

EXPRESS NEWS

May 2022


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

BIBA 2022



Catch up with our big day at BIBA 2022


SCHEME UPDATES



PRIVATE ROAD


Catch up with all the latest Scheme Updates

SCHEME UPDATES




Overview of our Scheme Updates

PRODUCTS BROCHURE



Our Products and Insurers Brochure

FANTASY FOOTBALL



We have our 2022 Winner

Great Customer Service – Our Objective

One of the areas that separate the great from the good in the world of MGA's, is the standard of customer service. Due to Covid and the need to work from home, the way we manage our business and the way we trade with our broker partners have changed significantly.

Our brokers told us in the 2021 survey how happy they were with our products, our people and our online trading platform. However, there was an opportunity to further improve the Commercial Express proposition if we could make our customer service market-leading.

When we spoke with a number of brokers, the message was clear, we needed to improve our referral process, the speed of delivery and reduce the number of touchpoints. From a business perspective, we needed to increase the amount of time our people were talking and working with our broker partners.

One of the real strengths of Commercial Express according to the broker survey, was the knowledge of our underwriters. We were delighted that our strategy to invest time and effort into the training of our underwriting team had paid off. We now need to complement this strength with a streamlined service this will benefit our brokers.

We have recently launched the '**CE Help Hub**', which is a knowledge bank of processes and information. The aim is to educate our broker partners on how to receive the best

customer service from Commercial Express. The biggest call reason into the business is 'Underwriting Appetite', by ensuring these calls are being channelled to our underwriters and not via account managers, we are able to provide you with quick and effective advice.

Our Account Managers have done a fantastic job over the last couple of years but we now need to become more visual. One of the knock-on effects of working remotely was our field staff receiving a greater number of administrative emails than was previously the case. Something, we have to address in order for us to attend more broker meetings and continue to grow the business.

Everything we are developing is with the aim of making a positive difference to our brokers. We have invested significantly in our online trading platform and we continue to do so in order to improve the customer experience. Over the next few months, further major improvements are planned that will deliver a better referral process.

Great customer service is not something that just happens, you have to work at it. It needs to become part of your culture and many days down the line brokers will start referring to Commercial Express as the benchmark – that's our objective.

Discover the CE Help Hub

Your first-class step-by-step guides on topics relating to our System, Trading with CE and Service.

[Click here to visit the CE Help Hub](#)



System



Trading with CE



Service



**THE
BIBA
CONFERENCE
2022**



Well what a fantastic attendance there was for BIBA! Hopefully we will have seen many of you, our brokers, at the conference which was such a welcoming feeling after such a long wait due to Covid since the last event in 2019.

It was a turn out like none before, BIBA announced that the Wednesday was the busiest day they had ever had, with more footfall than any previous year – which is amazing and paid testament to the feedback that everyone was giving, that they couldn't wait to see people face to face again. For some people, it was their first time at BIBA, and for many – the first time they had met their contacts and clients in person rather than on a video call. That included us, with some of the newer brokers who we'd not met, who came to see us at the stand to talk about ways in which we can help deliver business growth opportunities.

The opportunities that BIBA presents to everyone who attends, either as a visitor or an exhibitor is unsurpassed – and it is widely

thought of as the most respected insurance industry event. That is why Commercial Express wanted to be there, so we could see our brokers, spend some time talking – and learn more about the industry as a whole, and some of the great innovation and technology that has been developed recently.

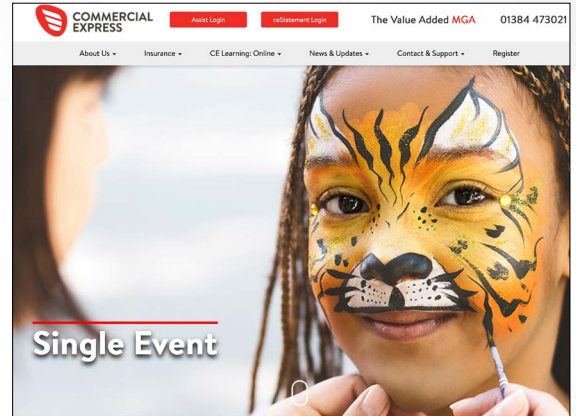
We enjoyed every moment, there was a real buzz during both days, especially day one, with plenty of incredible guest speakers including the host Hew Edwards, then Andy Burnham – Manchester Lord Mayor and the great Andrew Marr (the latter-day two). It was also great to see the winner of the Young Broker of the Year awarded to Florence Denis from Partners& who are one of our broker partners – Huge congratulations to Florence - thoroughly well deserved!

