

EXPRESS NEWS

www.commercialexpress.co.uk



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Welcome to the New Year...

Let me first wish everyone a happy new year and let's hope 2021 delivers something like a return to normality.

2020 asked operational questions of all our businesses; The ability to work long term from home effectively implementing a disaster recovery plan testing our IT and telephone capabilities. Communication with policy holders and insurance partners became a priority and then once all this was in place, the challenge of attracting new business and retaining the clients that were still trading. It's fair to say we learned a lot about our business and our people during these times.

Commercial Express has had a strong year, achieving growth, successful product launches but most of all developing and improving relationships with our broker partners. Whilst many insurers and MGA's struggled to provide any kind of service, due to our infrastructure we not only operated as if it was business as usual but we increased the level contact with our brokers. Our team of Account Managers, worked tirelessly to promote the Commercial Express message and this culminated in record levels of quote activity in the final quarter of 2020 and an unprecedented number of new broker applications wishing to join Commercial Express. Our Underwriting team, performed an incredible job in maintaining the service standards that we set pre-lockdown.

2021 sees us entering an ever 'Hardening Market'. Insurance rates were rising sharply even before the Pandemic struck in March and Covid 19 has accelerated the trend, notably in liability and professional lines insurance. Insurers are worried by the long-term health impacts of Covid 19 which had not featured in the pricing of Employers' and Public liability risks historically. In addition, the UK industry is already estimating that insured losses coming out of known Covid 19 losses will exceed £5 billion and it will seek to recoup some of these losses through increased premiums, at the same time, the

Pandemic has weakened the balance sheets of many insurers. The average cost of reinsurance over the past year has increased by +10% and this will be passed on in large part to the policyholder.

So what does all this mean and how does it impact the Commercial Express proposition?

Like most providers we will be imposing a rate increase but unlike most MGA's our risk appetite remains unaltered. Notably, our Liability range (Per Capita, Wages & Turnover, Land Liability, Contract Cleaners, Outside Caterers and Market Traders) continue to be extremely competitive and convert well. We have taken the decision to remove some of the smaller schemes from circulation such as Hobby & Club and Economy Let, these were simply not popular with our brokers. Our Event products have been removed simply so we can review them and relaunch them at a later date when the UK is allowed to host public gatherings.

In some areas, we are having to increase our rates in order to return the schemes to profitability, we are working with insurers to produce a long term strategy and whilst brokers might experience short term inconvenience we need to ensure longevity.

Our strategy for 2021, is to also introduce new capacity and launch a range of new schemes. It is equally important we introduce competition into our existing products and make them a more rounded proposition. Product reviews are ongoing as we look to improve wordings and introduce unique selling points.

Our online system is improving month on month, we have a desire for more business to pass through our online platform without underwriter intervention and thereby improve

the journey for the broker. In the last 3 months we have implemented over 400 changes to the platform resulting in a much quicker and friendlier experience.

Our long term aim is to work with a limited number of brokers, three years ago we introduced a minimum level of commitment of £10,000 GWP. In the coming weeks we will be writing to brokers that don't currently meet this level allowing them time to increase their accounts prior to action being taken.

Brokers will also see big improvements in the Commercial Express proposition in respect of the following:

1. The launch of an online accounting system to replace the current manual statement of account
2. Improved customer journey when using the ASSIST system including better links into our online learning platform
3. The number of referral points when using ASSIST is being reviewed with our aim of reducing the triggers by 20%
4. Improved Management Information
5. The relaunch of our award winning **CE Learning: Online** facility

Our desire is to offer a value added service and for this to happen we need to work with less brokers but offer the remaining relationships an improved proposition which is market leading and exclusive to Commercial Express.

I would like to thank you for your continued support and I wish you and your family all the best for 2021 and stay safe.

Duncan Pritchard
Managing Director



Our Liability products - Underwritten by



Make big savings with both our Liability (Per Capita) and Liability (Wages & Turnover) products with Covéa.

To the right is a summary of unrivalled features and benefits for both, to find out more click the buttons below to see our comparison tables.

