

Looking ahead, MVIL will expand innovation programs amid strong customer demand, invest in equity to offset BSP dividend losses, ramp up treasury activities, and grow footprints in extraction, agriculture, and forestry sectors post-Act amendments. These efforts, alongside portfolio diversification to cushion underwriting risks, position us for sustainable growth.

In conclusion, FY2025 showcased MVIL's steady growth, strong brand recognition, and profitability amid adversity. Our customer-focused resilience, sustainability ethos, and innovation drive set a solid foundation for 2026 and beyond.

**Bafino Koi**  
*Chief Executive Officer*



**Motor Vehicles Insurance Limited (MVIL) is responsible to assess claims and compensate victims of motor vehicle accidents. Claimants must notify MVIL immediately if they have been involved in a motor vehicle accident. They can make a claim for injuries sustained or for a deceased person(s).**

# MVIL supports Digital Transformation Summit



Stephanie Nii (CSD), Agnes Bayang (Communications & Branding) and Rosilah Kiliu- Claims (right) at the MVIL booth during the DTS25 summit on hand to address general queries about MVIL.

**M**otor Vehicles Insurance Limited (MVIL) recently supported the Department of Information Communication and Technology (DCIT) through sponsorship of The Digital Transformation Summit 2025 (DTS25), which took place from 24-27 in Port Moresby.

The summit addressed the concept of digitization of services and how it benefits organisations, individuals and digital entrepreneurs. Digitalization of services and IT

systems to create a more connected, transparent and efficient nation is the aim of the Government guided by the Digital Transformation Policy 2020 and Digital Government Act 2022.

The DCIT is the key government agency responsible for digital transformation policy development, and infrastructure advancement and creating a digitally empowered society. It focuses on improving government service delivery, enhancing cybersecurity, and enabling a digital economy.

MVIL continues to maintain its support as a corporate sponsor at sanctioned events enhancing brand visibility, improved reputation, and access to targeted audiences.

Also in the same month, MVIL sponsored the annual Human Resource Conference hosted by the PNG Human Resource Institute (PNGHRI) from 18-20 November and the Institute of Internal Auditors (IIA) conference from 24-26 November 2025.

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He mentioned that customers were being served using the new ERP system and in the coming months, services such as Compulsory Third Party (CTP) insurance, vehicle registration and Claims lodgments would be done

online.

"This is all part of the change and transformation that will eventually be seen at MVIL," Mr Koi said.

MVIL Chairman Dr John McKup acknowledged the CEO, the management and staff of MVIL for

ensuring the timely completion of the Kunai 2 office building, the successful opening and maintaining MVIL's standard as one of the leading SOE's.



Paul Sanga cuts his farewell cake while HR's Lusan Imbuni looks on during his farewell with MVIL's admin team.

# Long serving staff leaves after 31 years

**A**fter 31 years in the work force, Mr Paul Sanga retired from formal employment with Motor Vehicles Insurance Limited (MVIL).

Mr Sanga, otherwise known as "father Paul" by most staff showing respect for his seniority had his last farewell with head office staff on Friday 14 November, 2025.

Soft spoken, father Paul said he had enjoyed his time working for MVIL saying: "Mi laik wok moa but em taim blo me lo go malolo na larem ol yangpla wok." (I want to work but it's time for me to take a break and let the young ones' work"

Hailing from Lake Kopiago in Hela

Province, father Paul came to Port Moresby to work in the late '80s to early '90s. He started work at MVIL which was back then, Motor Vehicles Insurance Trust (MVIT) as a security guard and later as the grounds keeper (gardener).

While working for MVIL, father Paul met and married a woman from Wanigela, here in the Moresby South electorate. They have four children – a boy aged 18 and three girls aged 15, 11 and 8 years of age

He said while working at MVIL all these years had seen a lot of development in office infrastructure, not only in Port Moresby but in the provinces as well and

recruitment of more employees.

Although still able to work, father Paul, who in his late fifties said he is retiring for personal reasons and would like to go back home to his village and take a break. He thanked the management and staff for allowing him to work for MVIL, which had allowed him to create a life for himself and his family in the city.

Team Lead Employee Relations & Training Mr Lusan Imbuni acknowledged Mr Sanga's contribution to the company during the farewell gathering, stating it was rare to see a person work more than 10 years in a company and wished him the very best in his endeavors.

# Security Firm concludes services after 13 years

After 13 years of dedicated partnership, Motor Vehicles Insurance Limited (MVIL) officially bid farewell to Kuima Security Service (KSS) on January 31, 2026.

In a small farewell at MVIL's head office in Port Moresby, senior management staff acknowledged and thanked KSS for providing security services manning especially the Port Moresby head office and some provincial branches.

Apart from engaging security personnel at MVIL offices, KSS also provided security escort services as and when the need arose.

The KSS team thanked MVIL for giving them the opportunity to be engaged in formal employment through KSS and voiced that MVIL had become like family over the years.

