



**Specialist insurance
advice for business**

WHO ARE WE?

Business Insurance Consultants Limited was formed by Steve Hibbert in order to provide a unique combination of:

- **Personal service to clients**

The sort of personal service that only comes from a small business. From the outset, Steve provides each client with professional advice and guidance to ensure they have the right cover to protect their business.

Throughout the year, he's there to deal with any queries, alterations to cover and in the unfortunate event you have to make a claim.

- **Negotiating power with insurers**

The sort of negotiating power that's only available to a large business.

We achieve that through being an Appointed Representative (AR) of a major broker - we're teaming up with Aon, the largest Insurance Broker in the UK.

- **Knowledge and expertise**

Steve has 38 years experience of business insurance, and is a Chartered Insurance Broker.

Even so, there will be some particularly tricky or complex issue where he's not sure – in which case help & assistance is on hand from the 'technical experts' at Aon.

WHO ARE OUR CLIENTS?

We only deal with UK based Small and Medium sized businesses – typically they pay premiums between £5,000 & £100,000

We can help and advise businesses in all sectors, from Abattoirs to Yacht Clubs.



Our clients are predominantly in Essex & through towards London – because that ensures we can provide the personal service – but we can deal with clients across SE England.

HOW TO CONTACT US

Tel: 07503 121197

e-mail: businessinsurance@tiscali.co.uk

For more about Aon, and their services for small & medium sized businesses, visit

<http://www.aon.com/unitedkingdom/products-and-services/group-individual-professional/small-medium-sized-businesses.jsp>

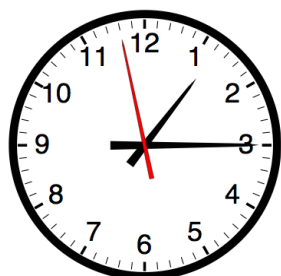
WORKING WITH OUR CLIENTS – the initial review

Our involvement with clients' usually comes from us having reviewed their insurances, where we look at :

- The cover they currently have compare this with
 - The cover they actually need. and look at
 - the cost
- } The stages of this
} process, and the small
} amount of time you need to commit for us to review
} your insurance, are shown below



Stage	Action	Your time
1	<ul style="list-style-type: none"> • We meet with you to understand <u>your</u> particular business. • Discuss the type & scope of cover <u>you</u> require to protect your business • Collect the information we need to get alternative quotes for you. • Collect information on your current insurance arrangements. • Check if there are any insurers you would prefer not to deal with. 	1½ – 2 hours
2	We collate the information collected, and prepare a 'market presentation' so that we can get you alternative quotes.	None
3	We present your business to insurers, and negotiate the best terms.	None
4	We look at how your existing insurance provides (or doesn't) the cover you need.	None
5	We prepare a report for you showing: <ul style="list-style-type: none"> a) The suitability of your existing insurances - eg where: <ul style="list-style-type: none"> i) you're jeopardising cover by not complying with policy requirements ii) cover can be improved (too much / too little cover, onerous or detrimental clauses, restrictive wordings etc) iii) we can simplify the administration for you. b) The insurance we recommend – highlighting relevant clauses, terms or conditions so you fully understand what we are recommending. c) The cost of the insurance we recommend. 	None
5	Deliver the report to you, discuss our findings, and discuss the next step(s)	½ to 1 hour



**So, ask yourself - is your business
worth 2 -3 hours of your time?**

What do reviews show?

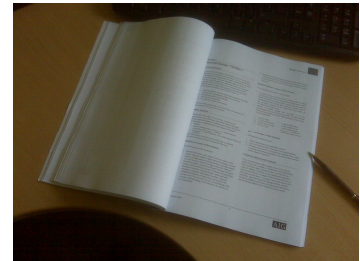
We do, unfortunately, find some glaring errors in cover. Some are simply careless, most are from either:

- Not properly, and regularly, reviewing what the individual business needs.
- The inexperience of the person carrying out the review / giving advice.

Often, the right basic cover is there, but with a lack of 'attention to detail':

- Policy conditions not being met (so jeopardising cover) because small print wasn't explained.
- Small, but potentially key, aspects of cover not included

Yet when a claim happens, insurers &/or loss adjusters can (&do) use the detail to reduce a claim payment – or even avoid paying altogether.