Overall – it was a truly successful (quite tiring..) two days and will pave the way for future events. We look forward to seeing you in Manchester in 2023 if not before then.



Scheme Updates

Single & Multi Event schemes



We are pleased to present you with your first-class ticket to our single and multi event schemes, underwritten by Ascot Group's Syndicate 1414 at Lloyd's.

Single event is suitable for small private celebrations to larger public one-off events including light switch on's and exhibitions up to 30,000 attendees.

Multi event is designed for customers who require cover for hosting up to 45 events per year with a maximum of 5,000 attendees per event.

Both schemes have been specifically created to offer competitive rates, and coverage to target the needs of small event organisers who have a maximum turnover of up to £50,000 per event.

Our target appetite includes but is not limited to the following events:

- Christmas fairs
- Light switch on's
- Arts and crafts fair/Sales
- Car shows
- Family fun days/Carnivals
- Street parties
- Food/Wine festivals
- Exhibitions
- Pet shows
- Car boots
- Meetings/Seminars
- Drive in cinemas

[See our full list of events here](#)

[Check out our events rating guide](#)

Insurer Update: Zurich to provide capacity for Catering Van

Zurich has announced a new long-term agreement with KGM Underwriting, who Commercial Express partner with on Catering Van.

From the 1st of January 2022, this niche motor product has been backed by the A-Rated global insurer.

Therefore, you will see the change in capacity reflected in policy wording and documentation for policies effective from the above date.

We will continue to evolve the Catering Van scheme with the help of KGM and we hope to increase its risk appetite over the coming catering season.



[See features and Benefits](#)

Scheme Updates

Liability Wages & Turnover underwritten by Tokio Marine HCC

Following a successful product review of our existing liability schemes, we are delighted to announce our new Wages and Turnover offering underwritten by A-rated Tokio Marine HCC.

The scheme has been specifically created to provide competitive rates for risks with a turnover of £250,000 or higher, across a wide range of trades, whilst maintaining the key covers required by your clients.

Tokio Marine HCC offers up to a 30% discount based on claim free experience and underwrites the optional Contractors All Risk add-on.



[For full feature & benefits click here](#)

[Click here for W&T Comparison table](#)

Canopus to provide Capacity for Let Shield

We are delighted to announce that on 21st February 2022, Lloyd's syndicate Canopus joined our panel of insurers at Commercial Express.

Canopus has started by providing capacity for our popular Residential Property Owners Let Shield scheme, where you will see an improved and more competitive facility and fewer underwriting referral points.

Canopus bring a wider appetite to write all tenancy types, Professionals, Students, DSS Non-Referrals, DSS Referrals, Asylum Seekers, Holiday / Second Homes, and Unoccupied Properties across a vastly enhanced number of postcodes (Excluding Northern Ireland) where the previous Let Shield scheme was limited in these areas.

The scheme also offers the following add-ons: Legal Expenses, Rent Guarantee, Home Emergency, and Terrorism. The arrival of our newest panel member will offer our brokers and landlords greater options when choosing to work with Commercial Express.



Duncan Pritchard - Managing Director of Commercial Express comments "We are delighted to have a name such as Canopus join the insurer panel. Their expertise in the household and residential let market, will add great value to Commercial Express and our underwriters. We elected to work with Canopus due to their ability to work across a number of classes and in the coming months we aim to launch a range of new schemes."

[For full feature & benefits click here](#)

[Click here for RPO Comparison table](#)

Scheme Updates

Rate Reductions and New Land Types on our popular Land Liability Product

We wanted to make you aware of multiple improvements to one of our most competitive and sought-after products Land Liability.