"MVIL has become like family over the years," KSS team members shared during the farewell ceremony. The guards noted that because of the fair



*Kuima Security Personnel pose for a group photo with MVIL's Financial Controller Mr Jerry Nii (centre) at their farewell gathering at MVIL's head office in Port Moresby.*

and respectful treatment they received from MVIL staff, they had come to know almost every face at MVIL personally.

While the formal contract has ended, the bond remains. Though there

was a touch of sadness as the team signed off for the final time while both companies expressed a commitment to maintaining the friendship forged over the last 13 years.



*MVIL's Customer Service Officer Vele Gima talks to an interested client during the 2025 PNGHRI conference while Kasi Tavi from Claims looks on.*

**Ms. Samantha Aiap** | Trainee Customer Service Officer (CSD)

## From the Sepik River to the City Lights: Samantha's Defiant Journey to Success

"I understand the struggle of being unemployed in Port Moresby. I've lived it."

These are the words of Samantha Aiap. Today, she is a Trainee Customer Service Officer at Motor Vehicles Insurance Limited (MVIL), but just a few months ago, her reality was far from the polished halls of a corporate head office.

Hailing from Ambunti, East Sepik, Samantha's journey began along the banks of the Sepik River. The daughter of a primary school teacher and an unemployed mother, she grew up in a world where "rural living" meant limited opportunities. Yet, her parents were determined: Samantha and her brothers would get an education, no matter the cost. She completed Primary School in Ambunti and went on to high school at Yarapos Mercy

Secondary School in Wewak. After graduating from Yarapos Mercy Secondary, Samantha faced her first major hurdle. Despite her hard work, she wasn't selected for the universities she dreamed of.

Determination, however, has a way of opening doors. Samantha was offered a spot in the pioneer intake at Western Pacific University in the Southern Highlands. She took the leap, graduating in 2025 with a Bachelor of Arts in International Business Management. Prior to her degree, she completed a year foundation studies in March 2022, obtaining a certificate in Higher Education Foundation Studies.

But as many graduates know, a degree is only half the battle.

With her Degree in hand, Samantha flew to the capital to live with her uncle in the big city of Port Moresby. The "city dream" quickly turned into a test of endurance. Between sending out 21 different job applications, Samantha faced the raw reality of urban living: days without running water, a poor diet, and the heavy weight of having no money.

"I felt like giving up," she recalls. "I was living with relatives, helping with chores, and constantly calling my parents to vent about how hard it was. I didn't want to be a burden."

Just as she was preparing to give up and return to Wewak to pursue studies in teaching from the University of Goroka (UOG), her uncle urged her to send one last "expression of interest" letter to MVIL.

Just as she was preparing to leave the city and move back home to pursue a career in teaching, her uncle encouraged her to try one last time.

He helped her draft an expression of interest to MVIL—a company she knew little about at the time.

She was skeptical but she dropped off the application letter not confident she would receive positive feedback.

In August 2025, the call finally came. It was the interview that would change everything.

"My uncle told me this was my 'make or break' moment," she says.

In mid-August 2025, she received a phone call from MVIL's HR Officer Cyril Iwap to schedule an interview.

I was overjoyed and quickly informed my uncle and parents and began preparing for the interview to be held the next day," Ms Aiap said.

Her uncle reminded her that this was an opportunity not to be missed and she had to do the interview well or she may not succeed.

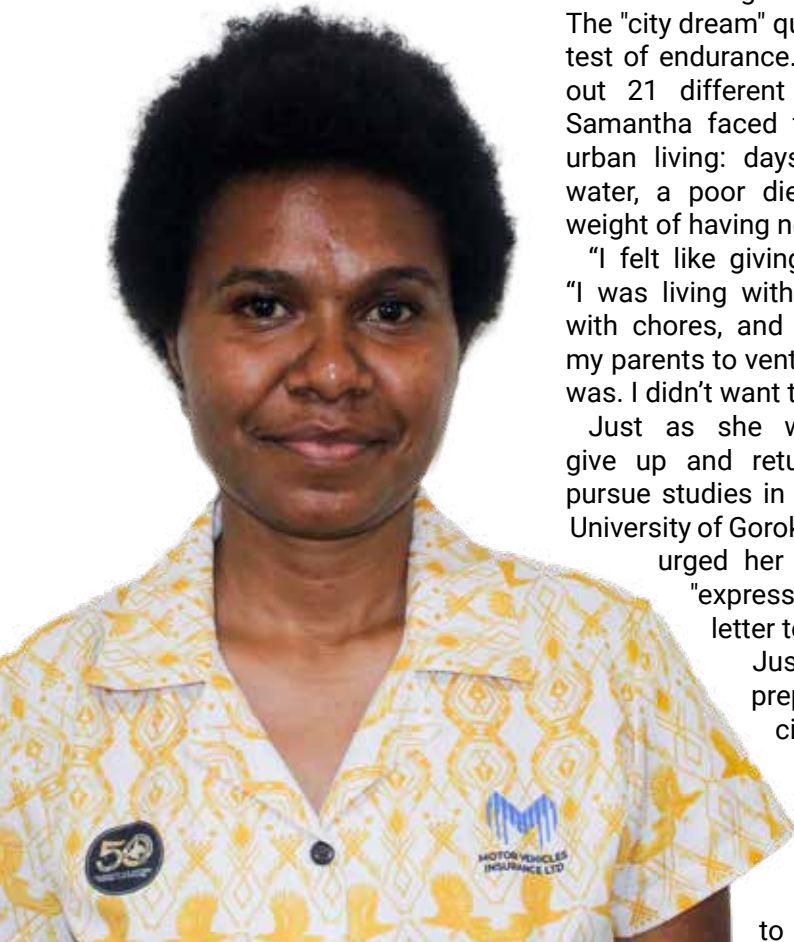
"His words struck me deeply and that night I stayed up conducting research on MVIL and reviewing sample interview questions. It was my make-or-break opportunity," Samantha said.