[\(Per Capita\) Comparison Table](#)

[\(W&T\) Comparison Table](#)



Liability (Per Capita)

- **FREE** Tools Cover up to £1,500 for all trades*
- **FREE** Professional Indemnity up to £25,000 on most trades**
- Reduced third party property damage excess of **£250** on majority of trades, such as builders, bricklayers, carpenters, electricians, plumbers and kitchen/bathroom installers
- Sized discounts making large risks more competitive



Liability (Wages & Turnover)

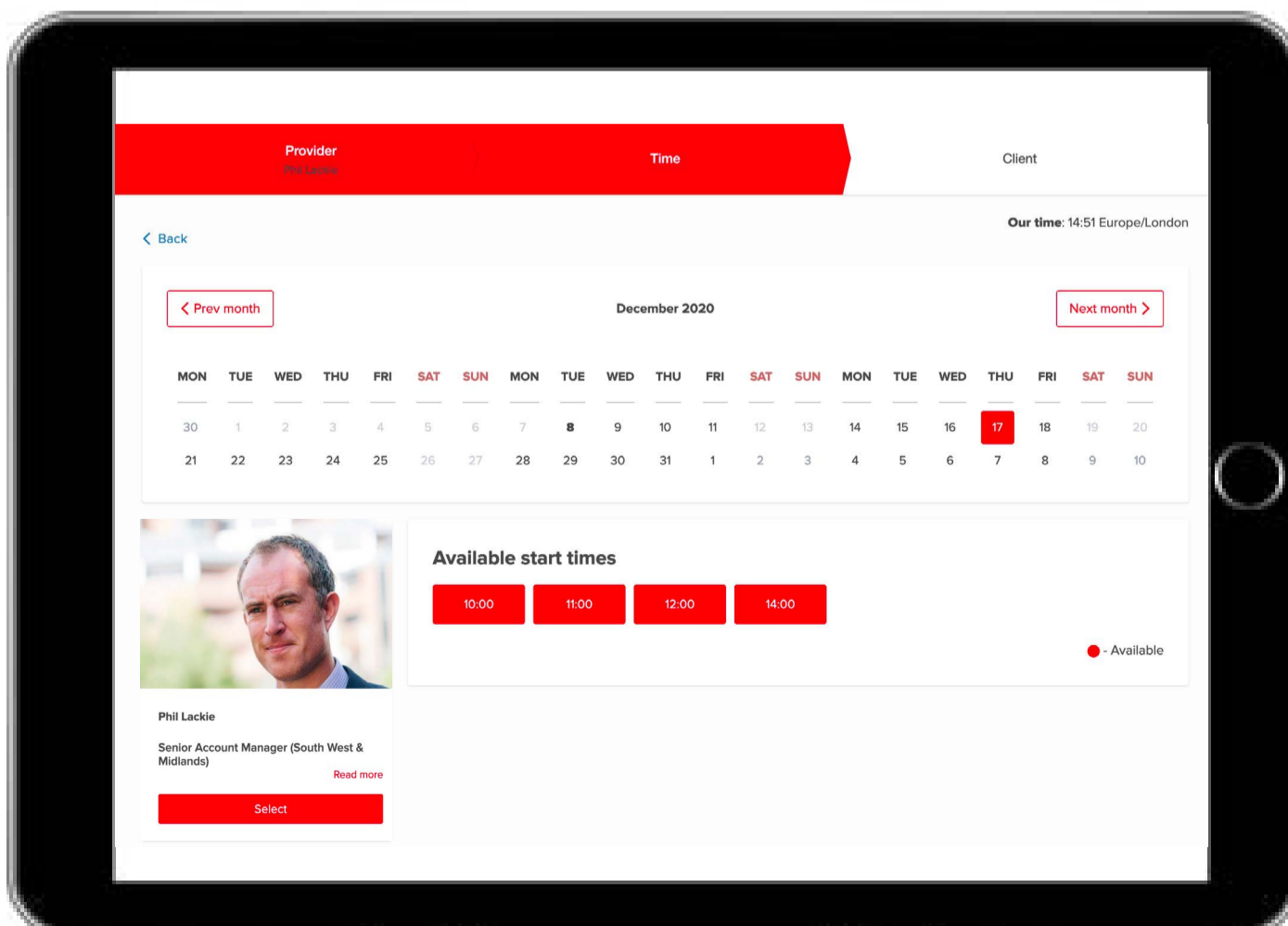
- Target appetite includes but is not limited to the following trades: Bricklayers, Builders, Carpenters, Electrical Contractors, Fencing Contractors, Joiners, Kitchen Installers, Landscaping Contractors, Painter and Decorators, Plumbers and Property Maintenance & Repair
- Height Work is now available up to **20m** with no referral process
- Standard public liability excess of **£250** across all trades
- Pro rata cancellation terms

[<<< Click here & get a Liability quote today for your client >>>](#)

* tools cover is free but only if manually selected and amount entered

** a list of trades benefiting from free professional indemnity cover is located on the [product page](#)

Book or Contact your Account Manager now for a Development Call



2021 is now a real opportunity to take advantage of Commercial Express's competitive products and first rate service proposition, and together with your account manager, you can plan and deliver growth for your agency.

If you're experiencing premium increases, renewals not being invited, capacity being withdrawn or seek a viable alternative for your clients outside of your usual providers, then please contact your AM below or book an appointment with them on our new booking in system.



