

**CIR**

# **COMMERCIAL INSURANCE AWARDS 2018**

## **THE 2018 AWARDS WINNERS' REVIEW**

The showcase for excellence within business insurance organised by CIR Magazine

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## Celebrating achievement in the sector



# The winners

## Insurer of the Year

WINNER: Direct Commercial

## Broker of the Year - sponsored by Direct Commercial

WINNER: Square Mile Broking

Highly commended: Simply Business

## Broker Claims Team of the Year

WINNER: Centor Insurance & Risk Management

## Insurer Claims Team of the Year

WINNER: RSA

## Regional Broker of the Year

WINNER: Prizm Solutions

## Intermediary of the Year

WINNER: QuestGates

## Insurance Law Firm of the Year

WINNER: Fenchurch Law

## Cyber Risk Cover of the Year

WINNER: Gallagher

## InsurTech Award

WINNER: Synechron

## Communications Team of the Year

WINNER: Wesleyan

## Insurer Claims Initiative of the Year

WINNER: RSA

## Specialist Coverage Award

WINNER: Booking Protect

## SME Business Policy of the Year

WINNER: Club Insure

## Response to a Major Claim Award

WINNER: Hiscox

## Technology of the Year

WINNER: VisionTrack

Highly commended: REG (UK)

## Commercial Insurance Recruiter of the Year

WINNER: Aston Charles

## Readers' Rating: Broker Services

WINNER: Lockton



# Insurer Claims Team of the Year



Carolyn Mackenzie, Complex Claims Director, RSA; pictured with Mark Evans, Publishing Director, CIR Magazine and host Jo Caulfield

## Winner RSA

**The judges said:** This year's judges were impressed with RSA's ability to provide genuinely practical, personal and unique solutions, which is what you are really looking for when you have a claim.

**The winning entry:** The RSA Complex Claims team uses its experience and commitment to secure the best outcomes for customers and third parties across a range of claims including major injury, major property and professional and financial lines. The team has devised innovative solutions – from supporting severely injured claimants who require deep understanding of their future living arrangements, to using technology and streamlining the claims process following major property losses.

Severely injured people often require a specially adapted home to live in, but finding a suitable property, and designing and installing appropriate adaptations, can sometimes add to the stress already experienced by a claimant and their family. With this in mind, the RSA Complex Claims team developed an approach to identify suitable properties, purchase them and arrange for adaptations so the claimant is guaranteed a property that meets their needs at an affordable rent. Similarly, when the point is reached when the claimant no longer needs the property, the family is not left with the challenge of selling

it or removing adaptations. The team's understanding of the critical impact of the situation ensures the claimants and their families are at the heart of the process.

The Complex Claims team has also devised a project-managed approach to major property losses, which ensures a streamlined claims response. A technical specialist takes control from day one, working with customers and experts to agree the desired outcome following a loss. RSA then works collaboratively to drive delivery of this optimum outcome. The outcome is agreed in a face-to-face meeting and a detailed project plan is drawn up. With all parties in agreement, the progress is regularly monitored against agreed targets. In this way claims spend is managed, lifecycle is reduced and the customer journey is optimised. For accident and health claims, the Complex Claims team is making smart use of technology to replace lost and stolen items, often resolving things for customers in one phone call.

Carolyn Mackenzie, Complex Claims Director, RSA, said: "On behalf of the Complex Claims team at RSA, I am delighted to receive this award. Everyone in the team is passionate about putting our customers at the centre of the claims process, and using their skill and experience to deliver the best outcomes for all involved."

**For more information:** <https://www.rsagroup.com/what-we-do/commercial-insurance/commercial-claims/>



**CIR**  **WINNER**  
**COMMERCIAL**  
**INSURANCE**  
**AWARDS 2018**  
**INSURER CLAIMS TEAM**  
**OF THE YEAR**



RSA, double award winner at the  
Commercial Insurance Awards 2018:

**Insurer Claims Team of the Year**  
and **Initiative of the Year for**  
**a claims initiative.**

Delivering first-class service  
**before, when and after a claim**  
is made, we are proud of being  
**there for our brokers and customers**  
when it matters most.

**The worst  
brings out  
the best in us.**

**RSA, No1\* FOR COMMERCIAL CLAIMS**

\*Source: RSA Broker Voice 2017 independently conducted by FWD Research

Visit [rsagroup.com](http://rsagroup.com)

## Insurer Claims Initiative of the Year



Geoff Jones, RSA Commercial Claims Director; pictured with Graham Buck, reporter at CIR Magazine and host Jo Caulfield

### Winner: RSA

**The judges said:** This year's panel of judges praised this extremely strong entry, which made innovative use of video for its large value claims.

