



NON-STANDARD HOMES

DELEGATED AUTHORITY

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

At Pen, one of our values is being easy to do business with, that's why our Non-Standard Home Scheme is now available on Pen Central, our new e-trading platform.

What does that mean?

- Coverholders of Pen can quote and bind risks on our intuitive, bespoke system, Pen Central
- We can offer a white-labelled product, branded to our coverholders' specification.
- We offer tiered levels of underwriting authority so that even non-standard risks can be accepted without referral.

And you'll find us easy to do business with in other ways too.

Our detailed packs of performance data help keep returns on track and identify opportunities for growth including new product development and improved pricing. And when you need support you'll get it - there's no queue for referrals, we commit to a 24 hour turnaround.

Plus, working with Pen means you'll not only access first class underwriting, but services in governance, claims and analytics so that you can anticipate and respond to change.

WHAT ELSE DO YOU NEED TO KNOW?

Our Household and Personal Lines Delegated Solutions Team has developed a portfolio of underwriting products for personal and household lines.

In addition to non-standard homes, we offer delegated products for:

- Collectibles
- Standard homes
- Mid-net worth homes
- Overseas homes
- Holiday homes
- Lender protections
- Personal leisure
- Residential let properties

WHO QUALIFIES?

Our appetite includes all standard UK homes.

For non-standard homes, our appetite includes:

- Thatch and non-standard construction properties
- Flood and subsidence risks
- Customers with criminal convictions
- Unoccupied properties and those undergoing works

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

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