[Email Phil](#)

[Email Paul](#)

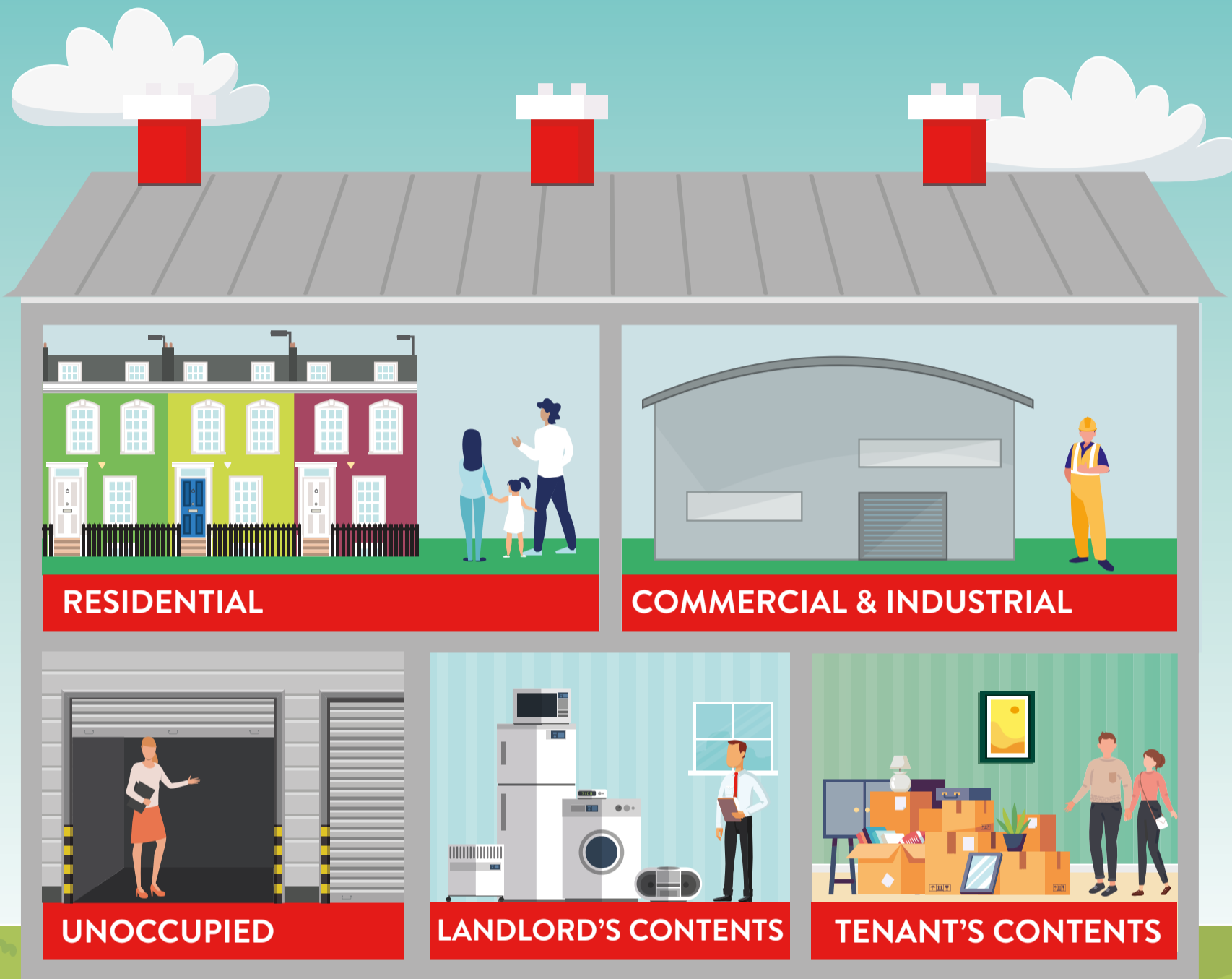
[Email Angela](#)

[Email Ian](#)

[Book an Account Manager Development Call here](#)

Property Owners - Covered all under one roof

Click on any of the products below to find out more...

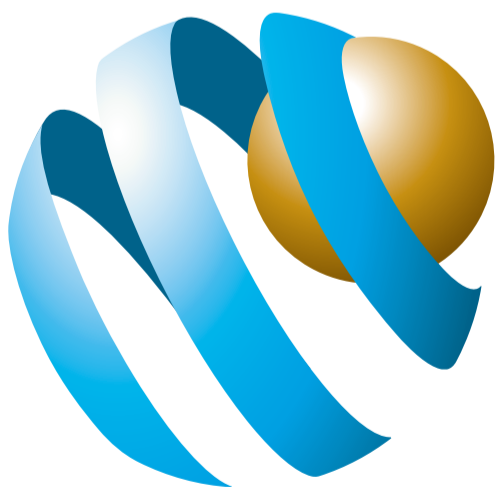


Commercial Express has it all covered under the one roof when it comes to Residential, Commercial and Unoccupied Property Owners.

