


EXPRESS NEWS

August 2021

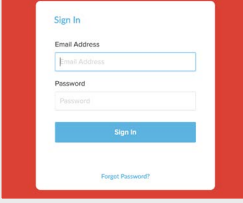
Click on any of the below to see what's **new** inside...

SCHEME UPDATE




**Commercial
Unoccupied Properties
New Rating Structure**

ACCOUNTS UPDATE



**Launch of new
ceStatement online**

ASSIST UPDATE




**A whole new user
experience with Assist**

ANDY MOREHEN



**Our new Underwriting
Service Manager**

COMING SOON



**NEW Single & Multi
event schemes**

An update on the last 6 months

As we make our way through the second half of 2021, it is an excellent time to reflect on what has been achieved during 2021 and more importantly, what we have planned for the remainder of the year.

There has been a significant reshuffle of our capacity providers. Axis Syndicate 1686, DTW1991 and Aviva have been replaced by Tokio Marine HCC, Ascot Group's Syndicate 1414 at Lloyd's and KGM Underwriting Services. We are delighted with our new insurance partners and what they can offer both Commercial Express and our brokers in the future. In total, we built and delivered 25 new schemes, including the recently launched Catering Van product and Terrorism add on.

Gross Written Premium for the first six months has increased by nearly 13%. Notably, we have seen our liability lines grow by 24% and Property Owners by 8%.

During the first six months of 2021, we managed to successfully launch an online statement of account facility, which replaces the manual paper version. We have integrated a handful of new people into the business and who are already making an impact. From a broker relationship point of view, we engage with a wider number of brokers and on a more frequent basis than

ever before, as a result we have successfully launched numerous business opportunities.

In 2019, our online learning and development system: CELO, won the Insurance Times award for Innovation. We are delighted to report, the platform continues to gain in popularity, with a monthly broker engagement rate of 51%. That is to say, half of all users log on to the platform every month to develop their skills and product knowledge.

It is the second half of the year, that is both exciting and challenging. We are looking to launch 6 new products before the end of the year. Our broker partners will see the return of the popular Single and Multi Event schemes along with Touring Caravan. We are adding a third provider to the Per Capita and Wages & Turnover panel and finally, brand new to Commercial Express's product suite, we will see the arrival of Excess of Loss.

We are also conducting several product reviews at present and one of the changes is the introduction of a new aggressive rating matrix for Unoccupied Property Owners. Our Commercial Property Owners scheme will also be revised shortly, with further price reductions. (Continued on next page)

[Click here for an overview of our Scheme Updates](#)



From a technology perspective, you will have experienced the new look Assist home page. We have received fantastic feedback from our brokers and we are already planning phase II later on in the year. Our online platform will witness significant improvements over the next 6 months and as I outlined in my letter at the start of the year, our main priority is to reduce the number of referral triggers to provide you with a faster, more efficient user experience.

Andy Morehen has joined us in the role of Underwriting Services Manager. His focus is service and improving his people. We will continue to introduce new underwriters into the team

and review our internal processes. Our aim is to provide a fast, efficient service delivered by an engaging and knowledgeable team of underwriters.

There are exciting times ahead of us and you will start to hear and see a lot more from Commercial Express over the coming months.

Thank you for your continued support and stay safe.

Duncan Pritchard
Managing Director

Scheme Updates

Commercial Unoccupied Properties – Aggressive New Rating Structure

We are delighted to announce a significant improvement to our product offering for vacant commercial buildings insurance.

Accessible via our 'Commercial & Industrial' scheme on Assist, brokers have the ability to obtain terms for unoccupied commercial and industrial properties.

The key changes are as follows:

- New size discounts introduced for Commercial properties with a rebuild value of £350,000 or more
- Reduced base rates introduced on the majority of postcodes

We strongly believe, as a result of these changes, our brokers will benefit from improved conversion rates, saving them time whilst meeting the needs of their clients.

New terrorism add-on from £30 + IPT Now Live

We are pleased to announce to our brokers that our new Terrorism Add-On is now live.

