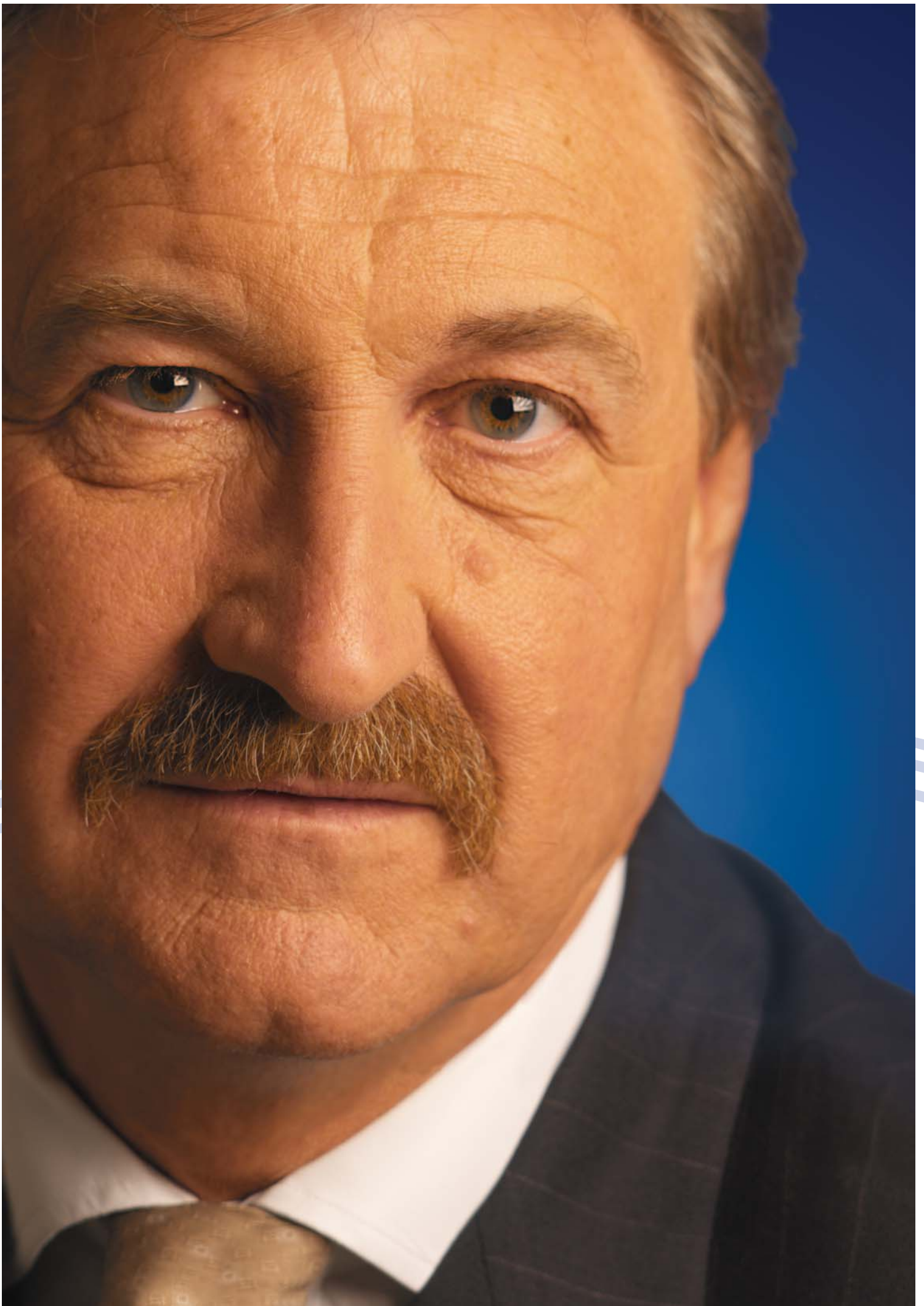




In partnership with brokers

Allianz Insurance plc | Commercial

Allianz 



Welcome

When was the last time you felt excited about dealing with an insurance company? If you feel they're all the same, then think again. At Allianz we aim to be different – we aim to be the best.