There are also occasions when the insured doesn't:

- Understand what their insurance actually covers.
- Know the true cost of their insurance because of 'minimum & deposit' or 'adjustable' premiums.

One thing we've never found – an insured who felt a review had been a waste of time.

Common questions

I already have a broker, why should I have a review?

1. It might save your business.
If you don't have the cover you need (or think you have), or there are restrictive clauses / terms / conditions, surely better to know now (so you can do something about it) rather than after a claim?
2. It could save you money.
3. Because all brokers aren't the same – so you don't know what you're missing out on.

It's too much trouble to change broker, so why review?

Changing broker is actually very straightforward. Once you've had the quotes, the work has been done - all you need to do is instruct the new broker to place the cover you want.

If a new insurer wants to survey, it could cost me more in time & money than I save?

We can usually get a new insurer to survey before we ask them to go on cover (timescale permitting). That way, you can weigh it up any time / money implication against the premium savings – if it isn't cost effective, you don't have to change.

But also consider:

- a. Surveys can be a positive thing – after all, you don't want a claim any more than the insurer does.
 - b. Your existing insurer will re-survey at some point – which would be after renewal!
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WORKING WITH OUR CLIENTS – Ongoing service

We have 2 primary aims:

1. Making things easy.

Easy to understand

We make sure our clients' understand:

- What's covered
- What's not covered
- What their policy requires them to do to keep the cover valid
- How to claim

Easy to administer

We keep administration to a minimum. Once cover has been arranged, you should be able to 'forget' insurance until next renewal unless you:

- Have a claim
- Have *unexpected* changes – eg new or ceased activities, new or vacant premises, or changes in the amounts you need to insure.

Easy to contact us

Steve can always be contacted via his mobile, & he accesses e-mails via blackberry when away from the office.

If he's on holiday, he provides a back-up contact for routine changes or queries, but if there's an emergency – eg a large claim – he will always be contactable



2. Treating clients' fairly

Being easy to understand

All insurance policies are a contract, and all contracts have terms & conditions.

Insurance also uses lots of terminology.

We treat our clients' fairly by:

- Making things easy to understand (as opposite)
- Avoiding terminology where we can (and explaining it where we can't)

Acting in a timely manner

Too often, we talk to businesses who only get their renewal terms a matter of days before renewal – too late to look for alternatives if they're unhappy.

We always work to a fair timescale, including:

- Contact 10 weeks or so before renewal to arrange to review needs for the next year
- Delivering renewal terms in an agreed timescale – usually at least 2 weeks before renewal.

WORKING WITH OUR CLIENTS – being more than just an insurance broker :

We look to be more of a business adviser than just an insurance broker, and have helped clients in many ways, some with an obvious link to insurance:

Valuations

Banks often provide 'insurance' values for buildings as part of re-financing or asset re-valuation exercises, but experience has shown these to be 'variable' in their reliability.

We can provide access to specialist insurance valuers – who can also help on plant / machinery values too.



Electrical Inspections

Insurers frequently require a current 'test certificate' for the mains electrical system.

It's also a Health & Safety requirement to have portable appliances tested. We have contacts with:

- Qualified electrical contractors – for a mains test service
- Independent portable appliance testers.

Fire Extinguisher Servicing

Independent servicing company, who deal with all makes of extinguisher – usually at lower cost than the major companies

Fork lift truck training

New operators or refreshers, your site or specialist training environment - we have contact with a professional trainer.



They can do warehouse racking inspections as well

We've also helped clients in ways that bear little relationship to insurance:

Stationery & printing

One contact has saved a number of clients substantial amounts on stationery.

Another contact provided a quick response for urgent print work for a client.

IT

One business had over 80 viruses removed, another had hardware & software problems resolved.

We can also provide contacts for cabling services

HR advice

Small businesses usually don't have 'in house' expertise – and help lines can only go so far.

We have contacts that provide specialist HR advice to small companies – including on a one-off basis.

Courier service

When something has to be there on time - & more recently when the postal service was on strike.