With a reduced minimum premium of £30.00 + IPT, your clients can now take advantage of this competitively rated optional cover for the following schemes:-

Commercial & Industrial Property Owners by Tokio Marine HCC • Commercial & Industrial Property Owners by Ascot Group's Syndicate 1414 at Lloyd's • Let Protect • Let Shield • Let Assured • Fast Food & Restaurant • Guest House & Hotel • Office • Office (Material Damage Only) • Shop and Wholesale



Scheme Updates



Overview of our Scheme Updates

According to broker feedback, the most popular section of the Express News is the overview of Scheme Updates. We appreciate that this is quite lengthy but there has been a significant amount of change in the first half of the year.

In the process of transferring our capacity from DTW1991 to Ascot Group's Syndicate 1414 at Lloyd's we have negotiated the following improvements:

All Ascot Group's Syndicate 1414 at Lloyd's Schemes

We listened to your feedback regarding the short-term cancellation terms across our DTW1991 led products, as a result all Ascot Group's Syndicate 1414 at Lloyd's schemes will now benefit from pro rata return premiums when cancelled at the Insured's request.

Contract Cleaners

For trades including; Conservatory Cleaners, Guttering & Fascia Cleaners, Motor and/or Commercial Vehicle Cleaners, Patio & Drive Cleaners, Window Domestic/Commercial Cleaners and Building Cleaners we previously endorsed the risk with a Power Cleaning exclusion. We have now managed to negotiate more favourable terms in respect that the endorsement now allows power cleaning with up to a 3,000 PSI limit.

We have amended the cleaning trade Offices and/or Shops to include doctors and dentist surgeries, meaning you no longer need to refer this additional information through.

Land Liability

For land types including; Grazing Land, Moorland & Pasture Land and Rough Country, new rates have been added into the system to accommodate up to 75 acres and up to 100 acres.

Market Traders

If you select £10m public/products liability cover within this scheme, Assist will now quote without referral.

Public House and Guest House

We recognised that on our public house and guest house products we were experiencing a high volume of referrals due to the sum insured of household goods. In recognition of this, the limit has been increased to £40,000.

Public House, Guest House, Fast Food, Shop and Wholesale

We established that our loss of licence referral trigger of anything above £100,000 was not in line with the market, therefore we have increased the referral trigger to £250,000.

We encourage you to communicate with us if you believe any of our standard product offerings are out of sync with the market so we can review our current offerings to ensure our products continuously developed with your customers' needs in mind.

Static Caravan

Previously, if the age of a static caravan was more than 25 years old the system would refer. Now we have improved the product so the system will now automatically quote for caravans up to the age of 40 years old.

Liability Per Capita & Liability Wages & Turnover Products

We have removed the referral trigger on the trade "market traders" across all liability products. The referral was originally designed so we could direct quotes for market traders onto our market traders' product. We removed the referral rule in recognition that our other liability products become more suitable for market trader's when their turnover exceeds £50,000.

The following product improvements are in the pipeline:

In the meantime, brokers are encouraged to call CE underwriters if a quote is required on the following criteria prior to the system improvements.

SME

We have an upcoming question set change that provides greater clarity on multi-tenure. The question set change will reduce referrals where the property traded from is part residential/office-based and self-contained.

CAR

We are in the process of developing our CAR product so we can offer terms for plant in isolation. (Continued on next page)



[Click here for GB Land Liability rating card](#)



[Click here for NI Land Liability rating card](#)

Scheme Updates

Liability Per Capita

Following your feedback there will be a restructuring of the heat questions on our per capita contract. This is designed to ensure that you do not need to refer risks if the heat tools and volume of heat work for the trade selected is deemed standard practice.

Once we have delivered this successfully, we will look to adopt a similar question set change to our liability wages and turnover scheme.

Land Liability and Contract Cleaners

Due to the rating structure of these products, the master postcode referral is in the process of being removed, thus minimising those unnecessary time delays on getting quotes for your customers.

Contract Cleaners

For the trades: Conservatory Cleaners, Patio & Drive Cleaners, Window Domestic/Commercial Cleaners, Building Cleaners,

Drain Cleaners and Hotels, Pubs and/or Schools Cleaners we are in the process of replacing the work above ground level exclusion with a 5m height limit.

