



# RISK MANAGED COMMERCIAL - REGIONAL COMMERCIAL COMBINED

## PERSONALLY UNDERWRITTEN FOR A BESPOKE QUOTE

### HOW DOES THIS PRODUCT COMPARE TO A “STANDARD” OFFERING?

We believe it is possible to improve on every aspect of the insurance lifecycle, and understanding where and how is the driving force behind our proposition.

Take risk assessment. Our survey team works solely for Pen, surveying at least 90% of cases we write either pre or post inception. Why does that matter? A clear assessment of business exposure allows us to provide the right cover and gives you the basis for deeper, ongoing conversations about risk-management with your client.

This is just one aspect of our commitment to brokers, helping them to win and retain business and create working relationships that stand the test of time. We carry this approach into everything we do, that's why we only partner with brokers that offer something more than standard risk transfer.

By limiting our agency base, we are better equipped to provide all our brokers with first-class service and support their plans for growth. It is also why we operate with a ONE QUOTE STRATEGY, offering terms to one broker nationally and with exclusivity of the quote resting with the broker, not the client.

It wouldn't be a lifecycle without claims. We believe that our service should be second to none; it's why we manage claims in-house and why our team has the autonomy to investigate and settle claims without unnecessary paperwork and delays.

We only employ experienced, high-calibre technical underwriters, and because we have our own wordings and ratings, our empowered team can tailor our offering to each customer's needs.

### WHAT ELSE DO YOU NEED TO KNOW?

Our comprehensive wordings for Commercial Combined, Commercial Property Owners and Contractors include everything you would expect in addition to:

- Embedded pollution clean-up costs
- Optional D&O and Computers
- Helpline to the environmental consultancy, OHES
- Employee counseling helpline
- Legal Expenses
- Access to Pen Risk Solutions - Our online health & safety and human resources tool
- Access to our in-house Risk Control Managers for pre-cover and bespoke surveys

### WHO QUALIFIES?

Most businesses! Our key sectors include:

- Manufacturing
- Wholesale and Distribution
- Professional Services
- Retail and Leisure
- Construction

We're looking to build long-lasting relationships with clients that understand and can evidence strong risk awareness.

In return we will provide you with regional technical trading teams and pricing reflective of focused risk management.

# WHY DO BUSINESS WITH PEN?

**Pen Underwriting (Pen) is a multi-class, multi-territory Managing General Agent (MGA).**

When we set up Pen in 2014, we brought together some of the UK's best known and most respected underwriting businesses, many with decades of underwriting expertise.

From a 'super start-up' of a dozen or so brands, to a single cohesive £650m GWP business, we're setting our sights on our next milestone – with a bold new vision to become a £1bn GWP underwriting & distribution business.

Over the last six years, the businesses have integrated to form one single operation that had broad distribution and acted like an insurer, responsible for everything apart from the capital at risk.

In 2021, with the majority of the integration work done, and with Pen operating as a single business, Pen is redefining itself – not as the business it thought it might become, but as something even better – the business the market needs it to be.

**Our values – IDEAS, AGILITY, CONNECTING, FULFILMENT and SOLVING – are built on strong foundations.**

## IDEAS

We find smart ways to make the most of opportunities

- Leveraging expertise and technology to create solutions
- Bringing new products and services to market
- Solving broker, carrier, coverholder and insured pain points

## AGILITY

We are responsive people, empowered to make decisions

- Meeting Pen service standards
- Adapting products and processes quickly
- Being flexible in how we address challenges

## CONNECTING

We work together to offer joined up solutions

- Being accessible to other teams
- Collaborating on initiatives across the business
- Being proactive about cross-selling opportunities

## FULFILMENT

We deliver products, services, processes & infrastructure that provide a competitive advantage

- Satisfying needs of all stakeholders
- Executing work with attention to detail
- Providing a consistent customer experience

## SOLVING

We focus on building our reputation as long-term partners

- Developing sustainable business practices
- Progressing our expertise, skills, and technology
- Creating solutions for the future

## BUSINESS DEVELOPMENT CONTACT

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