

specialist insurance  
with a difference



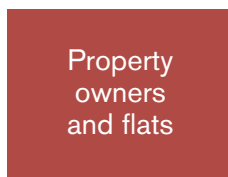
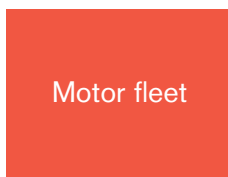
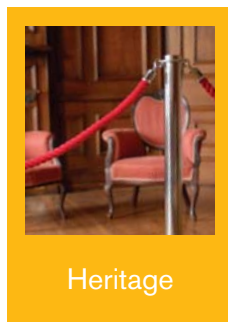
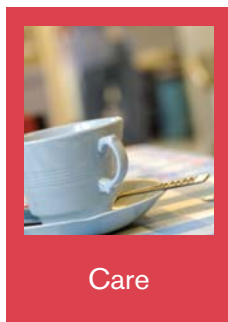
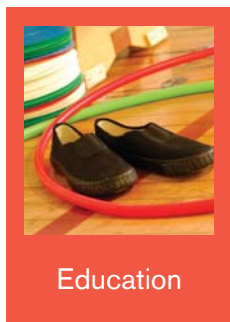
A brief overview of our company,  
our philosophy, our products and  
services, and the way we do business

Version 1

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We operate in the following principal business areas:



For information on our products and services plus downloadable literature, risk management advice, access to value added services and claims information please visit our website

[www.ecclesiastical.com](http://www.ecclesiastical.com)

Many customers come to us looking for tailored cover. To discuss a particular need with one of our team please get in touch. Turn to the inside back cover to find your nearest contact.

# Refreshingly different

If you're looking for an insurer that has high quality products and services combined with a social conscience, welcome to Ecclesiastical.

## Then...

Ecclesiastical was founded in 1887 by Churchmen, largely to protect churches from the consequences of fire.

## And now...

Today we don't just insure churches. We also specialise in charities, education (from nurseries to universities), heritage properties and risks within the care sector alongside a range of other general commercial risks. Our customers trust our knowledge and expertise, and appreciate the fact that we donate a significant proportion of our profits to charity.

**With well over a century of experience behind us, we're the experts when it comes to meeting specialist insurance needs.**

### Our credentials

- We're one of the largest British-owned insurers with group assets of over £1 billion and net assets of over £200 million
- We're rated A- by both Standard & Poor's and A.M. Best – which reflects our financial strength and stability
- Our financial strength means we have the capacity to write large and complex risks which other insurers may avoid

**Did you know?** 79% of our brokers place business through Ecclesiastical because of our competitive premiums.\*

*\*Broker Satisfaction Survey 2005.*

## What we do...

Ecclesiastical provides specialist insurance products and services for businesses and organisations that support the communities and environments in which they operate.

## ...and who we do it for

We work with specialist brokers across the UK to help various commercial customers including



**Groups like charities** that need to be accountable when choosing insurance products to ensure excellent value for money without compromising their principles.



**Businesses and institutions** like nurseries, schools, universities and care sector organisations that need a comprehensive range of products and services to cover their specialist needs.



**Those who have a specialist property or item** to insure such as a listed or heritage building.

## The personal touch

We all like to be treated as individuals, which is why you'll find we still believe in the personal touch.

We're committed to bringing you quality insurance policies with the highest possible standards of service. At Ecclesiastical, you can always talk to a real person, not a machine. Our philosophy is to treat each customer the way we would like to be treated ourselves: with **integrity, empathy, promptness, fairness and expertise**.

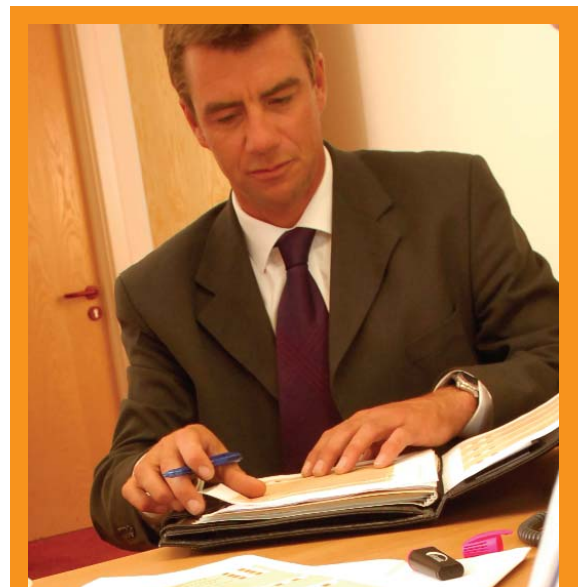
### We're there when you need us

Alongside personal service, we also believe in making our service accessible. So in addition to our Head Office teams, we have seven Regional Underwriting Centres (RUCs).