Land Liability

This product is undergoing some major improvements in order to allow you to quote more risks without referral. A brief summary of the impending changes are listed below:

- Question set added to allow risks with EL cover to quote without referral.
- Question set added to allow communal lands in residential housing developments to quote without referral.
- Adding a question regarding a public footpath/public rights of way.
- Further clarity on the definition of buildings/structures.
- The option to add an interested party.

New Insurer - Ascot Group's Syndicate 1414 at Lloyd's

We are pleased to announce that since July 1st 2021, the below products have been underwritten by Ascot Group's Syndicate 1414 at Lloyd's.

Premiums will remain unchanged along with policy terms and conditions.

The 7 products that are now underwritten by Ascot Group are...

Commercial & Industrial Property Owners - Ascot Group's Syndicate 1414 at Lloyd's • Contract Cleaners • Land Liability • Liability (Per Capita) Ascot Group's Syndicate 1414 at Lloyd's • Liability (Wages & Turnover) - Ascot Group's Syndicate 1414 at Lloyd's • Market Traders and Outside Caterer



COMING SOON

NEW Single
& Multi event
schemes



Scheme Updates

We would like to notify you of a new and exciting partnership between Commercial Express and KGM Underwriting Services for our Catering Van product.

Underwritten by A Rated **QIC Europe Limited**, this niche product offers catering van clients the crucial elements of Full Fire and Fixtures & Fittings cover.

Targeting Ice Cream Vans, Hot Food Vans, Mobile Vans, Refrigerated Vans, Mobile Shops, Smoothie Bars and more whilst offering cover for...

- **Vehicles valued up to £75,000 (including fixtures and fittings)**
- **Mini Fleet policies available now up to 10 vehicles**
- **Any Driver 25+ cover available**
- **Mirrored No Claims Bonus**
- **Protected No Claims Bonus**
- **Mid-Term Laid Up Cover Available**

In addition we will look at catering vehicles over 3.5T.

New Partnership on Catering Van



[<< Click here to get a quote today >>](#)

[Find out more here](#)

WE WANT TO HEAR FROM YOU

To all of our readers...

Thank you for taking the time to read our newsletter, we would love to learn of your experiences trading with Commercial Express, and to hear any feedback you may have on the content contained within our newsletter or anything else CE related.

Together we can deliver improved systems, service and greater working relationships.

[<< Please submit feedback here >>](#)



New Faces

This year, Commercial Express has expanded and welcomed several new faces to the business. Everybody has settled in really well. Commercial Express is constantly developing, with further growth on the horizon and we look forward to keeping our brokers up-to-date.



Clinton Mahachi
Renewals Underwriter



Catherine Rose
Compliance &
Quality Assurance Auditor



Andy Morehen
Underwriting Service Manager



Tom Astbury
New Business Underwriter

New Underwriting Service Manager

Andy Morehen

When I first joined Commercial Express at the beginning of June, as their new Underwriting Service Manager, one of the first things I wanted to get a true understanding of was the business culture. For me, business culture is paramount; that unique blend of ingredients that make a business what it is. Was I going to be dining at 'Sid's Café' or could I possibly be treated to something more akin to 'Le Gavroche'?

Happily, for me, I soon became aware that I was going to be immersed in the 'finer dining' category. That said, every good restaurant needs to take a look at the menu occasionally, and introduce some new delicacies.

The Underwriting Service Department (USD) is the engine room of our business and therefore needs to function in a very organised, and carefully choreographed way. Every single underwriter is aware of their personal role and responsibilities. They are bought into our culture and apply it to deliver exceptional levels of customer service.

It's also about how USD engages and integrates with other parts of the business, for example, our Account Managers. As a business, we need to make sure that we are fully joined up so that important information is acted upon decisively and cascaded quickly, so that our customers can enjoy the benefits of a business working in harmony.

My career so far has largely been in the broking arena and I'm keen to enhance the department's culture by offering our underwriters a greater commercial awareness and understanding of the critical attributes our broker partners are looking for.

Fortunately for me, I don't have to reinvent the wheel when it comes to USD. The business I walked into didn't need fixing, it just needed a fresh pair of eyes to look at things from a different angle, a new perspective.

There will naturally be a few modifications required here and there. Positive change. Change that will allow us to become

more fluid and agile over time. Embedding new ideas and working practices into an already established, and successful, environment takes time. Moving a series of ideas and actions into 'culture' doesn't happen overnight... but it's worth the wait.