**The winning entry:** RSA's UK commercial property book ranges from SME to global corporate businesses and handles thousands of claims per year across a range of perils and value thresholds. To ensure RSA provides the protection its customers deserve, it is investing in its people and processes and identifying innovative solutions.

RSA's commercial claims team set out to improve the speed and ease of service delivery, and enhance customer satisfaction by harnessing technology to allow customers to submit video proof of damage, streamlining the process for thousands of mid-value claims.

RSA partnered with technology provider BeValued to create an easy-to-use portal where customers can upload video clips and photographs of damage to their property via smartphones or tablets. During a trial period in 2017, the team tested video technology to settle claims valued at £2,500 to £10,000.

The clips were sent to RSA's loss adjusters, quickly reviewed and the loss adjusters then talked through settlement options

with customers. The proof of concept was a real success. Use of video to settle claims rather than relying on a site visit was confirmed for both initial and repeat visits and feedback from customers, brokers and loss adjusters was very positive. The portal was simple to use and indemnity performance was maintained throughout the trial.

Furthermore, improved efficiency meant that RSA could settle four times as many claims as before – and claims that had often taken weeks to settle were settled within hours. RSA's commercial property proposition is now a real differentiator, offering exceptional customer service across all claims values and ensuring flexibility and resilience, as a result of the efficiency gains, even in times of surge.

Karl Helgesen, Chief Claims Officer, UK & International, RSA, said: "I'm immensely proud of the hard work and innovative approach of everyone across the claims function. I am particularly proud that our focus on using technology to produce the best outcomes for our customers has been recognised with this award. Our commitment to building and retaining the talent and skills within our team is an important part of ensuring we continue to deliver a first-class claims service that our customers deserve and value."

**For more information:** <https://www.rsagroup.com/what-we-do/commercial-insurance/commercial-claims/>



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**INSURER CLAIMS INITIATIVE**  
**OF THE YEAR**

## Response to a Major Claim Award



James Webster, Head of Specialty Claims and Stephen Ridley, Lead Cyber Underwriter, Hiscox; pictured with Amanda Burton, Director, Green Shoots Communication and host Jo Caulfield

### Winner: Hiscox

**The judges said:** This was one of the strongest categories in the Commercial Insurance Awards 2018. Our panel of judges were impressed with all of the shortlisted companies this year. But part of their responsibility was to choose a winner, and Hiscox stood out in an already impressive crowd.

**The winning entry:** In March 2017, this Hiscox insured was contacted by an individual unknown to them, who claimed to have gained unauthorised access to one of their web servers, which included significant amounts of personally identifiable information. The individual in question professed to be a 'white hat' hacker. Within two hours and out of hours, Hiscox had engaged its appointed cyber security consultants to conduct a forensic investigation of the insured's network. At 9:30 the next morning, a meeting was held with Hiscox, the appointed cyber security consultants and the insured's internal breach response team.

The forensic investigation confirmed that there had been unauthorised access to the insured's network, and that the personally identifiable information of some 44,000 was breached. Work continued over the next few days, and day six, the services of a PR consultancy, credit-monitoring providers and a call-centre operator were engaged, as it was deemed that the breach was of serious enough magnitude to

require notification to regulators and individuals affected. In addition to securing the necessary services to ensure that the risk of further damage to either the insured's reputation or the individuals whose data had been breached, Hiscox and their appointed law firm negotiated with the hacker to obtain an affidavit from him confirming deletion of all data. Formal notification was then made to the Information Commissioner's Office (ICO) and all of the data subjects affected.

"We work hard at Hiscox to deliver a best-in-class claims service and we're extremely pleased that this has been recognised by the Commercial Insurance Awards. For many of our customers who suffer a cyber-breach, the ability to continue trading and the long term reputation of the business are called into question, which is why we've developed a claims service that goes far beyond financial compensation. Thanks goes to our excellent claims team, and also to our extensive network of experts who delivered invaluable forensic investigation, public relations, legal and credit monitoring services with such speed and professionalism. We're very proud of the response Hiscox was able to provide for such a high profile organisation and to such a significant breach. That said, the breadth of expertise offered and speed of execution is a level of service every Hiscox customer can expect to receive, and we're delighted that this has been recognised."

[hiscox.co.uk/broker](http://hiscox.co.uk/broker)



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**AWARDS 2018**  
**RESPONSE TO A MAJOR**  
**CLAIM AWARD**

## Broker Claims Team of the Year



Centor Claims Director Paul Field and Claims Manager Sam Keep, pictured with Deborah Ritchie, Editor, CIR Magazine, and host Jo Caulfield.

