



# Awards Programme

# Doing the right thing is in our DNA

As the world's largest publicly listed independent provider of claims management solutions, Crawford & Company knows all about helping people when the worst happens.

That's why our employees are also deeply committed to improving communities where they live and work. We're dedicated to making a real difference, collectively volunteering thousands of hours for causes we're passionate about.

So, we're more than proud to support the Insurance Charities and Insurance United Against Dementia. There can be no better reason to unite as an industry than to celebrate success at this year's British Insurance Awards and to raise much needed funds for two charities to make sure no one has to face the unexpected alone.

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Major Loss Award  
Professional  
Development Award  
Claims Initiative of the  
Year – Insurance Partner





# Order of the night

## Timings\*

- 18.00** Doors open & Drinks receptions
- 18.40** Guests seated
- 18.45** Welcome from Jonathan Swift,  
director of content, Insurance Post
- 19:00** Starters served
- 19.45** Awards Part 1
- 20.30** Dinner Served
- 22.00** Awards Part 2
- 22.45** Awards finish & surprise entertainment
- 00.00** Awards end
- 00:00** Official after party at Dear Darling, St James, London
- 01.00** Royal Albert Hall closes

*\*Please note timings are always subject to change*



# Music Programme & Credits

## **The Mark De-Lisser Singers**

are an award winning collection of some of the best singers in the UK today. Having graced the stage with the likes of Alicia Keys, Ariana Grande, Diana Ross and Lionel Richie to name just a few, they continue to entertain audiences around the world with their infectious energy and stunning vocals. Their BAFTA award winning founder and director Mark De-Lisser, is the arranger of Stand by Me for Harry and Meghan's wedding in 2008 and the voice coach and musical director for ITV's The Masked Singer. You will have seen Mark and his singers most recently at The Coronation Concert at Windsor Castle for the Kings Coronation performing with many acts including Andrea Bocelli, Katy Perry and Take That.

## **Big Ocean Bands**

are a collective of the cream of Britain's most exciting and in demand musical talent working today.

### **Onstage will be ....**

Guillaume Chareau Drums, Marc Arciero Bass Guitar, Dave Marks Keyboards + Guitar, Rob Gentry Keyboards, Karlos Edwards Percussion, Thomas Hill Ros Guitar, Between them, they have, performed with some of the greatest worldwide artists of the modern era, including ... Beyonce, Mark Ronson, Take That, The Spice Girls, Georgio Moroder, Annie Lennox, Quincy Jones, Pete Tong, Robert Palmer and James Morrison. They are honoured to be part of BIA 2024 at London's prestigious Royal Albert Hall.



# Thank you to our judges



**Vivek Banga,**  
Managing Director,  
Polaris UK



**Sian Fisher,** Senior  
Non-Exec Director,  
SCOR UK



**Jane Portas,** Creator,  
6 Moments That  
Matter



**John Bissell,**  
Executive director,  
CILA



**Julia Graham,**  
Technical Director,  
AIRMIC



**Lisa Powis,** Non Exec  
and former Founder  
and CEO, Fresh  
Insurance Group



**John Blundell,**  
Chairman/ NED/  
Board Advisor



**Peter Graham,** COO,  
Blagrove Underwriting  
Agency



**Mervyn Skeet,**  
Director, General  
Insurance Policy



**Jack Brownhill,**  
Founder, World Motor  
Insurance Consultancy



**Karen Hogg,** Founder  
and Director, Coach  
Forward Ltd



**Hannah Kate Smith,**  
Operations &  
Engagement  
Director, Lloyd's



**Vivine Cameron,**  
Diversity & Inclusion  
Manager, CII Equality



**Emma Ann Hughes,**  
Editor, Insurance Post



**Graeme Trudgill,**  
CEO, BIBA



**Jonathan Clark,**  
Principal, Jonathan  
Clark Consulting Ltd



**Vicky Hughes,**  
Vice-President  
Membership, ICMIF



**Ashton West OBE,**  
chair and non-  
executive director,  
The Road Safety  
Trust and  
Weightmans



**Dominic Clayden,**  
Chief Executive  
Officer, Motor  
Insurers' Bureau



**Mike Keating,** Chief  
Executive Officer,  
Managing General  
Agents' Association



**Simon Cooter,** iNED &  
Chair, Qlaims Limited  
& Acrisure UK



**Barbara Merry,**  
Portfolio non  
executive director



**David Williams,**  
Chairman, The Fire  
Protection  
Association



**Angela Darling,**  
Independent  
Non-Executive  
Director and Executive  
Consultant



**John O'Roarke,**  
Chairman, The Acorn  
Group



**David Worsfold,**  
Founder, Worsfold  
Media Services

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# The Risk and Resilience Award

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**Aviva Risk Management**

**AXA Commercial**

**Harwell Restoration**

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**Stephen Jackson**  
**Business Development Manager**  
[sjackson@generationunderwriting.com](mailto:sjackson@generationunderwriting.com)  
[www.generationunderwriting.com](http://www.generationunderwriting.com)







# The Technology Award

Presented by

Insurance  
**POST**

**Aviva**

**AXA Commercial**

**Keoghs**

**LexisNexis Risk Solutions, Insurance  
– No Claims Discount Module**

**LexisNexis Risk Solutions,  
Insurance – LexID**

**MS Amlin Insurance**

## Innovation in Information

At LexisNexis®, we are constantly transforming the way we harness data and analytics to deliver essential insights. Helping you meet the challenges that the ever-changing market place brings.