I have already introduced some improved sightlines and tracking systems across the department, which when coupled with a more proactive relationship with your Account Managers, will mean that we will be able to respond and engage with you more quickly on those cases where we believe an underwriter's direct involvement will help you get the business on your books.



I am also working with other parts of the business to try and reduce the number of quotations that get moved into a 'referral' status, by ensuring that, wherever possible, our online trading platform is doing the heavy lifting. In addition, our brokers have easy access to the information that is important to them always. This is very much an ongoing piece of work squarely aimed at continual improvement, and one that will ultimately allow you to see the benefits of reduced user interaction.

In addition to improved oversight, tracking and engagement with our Account Managers and broker partners, we will continue to develop our underwriting teams, ensuring they have the right skills going forward as we expand and grow.

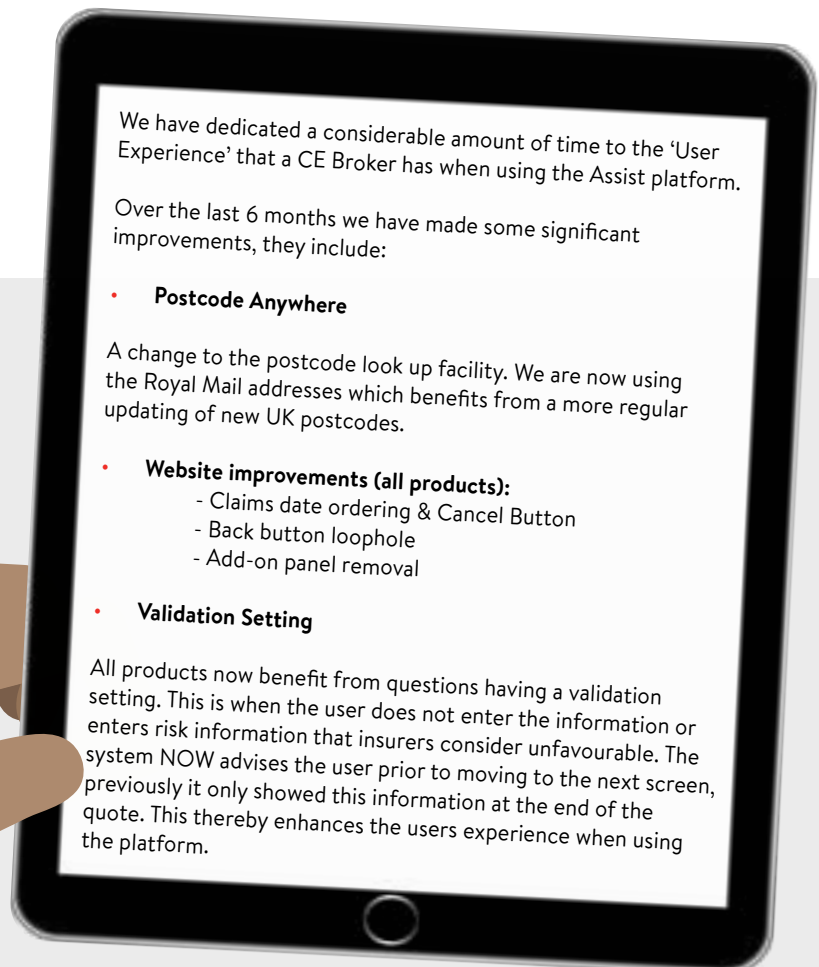
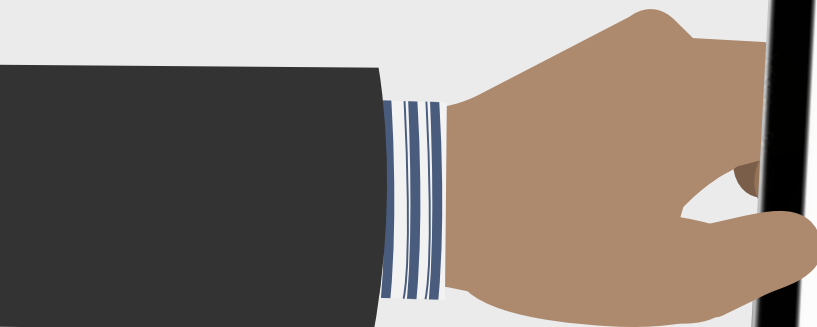
There is still plenty for me to examine, think about and digest within Commercial Express... much like an excellent meal!