Underwriters and Development Underwriters based at our offices in Birmingham, Cambridge, Eastbourne, Gloucester, London, Manchester and Newcastle-upon-Tyne offer prompt, professional support based on their expert local knowledge. We also have a Development Underwriter presence in Wales, Scotland and Northern Ireland. Working with us means that you'll have direct access to decision-makers with underwriting expertise who can give quick answers to complex insurance questions and deliver bespoke solutions.

We have a national and network team, a dedicated Schemes department forging very close relationships with brokers, a state of the art EDI team along with Motor Fleet underwriting centres in Eastbourne and Manchester. So whatever your business intentions, we can work with you in these specialist niche markets.

We believe that by working closely together with brokers we can jointly develop winning solutions for customers and develop our businesses together.



98% of brokers are satisfied with the fair way in which we settle claims

Broker Satisfaction Survey 2005.

## A quality and personalised claims service

Our great reputation for settling claims quickly and fairly is as important as the cover itself. With Ecclesiastical, you can be sure that we will be there to provide support at every stage of the claims process.

98% of brokers were satisfied with the speed with which we settled claims

Broker Satisfaction Survey 2005.

### Service highlights

- Immediate advice and guidance available to brokers and end-customers regarding any claim, delivered by experienced claims staff using our state-of-the-art electronic document management system
- A customer-friendly suite of claims guides available to ensure a full understanding of the claims process from start to finish
- Flexibility when it comes to settling claims. Ecclesiastical customers can choose to use our approved suppliers or the option to use their own supplier.

### Our service promises

- Dedicated claims handler from start to finish
- Direct dial numbers and no queue waiting
- Regular communication with you and your customer on all third party injury claims, including consultation prior to admission of liability
- All claims managed at our Head Office in Gloucester.

### Making the claim

We understand that you and your customer require flexibility when communicating with us. Our recommendation is:

For claims reporting, a customer call to us direct allows us to offer immediate advice and guidance, provide an instant claim reference number and dedicated point of contact.

Within 24 hours, we will then notify you of the circumstances, confirming what course of action has been agreed with your customer and keep you informed throughout the claim lifecycle.

Claims can be reported 24 hours a day, 7 days a week by calling 0845 603 8381.

## Case studies

We go out of our way to ensure that all claims, no matter how big or small, are dealt with quickly, efficiently and sensitively by our expert UK-based claims handling team. As a result, we're well thought of by our customers – a fact reflected by the number that stay with us year after year and our high satisfaction ratings.



### Carlisle floods

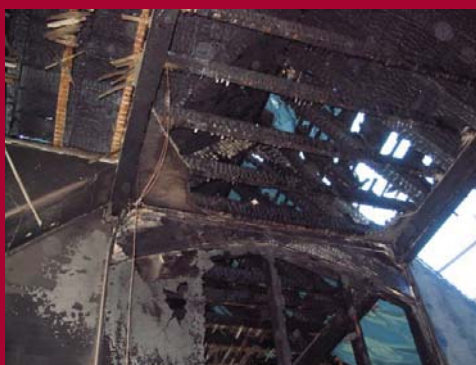
*When floods hit Carlisle, our claims staff didn't wait for notification. They used advanced weather-mapping technology to identify those customers most likely to be at risk and contacted them to see if they needed any help. We were praised in Post Magazine for calling our customers instead of waiting for them to seek our help.*



### The 'Birmingham tornado'

*The mini twister which hit Birmingham might have lasted only a few minutes but the 130 mph winds damaged buildings, uprooted trees, smashed fences and walls and left many residents homeless. It's estimated that 200 properties (residential and commercial) were severely damaged and many had to be demolished.*

*Housing associations were hit particularly hard; one of the risks that we insure – a row of 14 houses owned by Moseley and District Housing Association – suffered an incredible amount of damage; all 14 houses had their roofs torn off. We dealt with the subsequent £1.75m claim speedily and efficiently.*



### Marlborough College, Wiltshire

*This independent boarding school suffered a serious fire. Most of the roof of a 19th Century vaulted dormitory was destroyed in the blaze. One of our claims handlers arrived at the scene on the day of the fire with a loss adjuster.*

*We quickly settled the £450,000 claim and worked with the school to help them avoid loss of revenue.*

## Support services

As specialists, we can work with you to provide a wide range of value added services to help build your business.