### **Winner: Centor Insurance & Risk Management**

**The judges said:** The judges were impressed with the level of contact the claims team has with clients before an incident. Centor Insurance & Risk Management clearly demonstrate extensive understanding of its client base; and appreciate the degree to which claims service can increase income.

**The winning entry:** Centor is an owner-managed independent broker, providing bespoke insurance and risk management solutions to commercial, corporate, real estate and private clients. The City of London-based firm is a Gold Investor in People accredited organisation, a UK Great Workplace Laureate, and last year became the first UK insurance firm to become a certified B Corp.

Centor recognises that providing an outstanding claims service is crucial in achieving its business objectives. The claims team at Centor has a sole purpose of delivering an exceptional claims service to all its clients. The team, all CII qualified, typically deal with circa 1,400 claims in house, per year. No client is left to deal with the insurer direct. Its claims proposition has been instrumental in enabling them to achieve 36 per cent organic growth in the last four years, whilst maintaining a 98 per cent client retention rate.

A team of five qualified claims professionals provide a

dedicated service, using a bespoke IT programme to capture detailed information and enable fast, accurate reporting. Proactive client meetings, dedicated loss adjuster arrangements and client training are just some of the measures the team has introduced.

The team also encourages staff to document client case studies as 'War Stories' to enable the team to share knowledge and highlight cases of outstanding service, or instances where the team has faced a complicated or difficult situation, but have found solutions. These also act as a powerful learning and development tool and help engender a "can do" attitude amongst the whole team.

High levels of service standards have resulted in 83 per cent of Centor's customers rating their claims service as 'very high quality', with 17 per cent scoring it 'high quality'.

Commenting on the broker's win in this year's awards, Centor CEO, Neil Walton, said: "We believe we punch above our weight in the industry by offering a superior claims service that takes away the hassle of making an insurance claim. It is fantastic to have this recognised at the Commercial Insurance Awards, where competition is always fierce."

[centor.co.uk](http://centor.co.uk) | 020 7256 7300



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**BROKER CLAIMS TEAM**  
**OF THE YEAR**

# Technology of the Year



Simon Marsh, Managing Director, and Richard Lane, Commercial Director, VisionTrack; pictured with Iain Hovell, Director of Insurance at InterContinental Hotels Group and host Jo Caulfield

## Winner: VisionTrack

**The judges said:** For its fraud prevention solution, aimed at improving the driving styles of fleets, increasing safety, and claims settlement speeds, along with reduced cost of implementation, there was only one winner in this category.

**The winning entry:** Markerstudy Group's VisionTrack sought to create a cost-effective, advanced and innovative product, designed to help fleets prevent incidents, improve driving standards, cut fraud and reduce premiums.

Working with leading in-vehicle CCTV manufacturers to design a high-definition video telematics camera which uses less mobile data to reduce the operating cost, VisionTrack built its own cloud-based IoT platform to integrate with the cameras and become a hub for connected technology. The camera's real-time audible notifications encourage safer driving and help reduce incidents. Following a harsh driving incident, a ten-second clip is automatically transmitted and is quickly and easily accessible through the platform. This allows operators to check it, and if required, download full footage. Recordings provide First Notification of Loss and verify whether an incident has occurred, which with standard telematics is impossible to determine. The panic button, pressed in an emergency, automatically sends video and an alert to the platform, giving fleets and insurers indisputable evidence to

support non-fault claims. The cameras also store up to 100 hours of footage for employee reviews and training.

Simon Marsh, Managing Director of VisionTrack, said: "We felt existing telematics products were outdated so we took advantage of the latest scalable cloud technologies with significant processing power to make Artificial Intelligence a reality. By combining telemetry data with cameras and our own superior IoT platform, we were able to offer an invaluable tool to the market, particularly for insurers and fleets.

"I began VisionTrack with a primary goal – to make roads safer. I know first-hand what it's like to have the people who work for me be involved in an incident and not know what happened. It's a terrible feeling for everyone. I wanted to eradicate any uncertainty in the event of an incident which, in-turn, reduces premiums. One fleet with around 60 vehicles saved over £19,000 using our technology. The benefit is quality real-time footage which provides indisputable proof of liability. This is not only helping to prevent incidents by improving driving standards but is also reducing fraudulent/exaggerated claims – currently a huge cost to the insurance industry. Our newest cameras also incorporate technology that is so advanced that they will recognise and alert hazardous driving behaviour such as using a mobile phone whilst driving or falling asleep at the wheel."

[visiontrack.com](http://visiontrack.com) | 01246 225745 [orders@visiontrack.com](mailto:orders@visiontrack.com)



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