We're taking a fresh approach to working with brokers providing you with the levels of service you demand. We're in the market for the long haul, trading with confidence and being responsive to what you want as a broker.

We see the broker marketplace entering a new era. You are in the front line – you need to choose your insurance partners carefully.

We understand there are plenty of challenges out there, with massive opportunities for brokers who want to thrive and prosper. We want our operating strategies to align with yours. You'll find there is a buzz about Allianz Commercial. We want to be your number one choice – and yes, you'll find us exciting to work with.

We've transformed our business. For us, developing a technically first class, professional team was just the beginning. We want to make it easy for you to do business with us, and are committed to delivering innovative solutions to you and your clients, at a pace that our competitors cannot match.

You'll find our formula works. We're investing heavily in our staff and branches. We're a dynamic, award-winning business that's making a huge impact. At the same time, we're backed by one of the world's largest financial services providers Allianz, and our strength, stability and solvency makes us a force to be reckoned with.



Chris Hanks, general manager

Our story

In recent years, we've grown dramatically and assembled a dynamic team which is driving our business forward. We're investing heavily in our business, people and broker relationships, and have the capital to continue our ambitious programme.

We've been providing leading insurance solutions in the UK for over 100 years, and are proud of our heritage. For us though, it's now about looking forward and building for the future.

Allianz Commercial has undergone a culture shift. We've become a fast-moving, nimble organisation and are achieving record-breaking levels of business success. A rigorous approach to underwriting, providing highly competitive products and services are creating superior profit performance, growth and sustainability.

We're a company at the heart of the market with empowered regional underwriters and the resources to service and support you. We want to work with partners who share our goals of mutual growth and profitability.

We've the capacity to insure the UK's largest companies, and have boosted our SME market share, where we're now a leading provider.

We're producing first-class financial results and experiencing sustained growth. We'll continue to invest in our people, our branch network and our brokers. This is a winning strategy - we have previously been voted as the best in the market - since when we have improved!



“We’ve transformed. We’ve sharpened up. Our mission is to be your insurance partner of choice, to command presence in local markets and build strong relationships with you.”