Assist Update



<< If you haven't seen the new portal login here and see for yourself >>

System Improvements – An improved experience!!!



A whole new user experience with Assist

Hopefully by now you have noticed a huge improvement to our online portal, which provides a personalised broker environment that is easy for the user to navigate and source key information that is important to them.

The new environment is tailored to you and will give the end user the ability to...

- Instantly view **New Business referrals** which need your urgent **action**, along with your **New Business and Renewal pipelines**
- Instant access to your **Account Manager** and our slick online meeting booking facility
- Instant access to your **CE Learning: Online account** without the need to re-login
- Instant access to your **commissions, our trade search facility, policy wordings and rating guides**

We hope you enjoy the new system and it helps improve your experience with Commercial Express.

We have dedicated a considerable amount of time to the 'User Experience' that a CE Broker has when using the Assist platform.

Over the last 6 months we have made some significant improvements, they include:

- **Postcode Anywhere**

A change to the postcode look up facility. We are now using the Royal Mail addresses which benefits from a more regular updating of new UK postcodes.

- **Website improvements (all products):**
 - Claims date ordering & Cancel Button
 - Back button loophole
 - Add-on panel removal

- **Validation Setting**

All products now benefit from questions having a validation setting. This is when the user does not enter the information or enters risk information that insurers consider unfavourable. The system NOW advises the user prior to moving to the next screen, previously it only showed this information at the end of the quote. This thereby enhances the users experience when using the platform.

Accounts Update

Launch of new ceStatement online system

Replacing our outdated paper monthly statement of account has been one of my aims since receiving some feedback from our brokers.

It came about after Duncan and I visited several of our key brokers to gain valuable insight into what was going well and where we could improve in our service value offering.

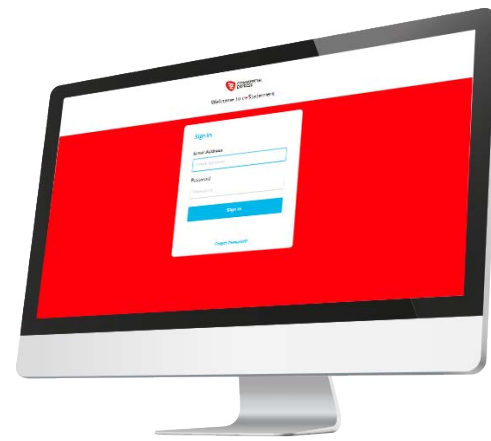
One broker said **'I dread doing your account, IF it turns up in the post, I have to manually go through it, produce my own report and send a cheque back, hoping it arrives in time. I then get chased on overdue items before I have even received the account'**.

I swallowed hard, took the feedback, and started our journey into turning an unpleasant and irritating experience into a fast and efficient one. I couldn't promise an exhilarating experience, who finds paying over money pleasurable? But I wanted to make it less of a dreaded one.

We worked with a company to build something bespoke, something that works for both our brokers and Commercial Express and isn't too complicated.

We piloted the newly built ceStatement to 20 brokers back in February, including the broker who gave us the original feedback, asking for their thoughts and making some small tweaks to make the journey as simple for them as possible, and I think we have now achieved something that we can call 'value added'.

The benefits of the system to our brokers are that they can log



in at any point of the month and see what is due for payment, reconcile the account online, raise queries immediately and retrieve previous remittances, meaning they have access to historical payments. Brokers can still print their reconciliation or download a copy for their records. This was a distant dream with paper statements.