Access to a panel of risk control surveyors to help end-customers meet their legal and regulatory requirements

Our valuation service at no additional charge (subject to eligibility)

Risk management seminars

Access to telephone helplines providing legal advice, tax advice and emergency assistance whenever it's needed

Detailed guidance notes for use by you and your end-customers

Discounted end-customer training courses, products and services – available through specially selected affinity providers

Seven Regional Underwriting Centres to provide you with accessible local support and the highest level of service

Dedicated sections on our website for brokers and end-customers  
[www.ecclesiastical.com](http://www.ecclesiastical.com)

## Putting something back

One of the additional benefits of choosing Ecclesiastical for insurance is that you'll also be helping us to support the community financially.



Ecclesiastical is an official corporate partner of The Children's Society (Registered Charity No. 221 124), one of the UK's largest children's charities working with vulnerable children and young people. We support them through sponsorship, fundraising, donations and activities organised by our staff.

As a major employer, we believe it's important to give something back to the local communities where we operate. We like to support charities that share our values and core interests (such as working with children or the elderly), and we invite our staff to nominate charities that they'd like to support. This includes offering our time and expertise and organising fundraising activities.

In Gloucestershire, where we're based, we're supporting a number of local charities and each Regional Underwriting Centre also has the opportunity to support a charity local to them. Read more about the charities our staff have chosen to support and our fundraising activities on our website [www.ecclesiastical.com](http://www.ecclesiastical.com)

This type of community involvement is an important element of our Corporate Social Responsibility that not only reflects what the company stands for, but runs through everything we do. As an ethical company we also do all we can to protect the interests of our customers, staff, workplace and environment.

**Did you know?** We're one of the UK's Top Ten Corporate Donors having donated almost £48 million in charitable grants over the last fifteen years.

*Source: The Guide to UK Company giving 2005 published by the Directory of Social Change.*

## Getting in touch

This brochure is only designed to give you a brief overview of who we are and what we do.



You can find more information about our products and services plus downloadable literature on our website

**[www.ecclesiastical.com/brokers](http://www.ecclesiastical.com/brokers)**

If you are a broker and have a general enquiry please email

**[brokers@eigmail.com](mailto:brokers@eigmail.com)**

If you are an end-customer and would like to find out more, please contact your local Ecclesiastical broker. If you're not sure who this is, you can find details on our website

**[www.ecclesiastical.com](http://www.ecclesiastical.com)**

or email

**[information@eigmail.com](mailto:information@eigmail.com)**



# Offices

Open 8.30am – 5.30pm Monday to Friday.

For specific enquiries please contact one of our departments or your nearest Regional Underwriting Centre

## **Birmingham**

Berwick House, 35 Livery Street,  
Birmingham B3 2PB  
Tel 0121 200 3200  
birmingham@eigmail.com

## **Cambridge**

Abbeygate House,  
165 – 167 East Road,  
Cambridge CB1 1DB  
Tel 01223 460611  
cambridge@eigmail.com

## **Eastbourne**

31 St Leonards Road,  
Eastbourne,  
East Sussex BN21 3UR  
Tel 01323 438988  
eastbourne@eigmail.com

## **Gloucester**

Fitzalan House, Park Road,  
Gloucester GL1 1LZ  
Tel 01452 422226  
gloucester@eigmail.com

## **London**

19 – 21 Billiter Street,  
London EC3M 2RY  
Tel 020 7528 7363  
london@eigmail.com

## **Manchester**

Lincoln House,  
1 Brazenose Street,  
Manchester M2 5FJ  
Tel 0161 832 2616  
manchester@eigmail.com

## **Newcastle**

1 Hood Street,  
Newcastle Upon Tyne NE1 6JQ  
Tel 0191 261 0336  
newcastle@eigmail.com

## **Schemes**

Beaufort House,  
Brunswick Road,  
Gloucester GL1 1JZ  
Tel 01452 528533  
information@eigmail.com

## **Motor Fleet**

Beaufort House,  
Brunswick Road,  
Gloucester GL1 1JZ  
Tel 01452 334884  
information@eigmail.com

## **EDI**

Beaufort House,  
Brunswick Road,  
Gloucester GL1 1JZ  
Tel 01452 334820  
edi\_department@eigmail.com

## **Claims**

Beaufort House,  
Brunswick Road,  
Gloucester GL1 1JZ  
Tel 0845 603 8381  
claims@eigmail.com

Charity  
Care sector  
Heritage  
Education  
Nursery  
Commercial bespoke  
Property Owners  
Flats  
Schemes  
Motor fleet  
Household EDI

For further information on any  
of our products and services,  
please speak to your usual contact.

Or visit us at

**[www.ecclesiastical.com/brokers](http://www.ecclesiastical.com/brokers)**



Beaufort House, Brunswick Road,  
Gloucester GL1 1JZ

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