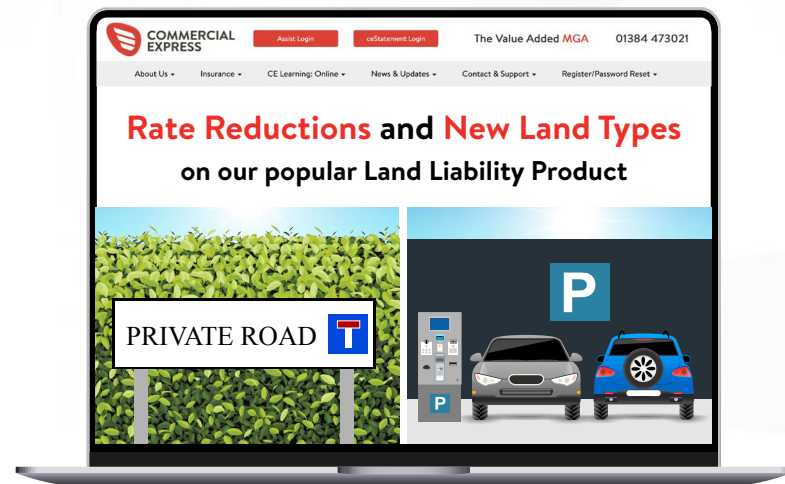
Starting from 21st March 2022 the recent changes are as follows...

Rate Changes

- The underlying base rates across all land types have seen a reduction of around 5%
- The rates for Private Roads (and communal lands in housing developments) have been reduced and thus carry the same rate as the land type Rough Country. Dependent on land size and the PL Limit of indemnity the premium will be between 20% and 40% cheaper

New Land Types

- **Allotments** – this will benefit from the same rates assigned to Self Builds
- **Fishing lakes** (With the option to write fishing lakes that allow boat hire)
- **Car Parks up to 200 Parking Spaces** (Anything with more parking spaces can be considered upon referral)



[For full feature & benefits click here](#)

[Click here for Rating Guides](#)

COMING SOON

Excess of Loss - **Ascot Group's Syndicate 1414 at Lloyd's**

Residential Property Owners - **Covéa**

Liability Per Capita - **Tokio Marine HCC**

Scheme Updates

Overview of our Scheme Updates

SME

The multi-tenure question has been amended allowing businesses trading from self-contained buildings to no longer refer.

We have added the following trades to the shop scheme in order to reduce the necessity to create elaborated trade referrals:

- Beauty & Tanning Salon
- Hair & Beauty Salon
- Hair, Beauty & Tanning Salon
- Nail Salon
- Barbers

Contract Cleaners

The system will no longer refer if £10,000,000 PL is selected.

Outside Caterer

A new trade has been added to the outside caterer scheme called “General Caterers”. This trade comes with the following supporting text:

“**General Caterers** is defined as any business or individual that provides a service preparing (including from a prep kitchen), cooking, serving, and selling food (of any cuisine) and/or drink (including alcoholic) to customers at events, weddings, functions, or markets and/or trades from a catering trailer, mobile bar, ice cream van and/or hot food van.

In addition, this definition includes contract caterers who trade from third-party premises such as a golf club, pub, sports club, or canteen.”

This trade has been added to offer a broad description of what trade activities are acceptable as standard and thus reducing the necessity of referring to the risk. For example, our data suggested brokers were elaborating on cuisine type, whereas all cuisine types are acceptable without a referral.

Liability Per Capita & Liability Wages & Turnover

The following pop up text will now appear on the website/policy documents for the trade Retail (Sales Only).

“Please note the selected trade automatically includes the following business activities:

- Online retailers
- Door to door sales
- Retail Shops (but limited to sales only retail shops).”

This change has been implemented in order to provide clarity on what is acceptable under this trade and thus reduce the necessity to elaborate on the trade description (which causes referrals).

We have amended the trade name of “Car Valeters” to “Car Valeters Including Car Detailing” in order to reduce the referral numbers. Furthermore, we have amended the trade name Accountant to Accountant / Bookkeeper.

CAR

The minimum premiums for over 26 trades on the CAR contract (including the Wages and turnover CAR add-on) have experienced significant reductions. The below table outlines the changes:

Section of cover	Old Min Premium		New Min Premium
	External Working Trades	Bricklayers, Builders, Fencing Contractors, Groundworkers	All Trades
Contract Works	£225 + IPT	£275 + IPT	£175 + IPT
Owned Plant	£165 + IPT	£250 + IPT	£125 + IPT
Hired in Plant	£165 + IPT	£250 + IPT	£125 + IPT

The underlying rates on the CAR HSB add-on, on the wages and turnover schemes have reduced by 5%.