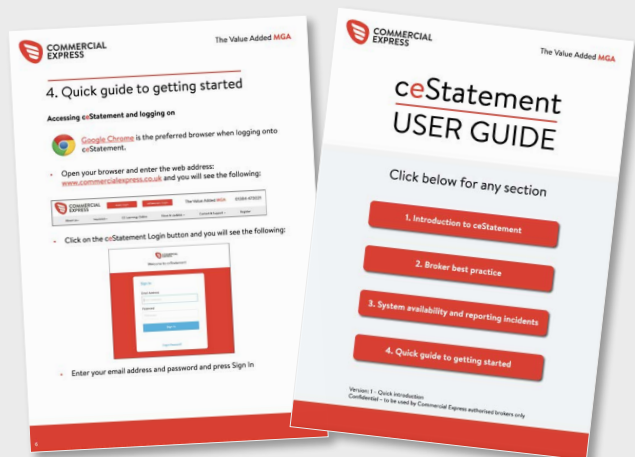
Since March, we have continued to roll out ceStatement to our brokers, reviewing and refining the process along the way. We have now completed the last phase of the roll out in July and will automatically upload any new broker partners onto the system as part of the Terms of Business Agreement.

I love the ease of use and we have had some fantastic feedback about the system, but of course we must continue to improve and evolve, and I would love to hear your views on how we can make it even better for you.



Kellie Stephens
Director of Operations

[<< Click here to submit feedback >>](#)



[<< Click here for User Guide >>](#)

We have now fully transitioned over to the new online statement of account, ceStatement, which has replaced the emailed monthly statement.

We have also prepared a [user guide](#) which can be downloaded below. It contains...

- **Introduction to ceStatement**
- **Broker best practice**
- **System availability and reporting incidents**
- **Quick guide to getting started**

If you have any queries regarding the use of the system, please contact your Account Manager or call our Accounts team on 01384 473 021.

We would like to say thank you for helping us to improve the way your statement of account is processed and settled.

The Regulatory Horizon

With a number of publications being issued by the FCA over the course of the year it's as important as ever for insurance intermediaries to keep up with the ever-changing regulatory environment. In this article we highlight just a few of the key topics from a regulatory perspective that will see changes for many firms across the industry.

Pricing Practices and Product Governance – Back in May the FCA released its Policy Statement setting out the final rules on general insurance pricing practices, following its thematic review in the home and motor markets. The rules set out a package of measures to address harm identified in the home and motor markets, and more widely to ensure firms are offering fair value products across all non-investment insurance contracts:

- A pricing remedy, which requires renewal prices to be no greater than the equivalent new business price for a new customer. Add-ons are also included, which includes Premium Finance
- Enhancements to Product Governance rules for all non investment insurance contracts (not just home and motor), to ensure firms have processes in place to deliver products that offer fair value to customers
- Firms to offer a range of accessible and easy options for consumers who want to cancel auto renewal of their contracts.
- Reporting requirements to help the FCA's ongoing supervision and monitoring of the home and motor insurance markets.

The rules around systems and controls (SYSC), retail premium finance and product governance are effective from 1st October 2021. Rules on pricing, auto renewal and reporting are effective 1st January 2022.

Customer Duty – During May, the FCA launched a Consultation Paper in which it sets out its plans for a new Consumer Duty.

The FCA is concerned with, and has seen evidence of, practices that can cause consumer harm, one example being firms providing information that is misleadingly presented or difficult for consumers to understand. Therefore, the FCA is looking to expand its existing rules and principles, and set a higher level of consumer protection for firms to adhere to. The intention of the new Duty is to drive a shift in the culture and behaviour for firms, to ensure consumers always get products and services that are fit for purpose, that represent fair value and are clearly communicated and understandable.

The proposals relate to products and services sold to 'Retail Clients', which includes SMEs as well as consumers. They also relate to all firms in the distribution chain, regardless of whether they have a direct relationship with the end client.

The proposals include 3 key elements:

- The Consumer Principle, to reflect the overall standards of behaviour the FCA expects from firms.
- Rules requiring 3 key behaviours from firms, which include taking all reasonable steps to:
 - avoid foreseeable harm to customers,
 - enable customers to pursue their financial objectives, and
 - acting in good faith.
- 4 specific outcomes relating to communications, products and services, customer service, and price and value.

Firms will be required to comply with the Consumer Duty and could face regulatory action or investigation if they fail to do so. The FCA expects to consult again on the proposed rule changes by the end of 2021 and make any new rules by the end of July 2022.

Competitions

Introducing our CE Fantasy Football Season 2021/22

Register & Join today

The season has just started so sign up now to stand a chance of winning....



First Prize:

£2,000

Manager of the Month Prizes:

£50 Amazon Voucher

[<< Register here >>](#)