



**PROFESSIONAL**  
INSURANCE AGENTS LTD

**Head Office**  
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Sidley Road, Eastbourne  
East Sussex, BN22 7HB  
Tel: +44 (0) 1323 648 000

**London Office**  
Dawson House  
5 Jewry Street  
London, EC3N 2EX  
Tel: +44 (0) 203 857 5270

## Treating Customers Fairly

The Financial Conduct Authority (FCA) regulates the insurance industry and require those authorised by them to follow many different rules, one of them being 'Treating Customers Fairly'.

Whilst this rule is designed to protect the interests of the customers rather than the commercial sectors, however, in the spirit of this principle we would like to offer our commercial clients the following commitments:

- To act fairly with all our commercial clients.
- To handle complaints and queries promptly.
- To provide you with clear details and quotes on the insurances we offer.
- To obtain the necessary information to provide you with the correct policy.
- To issue policy wording correspondence and covers in a timely fashion.
- To contact you at least 20 days before your renewal.
- To research the insurance market to obtain competitive terms and wide wording covers.
- To follow the procedures that we have laid out in our 'Claims Procedures' and 'Demands and Needs' leaflets for our clients.
- To monitor our own company's performance relative to treating clients fairly.
- To listen to any positive or negative feedback from the client and act on this where necessary.

To speak with a director of Professional Insurance Agents Limited also t/as BI247 or if you have any queries please feel free to call them on 01323 648000, quoting "TCF".

We welcome any feedback from you. Please complete the form below and return it to us at the above address or email at: [info@professionalinsuranceagents.co.uk](mailto:info@professionalinsuranceagents.co.uk).

Contact Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address

Were you happy with the service?

Yes  No

If NO, please let us know why:

What would help you when purchasing your cover?

Is there anything you think we could improve upon?



**Broker Innovation Finalist 2013**



**Website:** [www.professionalinsuranceagents.co.uk](http://www.professionalinsuranceagents.co.uk)  
**Email:** [info@professionalinsuranceagents.co.uk](mailto:info@professionalinsuranceagents.co.uk)





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## Product suitability for clients (Treating Customers Fairly)

Professional Insurance Agents Ltd / Business Insurance 247 has made arrangement with several Insurers and Underwriters to be able to offer it's clients various commercial insurance products online via our multi-quote and buy platforms, see below Insurers and covers supplied:

Product	Insurers
Professional Indemnity	Ageas, ARCH, TMHCC, Hiscox, MUM, DUAL, ITIC
Directors & Officers	DUAL, AXA, ARCH, TMHCC
Office Contents Insurance	Hiscox, Ageas
Medical Malpractice	Beazley
Public Liability	Ageas, Hiscox, MUM, TMHCC
Employers Liability	Ageas, Hiscox, MUM, TMHCC
Residents Associations	AXA
Charities & Trustees	AXA
Property Owners	E - Underwriting
Legal Expenses	Arag
Cyber Liability	Hiscox
Key Person Life	AmTrust
Group Life / Group Life & Critical Illness	AmTrust

The covers and policies provided by the companies above have been selected to offer a wide range of options and covers at competitive prices.

We always use Insurers and Underwriters that have good insurance rating and a strong financial backing. However, as Brokers, we are unable to guarantee the security of any independent company now or in the future, but we do monitor the Insurance providers regularly, by conducting certain checks such as their financial rating level, as reported by agencies such as Standard & Poor's etc.

## Delegated Authority / Binder Agreements

When we have obtained an agreement from our Insurance supplier to offer their policies online via our quote & buy platforms, the following processes happen:

- We write IT code for each product which tends to take around 4 - 6 weeks and then each product subsequently goes through an internal testing process here at Professional Insurance Agents Ltd / BI 247. After this, each product is presented to the Insurance company / Underwriters for them to test and approve themselves, once they are satisfied and have signed this off, we then set the insurance product live on our insurance platforms.

Although this may seem like a delegated authority / binder agreement, technically it is not, as the Insurance companies / Underwriters have pre set all of the rates (pricing) and supplied us with the applicable question sets, policy wordings, schedules and summaries, which we then automate. We are unable to change or alter any rates, or terms and conditions, without expressed written permission from the relevant Insurance Company / Underwriters.

We do offer our quote & buy platforms to other Insurance Brokers and Affiliate groups, who can gain access to the panel of Insurers on the system. In these instances, we still retain full control at all times by collecting the premium and issuing the documentation directly from our servers. Any adjustment to a policy / quote must be requested by the Broker in writing and sent to Professional Insurance Agents Ltd / BI 247; this is then forwarded on to the relevant Insurance Company / Underwriter for their approval / declinature.

It is also important to note that our Insurance providers / Underwriters / Brokers all have 24 - 7 access to any transaction or activity relating to their business on the online quote & buy platform, via the comprehensive back office system which monitors the policies sold, quote requests, complaint notifications, mid term adjustments etc.

- Products offered - We review new policies and products for client suitability purposes on a regular basis, and once we are satisfied with these, they are then added to the quote & buy platforms.



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