Terrorism Cover

Terrorism cover is now available on all Commercial & Industrial property owners schemes.

Trailer

The system value referral has been increased from above £10,000 to above £20,000.

All Schemes

In order to improve the customer journey, validation messages have been embedded on all question sets in order to prevent you from getting onto the next page of the quote system if a question has been answered in a way that would trigger a decline.

Upcoming Scheme Improvements:

The following developments are in the pipeline and will be released in the near future:

- Material damage cover options on the market traders scheme.
- An increase in turnover limit on the market traders scheme from £50,000 to £100,000.
- Amendments to the trailer question set to capture whether the trailer is a refrigerated trailer or a horse box converted to include living quarters.
- Amendments to the trailer question set so you can write back the damage caused by livestock exclusion.
- Changes to the heat questions on the wages and turnover product that mirrors those made on the Per Capita scheme.
- The ability to add multiple plots of land on one Land Liability quote.
- The ability to quote Plant in isolation on the CAR product.

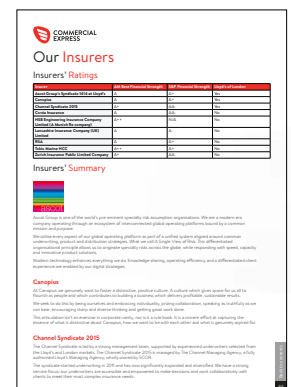
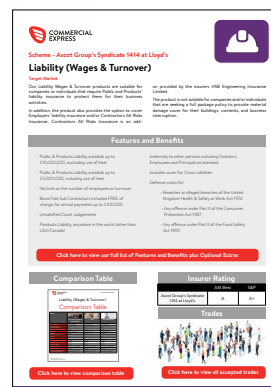
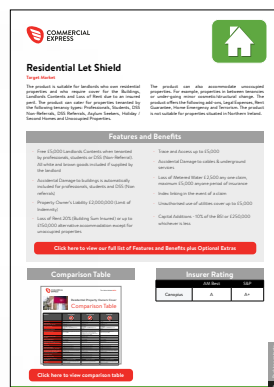
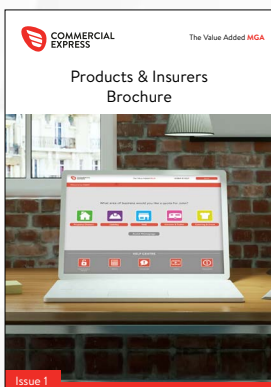
Our Products and Insurers Brochure

[Download here](#)

We have designed a comprehensive Product Brochure to provide all of our broker partners with vital information on our all-round proposition and compliance procedures that will help your business source the right insurance for your clients, grow your business, and to ensure you have the utmost confidence when trading with Commercial Express.

Within the brochure, you will find details of and will have access to: -

- Our plans for 2022
- Our product governance arrangements
- Target market statements for all of our products
- Product comparison tables
- Key policy covers, limits and USPs
- Trade search facility
- A detailed overview of our A-Rated insurer panel
- Payment options



Introducing the CE Help Hub



System



Trading with CE

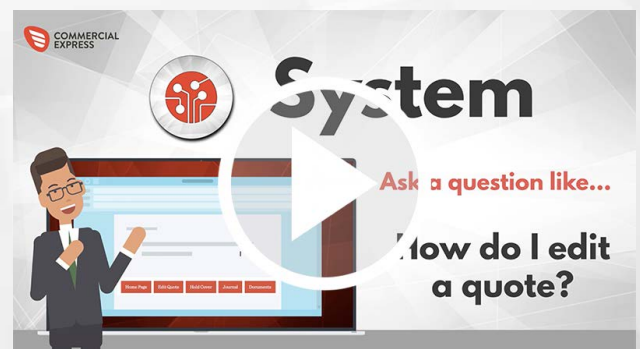


Service

We would like to introduce you to the newly launched, CE Help Hub.

We want our broker's to have a positive all-round experience when trading with Commercial Express. The CE Help Hub has been specifically designed to provide you with first-class step-by-step guides on key topics related to our System, Trading with CE and Service, all in one easy to access location.