Insurance



LexisNexis is a proud sponsor of the 2024 Digital Insurance Innovation of the Year Award and congratulates all the nominees for the British Insurance Awards, for the 30th year running.

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# Digital Insurance Innovation of the Year

Sponsored by



**AA Underwriting**

**Allianz Partners UK**

**Assist Insurance Services and Voyc**

**GoShorty**

**FTI Consulting**

**Ki**

**MPL Claims Management**

A background illustration of several hands clapping, rendered in a stylized, semi-transparent manner. The hands are in various colors (brown, orange, white) and are positioned around the central text. The background is a dark teal color with a subtle pattern of white stars and sparkles.

*Good Luck*

to all the finalists, from  
all of us here at Davies!

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- ✓ Protected indemnity spend





# Best Newcomer Award

Presented by

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**Coalition**

**MPL Claims Management**

**Prosura**

**Reserv**

**Sky Protect**

**The Green Insurer**



[intact]

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We're delighted to support the 2024 British Insurance Awards and excited to be shortlisted in multiple categories, demonstrating how we're better together for our brokers, partners and customers.

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# Lloyd's of London Market Broking Team of the Year

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# Personal Lines Broker of the Year

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2024 Underwriting  
Service Quality Marquee



**Winner**  
Insurance Times Commercial  
Lines Insurer of the Year



**Winner**  
Broker Partner of  
the Year



**Winner**  
Insurance Times Commercial  
Lines Survey 2024, 5 Stars

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# Commercial Lines Broker of the Year – SME/Mid Corporate

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**Marsh (Corporate & Commercial)**

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**Thomas Carroll Group**

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# Broker Partner of the Year

Presented by

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**Jensten Underwriting**

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**NBS Underwriting**

**Zurich**



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# Drive your business strategies with ESG Data & Analytics

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# ESG: Sustainability Initiative of the Year

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**DLG Auto Services, Direct Line Group**

**Rainbow Restoration UK**

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# Thank You

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### Award winners and official partners



Premium Credit Limited, incorporated and registered in England and Wales with company number 02015200, whose registered office is Ermyn House, Ermyn Way Leatherhead, Surrey, KT22 8UX.