*Paul Maidment,
South and London trading director*





Steve Albutt, sales and distribution manager

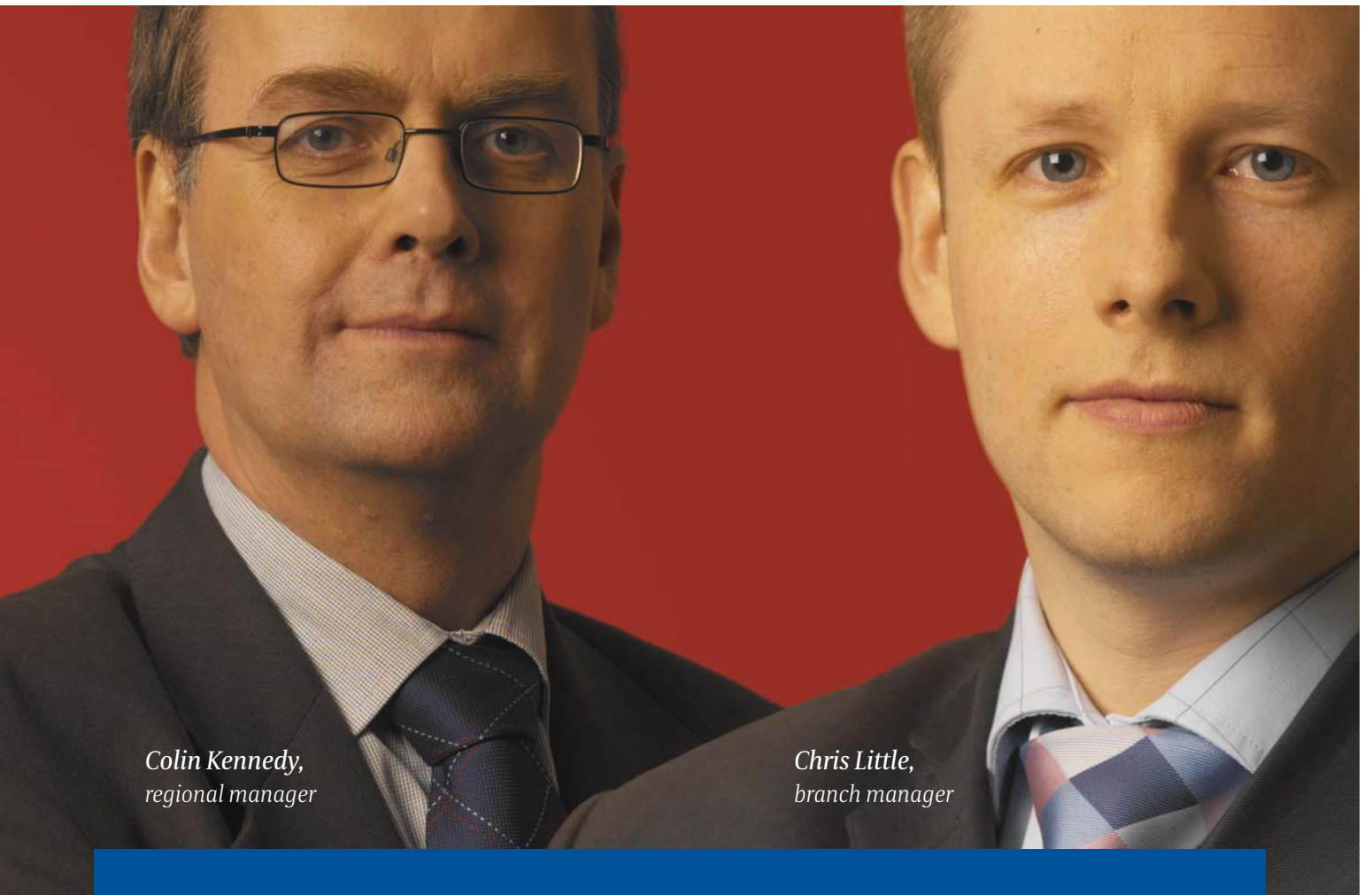
Our people

Focused, professional and passionate. Our people are amazing and we back them every step of the way. Plenty of insurers talk about investing in their people but we actually do it. For us, training is at the top of our agenda.

We've shaken up the market with our Underwriting Academy – the epitome of technical excellence.

We also have the first in-house training programme which has been awarded with the Chartered Insurance Institute's Prior Learning Accreditation. Many of our staff have taken or are studying for CII examinations and our pass rate for these is currently 85%.

We think our team is the best in commercial insurance – and you'll find them all over the UK, from Glasgow to Southampton. Our business is led by a strong management team which is a mix of home grown talent and individuals who have been attracted by what we offer in terms of innovation and opportunity to work with the best.



*Colin Kennedy,
regional manager*

*Chris Little,
branch manager*

“Throughout Allianz you’ll find underwriters hungry for business. Product and price are important, but we believe you want more. You want to do business with people you know and trust.”

We’re continuing to invest in our regional network, which sets us apart from the rest. We work hard but enjoy what we do – there’s a huge amount of energy here. This energy is clearly demonstrated when you contact one of our small business teams, giving you direct access to underwriters for all your SME package business requirements.

Whether face-to-face, on the phone or via email, you can talk to someone who is knowledgeable, keeping head-office referrals to an absolute minimum. If you’re finding other insurers are dumbing down, try us. You’ll find our people provide the expertise you’re looking for.