[Click here to visit the CE Help Hub](#)



[Watch our introductory video 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.



Nick Taylor
eLearning Developer



Kieran Jones
Renewals Underwriter



Daniel Forrester
Junior IT Developer



Nick Hall
New Business Underwriter



Alex Leech
Finance Administrator



Claudia Partridge
Marketing Manager



Nayem Ahmed
Mi Analyst

Charity



Commercial Express are committed to looking after the well-being of our people and actively promote monthly well-being topics. In line with this we support a number of incredible charities, nationally and locally, throughout the year. **We make regular donations every month of £125** to a range of charities via their JustGiving pages. With the money donated each month we are able to support charities in being able to provide vital services such as support lines, one to one care, learning material and much more. Our previous fundraising has included office bingo, raffles, cake sales and much more. Over the last 5 years we have donated just over £22,000 to several fantastic charities.

The Regulatory Horizon



Across the course of 2022 we have continued to see a clear regulatory focus on customer outcomes and fair value. In February this year, firms were required to submit the first set of value measures data to the FCA in accordance with the new FCA rules that came into force last July. And there are ongoing requirements for manufacturers of products to complete detailed reviews of their products to ensure they are providing fair value by 30th September 2022, and on an annual basis thereafter. Equally the new consumer duty also requires firms to design products and services to meet consumer needs.

The new product governance rules broadened the scope set out in the Product Intervention and Product Governance Sourcebook (PROD) and enhanced the obligations on firms to address harm identified by the FCA in their market study. In particular there is the emphasis around 'fair value', and the requirement for firms to be able to clearly demonstrate how a product provides (and will provide for a reasonably foreseeable period) fair value and retain a record of the value assessment. The new rules bring all general insurance products into scope, including additional products and Premium Finance, and relate to existing products as well as newly developed offerings.

Under the rules, Manufacturers are also required to provide distributors of products with information on their product governance arrangements, target markets, and product

features and benefits. Commercial Express have developed a comprehensive **Product Brochure** to provide all of our broker partners with this important information and to consolidate our product information into one easy to navigate brochure.

The FCA's focus on fair value was also highlighted earlier this year when the FCA issued a Dear CEO letter to insurers concerning insurance costs for multi-occupancy buildings. The letter followed previous concerns raised by the FCA and other parties regarding the rising cost of insurance for apartment blocks and similar multioccupancy buildings, which are being passed on to residential leaseholders and other affected property owners. The letter acted as a reminder to firms of their obligations to treat customers fairly and act in their best interests and again highlighted the rules around product governance that require manufacturers to ensure their products meet the objectives and characteristics of the target market and provide fair value, which includes the price having a fair relationship to the benefits provided. Distributors also need to ensure they do not take action that undermines the aim of providing fair value of products, such as commission which doesn't reasonably reflect the costs incurred or the benefits provided and must not be influenced to propose a policy based on higher commission levels that may be in conflict with the best interests of the customer.

Competitions

CE Fantasy Football Season 2021/22

Congratulations to our winner...

Mark Perry
A-Plan Insurance (Epsom)
Prize won: £2000

"Commercial Express fantasy league is by far the best Insurance market league in the game. With an amazing overall prize, monthly payouts and a real competitive nature. Do not miss out on your chance next season to showcase your managerial skills and become the best, I know I won't!"



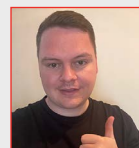
Mark Perry

Well done to our winner **Mark Perry from A-Plan Insurance (Epsom)** who secured first place with **2611** points and a cheque for **£2,000** for winning the CE Fantasy Football competition 2021/22.

We have also had a number of skilled managers of the month. Below are some photos of our winners who took home a £50 amazon voucher this season...



Managers of the month below...



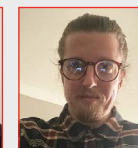
Martin Ryan
Somerset Bridge Insurance Services Ltd



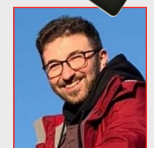
Clive Bevan
Brown Bevan Insurance Brokers



Harry Peters
Ceta Insurance Ltd



Scott Logan
Marsh Commercial (Southampton)



James Eddolls
Hencilla Canworth GI Limited