

# What you can expect from us



## We can work all year round for you and your business

When you run your own business, you have to work hard at it for 12 months a year. That's why you need insurance that works just as hard for you – without taking a break.

We can assist you to identify the day-to-day risks which your business faces, help you to decide how to handle those risks and manage those risks which you decide to transfer to insurance. We will help you find the right insurance solutions for your needs.

Here's what we can do for you over the course of a year.

## Our client service approach

Stage 1	<b>Tailoring your strategy</b> We can carry out a needs analysis to identify potential and existing risks to your business – taking into account any issues over the past 12 months. We do research on insurers to present you with a personalised report recommending the best option.
Stage 2	<b>Placing cover</b> We implement your tailored insurance strategy, confirming and communicating the details of your policy and premiums.
Stage 3	<b>Delivering ongoing service</b> We can handle the day-to-day management of your insurance cover, holding regular review meetings to make sure you continue to have the right level of protection and recommending changes where necessary to cover any new or emerging risks to your business.
Stage 4	<b>Managing your claims</b> If you have a claim, we can support you through the entire claims process – negotiating with insurers and third parties to ensure the swift payment of any benefits. We can maintain up-to-date claims statistics and analysis on your claims frequency, severity, causes and trends so we can get the best outcome for you when it's time to renew your policy.
Stage 5	<b>Renewing your cover</b> As the end of the year approaches, we can review any changes to your business over the course of the year – including any claims you made – and put together a proposal recommending the best option for you for the following year.

## We're on your side

We're here to answer your questions whenever you need us. **Contact us today.**



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