Backed by A rated capacity, offering panel quotations, our schemes provide brokers with wider options to meet the needs of their clients.

Exclusively available via ASSIST, our broker partners receive excellent service, common sense underwriting and premium flexibility.

[Click here & get a quote today](#)



TOKIO MARINE
HCC

Important Notice Change of Insurance Carrier

With our continued plans to develop and explore new markets to deliver a more rigorous product development strategy for our broker partners, we are delighted to announce our newest carrier, HCC International Insurance Company plc, is joining our panel of insurers.

From 1st March 2021, HCC International Insurance Company plc will start taking on products that are currently underwritten by AXIS under the Lloyd's Syndicate 1686.

For full details including dates and full listing of products affected please [click here](#).

If you have any questions regarding this update, please speak to your Account Manager or [book a development call](#) as highlighted above.



Have you signed up yet?

Have you started your learning journey yet? If you haven't already jumped on board, now is the perfect time to sign up to [CE Learning: Online](#).

There are more than **500** courses available on our award-winning eLearning platform, many of which are focused around CE product knowledge and awareness. Alongside this, there is a whole host of programmes on self-development. Brokers can access their first class ticket to success, reaping the benefits, building confidence and time management skills.

[Click here to register your interest now](#)



The Fantasy Football season has gone off with a bang this year with many brokers gaining points to take home the top prize of £2,000, plus £500 for second place and multiple manager of the month prizes.

The current table stands as....

1st	Run of the Milner - Cormac Murphy - 1398 points
2nd	Moortown Thirds - Niall Rocks - 1379 points
3rd	Lokomotiv Cavo - Matt Caves - 1362 points
4th	Flying Without Ings - Ryan Jenkins - 1348 points
5th	Whats the Mata W U - Gary Johnstone - 1327 points

[Visit our dedicated fantasy football page](#)

Read our December edition of our Compliance Journal

Inside includes:

- FCA proposes additional measures to help insurance customers in financial difficulty
- FCA reminds insurance firms to review the value of their products in light of the impacts of coronavirus
- ICO consultation on the draft Statutory guidance
- FOS 2020/21 plans and Covid-19
- FSCS Outlook
- CMA Annual Plan 2021/22

The Compliance Journal brings you a summary of regulatory updates from across the month. The regulatory environment is ever changing, so we'll aim to provide updates on key publications, useful articles and information. As your helpful insurance partner, we always aim to add value, so please click below and we do hope you find the content useful.

[Click here to find out more](#)



Our 2020 achievements



30.85%

Growth on our Liability Products



18.38%

Growth on our Commercial & Industrial Products



14.88%

Growth on our Residential Let Products



12.61%

Growth on our SME Products



8,416

Courses completed on CE: Learning Online



1

Front End Ownership of ASSIST



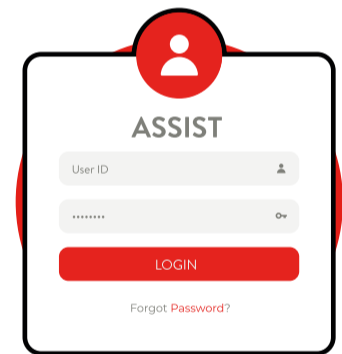
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New Agencies Welcomed



4

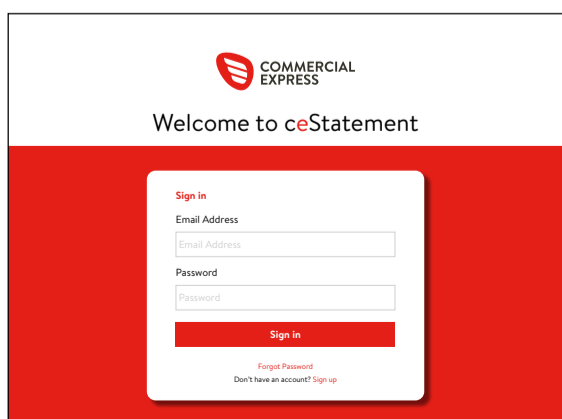
New Products Launched



51,516

New Business Quotes on ASSIST

COMING SOON...



NEW:

ceStatement Broker Portal

Developed for our brokers to be quick and easy to use, offering a more efficient way to receive and settle their CE account.