“Brokers tell us they don’t want to waste time keeping their clients waiting. With us, you can speak to front-line people with the knowledge and authority to make quick decisions.”

*Geoff Moylan,
director, underwriting and operations*



Our portfolio

We provide a truly integrated portfolio of commercial insurance solutions. Our 'Select' portfolio has been specifically developed for the mid to large business, and for the SME market, we've developed our 'Complete' portfolio.

We're proud of our product range. It's recognised as a high quality portfolio and among the most comprehensive in the market.

We know as well as you that there are broad similarities between many commercial insurance contracts. We believe it's our top flight underwriting, risk management and claims service, backed by skilled staff in addition to a competitive price that differentiates us from the competition.

When it comes to pricing, we provide value, but also hold our nerve in softer market conditions. We're not interested in winning market share at any cost. Our results have consistently shown that this is the only strategy that provides long term stability and we forge strong relationships with partners who have the same mindset.

We back up our commitment to provide first rate products and service with the latest technology. We've the systems to trade online where appropriate and are one of the main supporters of imarket, the e-commerce portal, which will provide an important competitive edge in the SME market.

Our service

Where insurance is concerned, the quality of the claims service should always be centre stage, but this is not always the case. We believe it's vital that clients are aware of exactly what they're buying and are able to look beyond 'window dressing' and cheap premiums.

Allianz has highly trained claims professionals who show their worth when it's really needed. Our specialist teams cover motor, personal injury, casualty and commercial property, ensuring they have total understanding of each sector.

Our 'Excellence in Claims' programme, backed by the Chartered Insurance Institute, has been rolled out to all our claims professionals creating another industry leading initiative.

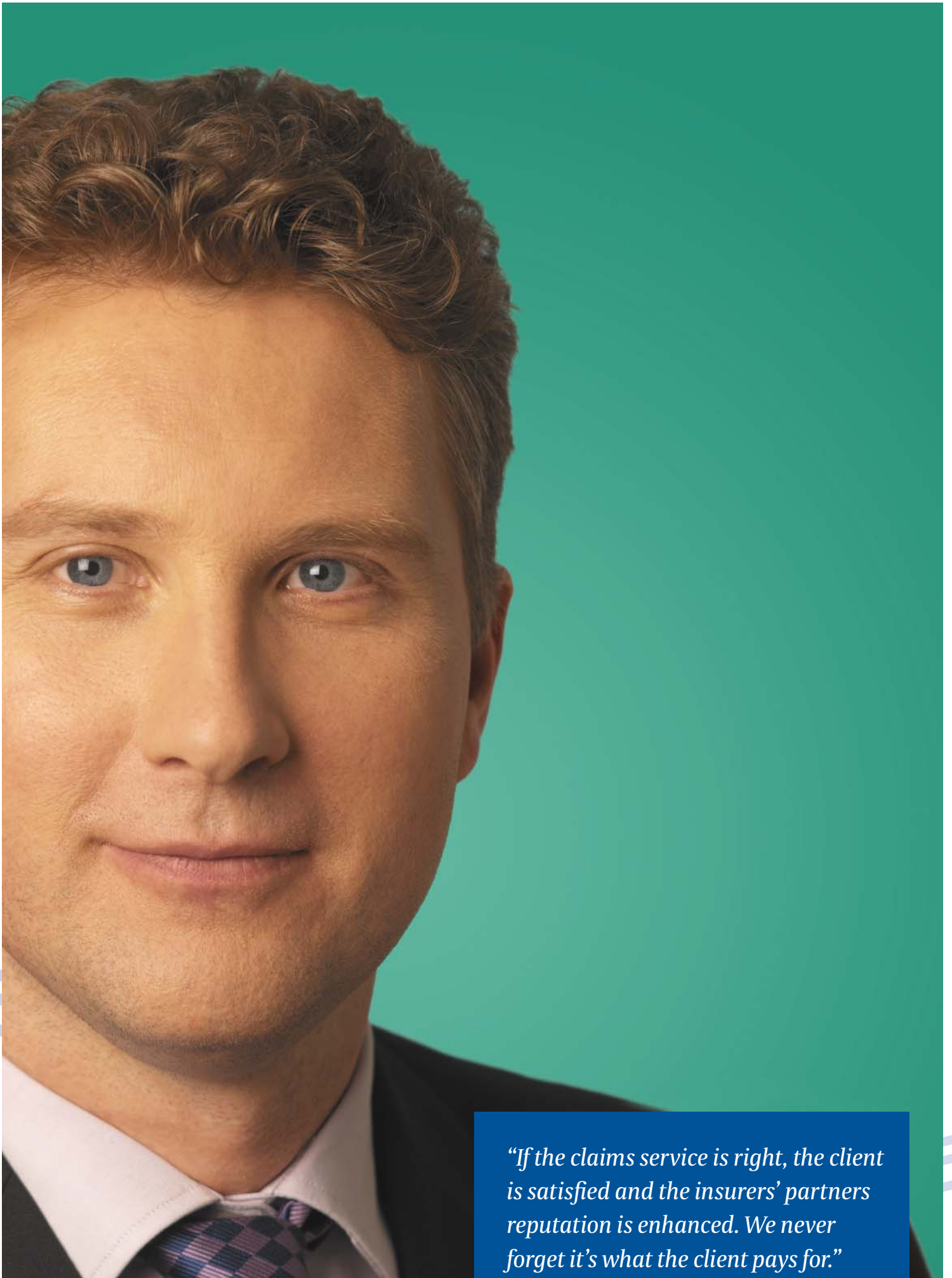
We've also invested in technology to boost our service, including claims START for fleet clients – this simplified telephone notification process dispenses with the need for complicated form filling and is available 24/7.