She spent the night researching the company and practicing interview questions. The hard work paid off. On October 10, 2025, Samantha officially traded the frustration of unemployment for a seat in the corporate world.

Today, Samantha isn't just an employee; she's a student of the industry. She credits the team at MVIL including mentors like Peiwa Laka, Margaret Maxon, Helen Koka, Martha Geeji, Korin Worinu and Ken Yafive - for their patience as she navigates her new career.

Her message to other young Papua New Guineans still waiting for their call?

"Life is challenging, but keep an open mind. God has his own timing for everyone. Don't give up."





# NOTICE

## Board

**Human resources are the most vital component of any successful organization. And in a customer focused organisation like Motor Vehicles Insurance Limited (MVIL), its ability to progress depends entirely on the learning agility of its people.**

MVIL through its HR Department initiated recruitment in 2025, consistent with its corporate strategy in enhancing customer service quality and delivery.

These individuals have now joined the MVIL group:

### Claims:

1. Stanfield Rakawasi	Claims	KOKOPO
2. Emerald Ninihili-Vu	Claims	HQ-POM
3. Jacklyn Lome	Claims	HQ-POM
4. Kevin Gese	Claims	HQ-POM
5. Billy Pigi	Claims	HQ-POM

### Customer Service Division

1. Oda Daroa	Customer Service	HQ-POM
2. Ismael Benny	Customer Service	HQ-POM
3. Edward Solien	Customer Service	HQ-POM
4. smael Benny	Customer Service	HQ-POM
5. Sebastian Neni	Customer Service	HQ-POM
6. James Kolaip	Customer Service	HQ-POM
7. Anna Gande	Customer Service	HQ-POM
8. Jullian Aquila	Customer Service	HQ-POM
9. Michael Tule	Customer Service	JIWAKA
10. Martha Moi-he	Customer Service	VANIMO
11. Samantha Aiap	Customer Service	HQ-POM
12. Vincent Ephraim	Customer Service	HQ-POM
13. Jerome Wale	Customer Service	HQ-POM
14. Kome Asi	Customer Service	HQ-POM
15. Jacob Rumintrui	Customer Service	HQ-POM
16. Faithalison Leki	Customer Service	HQ-POM
17. Christof Mero	Customer Service	HQ-POM
18. Oswald Kokon	Customer Service	LIHIR
19. Melvin Kink	Customer Service	GOROKA
20. Edna Okeroe	Customer Service	GOROKA
21. Roselyn Birap	Customer Service	GOROKA
22. Jeffery Michael	Customer Service	KUNDIAWA
23. Brian Siapari	Customer Service	HQ-POM

24. Joyce Vakadem	Customer Service	HQ-POM
25. Lorraine Tanikrey	Customer Service	HQ-POM
26. William Waingut	Customer Service	HQ-POM
27. Basil Tongan	Customer Service	MADANG
28. Daurau Simal	Customer Service	MADANG
29. Geraldine Pegem	Customer Service	TABUBIL

### Finance & Accounts

1. Jeremiah Tul	Finance & Accounts	HQ-POM
2. Joe Siwi	Finance & Accounts	HQ-POM
3. Jonathan Waitea	Finance & Accounts	HQ-POM
4. Rolland Kuno	Finance & Accounts	HQ-POM
5. Rosemary Simon	Finance & Accounts	HQ-POM
6. Sharmaine Kombega	Finance & Accounts	HQ-POM
7. Benley Aki	Finance & Accounts	HQ-POM
8. Beverly Tungal	Finance & Accounts	HQ-POM

### Administration

1. Emmanuel Michael	Admin	HQ-POM
2. Andrew Ken	Admin	HQ-POM
3. Neville Aru	Admin	HQ-POM
4. Jerusha Omba	Admin	HQ-POM

### Legal

1. Latisha Labongis	Legal	HQ-POM
2. Ezron Ulach	Legal	HQ-POM

### Human Resource

1. Darren Maran	HR	HQ-POM
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- The driver at fault or alone.

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

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