Clients can also access our online Claims Tracking system which holds information on individual claims and allows access to reports for larger fleets.

We believe that a first rate claims service is the proposition brokers want to sell.

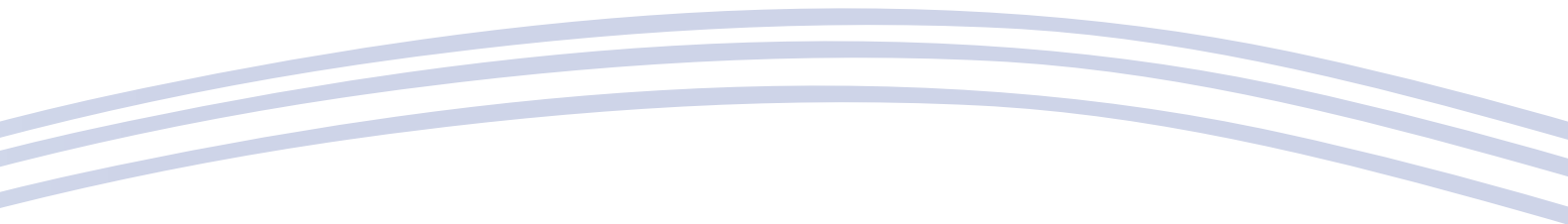
We value our claims people – it can be a tough job. Our staff know policy wordings inside out, are aware of relevant legislation and above all deal with those affected with understanding. We're known for our quick response and settlement.





“If the claims service is right, the client is satisfied and the insurers’ partners reputation is enhanced. We never forget it’s what the client pays for.”

Jon Dye, director of claims



www.allianzbroker.co.uk

Allianz Insurance plc. Registered in England number 84638
Registered office. 57 Ladymead, Guildford, Surrey, GU1 1DB, United Kingdom.
Allianz Insurance plc is a member of the Association of British Insurers and the Financial Ombudsman Service.
Allianz Insurance is authorised and regulated by the Financial Services Authority. Our registration number is 121849.
This can be checked by visiting the FSA website at www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234