# ESG: Diversity & Inclusion Initiative of the Year

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**Clyde & Co**

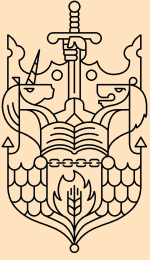
**Covéa Insurance**

**Marsh McLennan**

**QBE**

**RSA Insurance**

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# Young Achiever Award

Sponsored by

## Kennedys

**Bamishe Alao, WTW**

**Molly Gemmel, Allianz**

**Parisa Kheradmand, Sedgwick**

**Niall Mitchell, Covéa Insurance**

**Rupert Poland, Marsh**

**Verity Ross, Zurich**

**Harry Spillett, CFC**

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# Industry Impact Award

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Insurance  
**POST**

**Admiral acquires More Than pet  
and household books**

**ARAG acquires DAS Legal Expenses**

**Aviva acquires 1492 to re-enter Lloyd's**

**Marsh-led scheme launched to insure grain  
shipments from Ukraine through the Black Sea**

**The six Lloyd's Diversity Portraits  
are hung in The Old Library**

**McGill and Partners and ABI/BIBA launch  
Fire Safety Reinsurance Facility**

**RSA acquires NIG/Farmweb**

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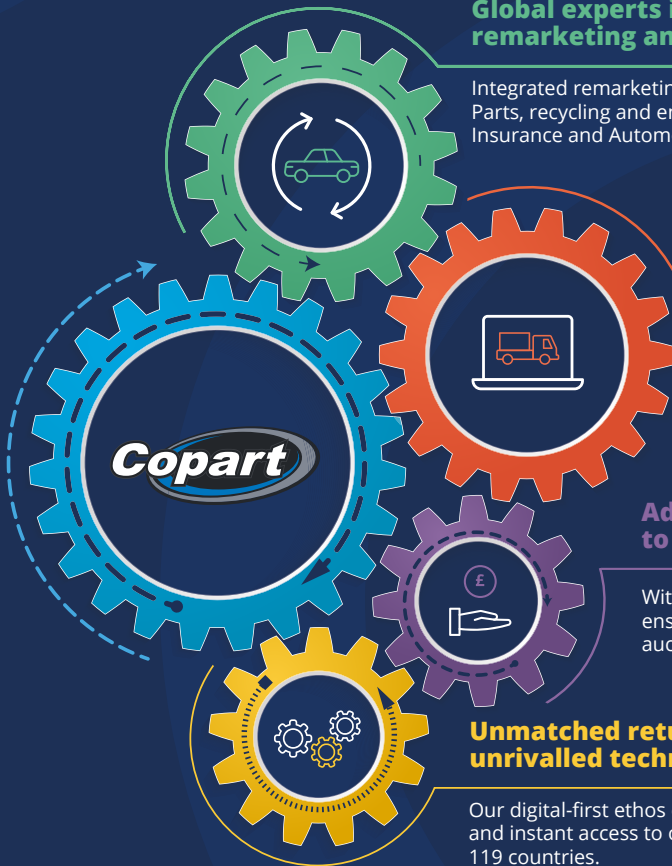
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**Belron UK, trading as Autoglass**

**CyberCube**

**DWF Law**

**Ignite, a Verisk business**

**IS2**

**LexisNexis Risk Solutions, Insurance**



# Insurance Personality of the Year

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Insurance  
**POST**

*Winner announced on the night*



# Best Insurance Employer - Large Employer

Presented by



**Ageas**

**Allianz**

**The Ardonagh Group**

**1st Central**

**QBE**

**Zurich**



# Best Insurance Employer - SME

Presented by



**Bikmo**

**By Miles**

**Konsileo**

**NBS**

**The Plan Group**

**Ticker**



# The Unsung Insurance Hero of the Year

Presented by



**Harriet Conway, Zurich**

**Lauren France, DWF Law**

**Kirsten Homer, NFU Mutual**

**Sharon Kingon, HSB UK & Ireland**

**Richard Selvey, McLarens**

**Peter Wassell, Sedgwick**



# Claims Initiative of the Year – Insurance Partner

Presented by



**BELFOR UK**

**DWF Law**

**Motor Insurers' Bureau**

**Qlaims**

**SBS**

**Sedgwick (with NFU Mutual)**



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# Claims Initiative of the Year - Insurer

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**Allianz Casualty Claims team**

**Aviva**

**Ecclesiastical Insurance**

**FloodFlash**

**Zurich**





# Customer Experience Award

Presented by



**Ageas**

**Assist Insurance Services & Voyc**

**AXA Commercial**

**FloodFlash**

**The Insurance Emporium**

**Superscript**



# Customer Care Award

Presented by



**Aviva**

**Covéa Insurance**

**LV=**

**QBE**

**Vetsure**

**Zurich**



# Major Loss Award

Presented by



**AXA, QuestGates and  
Gateley Smithers Purslow**

**Crawford & Company  
with Hiscox and Gallagher**

**Ecclesiastical Insurance**

**Sedgwick, Aviva and Harris Balcombe  
– My 1st Years**

**Sedgwick, Covéa Insurance  
and Gallagher CPC Foods**

**Zurich**



# Managing General Agent of the Year

Presented by



**Direct Commercial**

**DUAL**

**NBS Underwriting**

**Prestige Underwriting**

**Rokstone**

**Ticker**



# Specialist Insurance company of the Year

Presented by



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**Markel**

**NPA Insurance**

**RSA Insurance – Global Rail Insurance  
practice**

**Zurich Private Clients**



# Leading the way in windscreen technology

At Auto Windscreens, innovation drives us forward. Our cutting-edge technology ensures first-class service for our partners in the insurance industry. **Join us in redefining the future of vehicle glass repair and replacement.**



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# Personal Lines Insurer of the Year

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# Accelerating data and AI led transformation in insurance

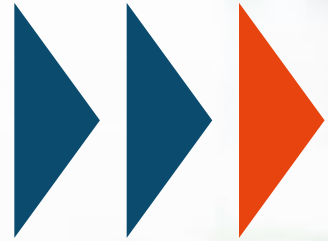
We help clients reinvent business models, drive better outcomes, and unlock growth through our unique combination of deep insurance industry, data, and AI expertise. If your organisation is preparing to modernise operations & customer experiences, scaling use of data & analytics, advanced AI & automation or just driving better and faster decisions, EXL is here to partner with you to help you gain competitive advantage with efficient, sustainable models at scale.

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# Commercial Lines Insurer of the Year

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**Arch Insurance**

**Aviva**

**AXA Commercial**

**QBE**

**Zurich**

# Congratulations

## to this year's finalists

As sponsor of the 'Insurance Broker of the Year' award, we'd like to shine a spotlight on this year's deserving brokerages going above and beyond for their clients.

Good luck from the Aviva team. We look forward to celebrating with you.

- AbbeyAutoline
- Clegg Gifford
- Hayes Parsons Insurance Brokers
- Miller Insurance Services LLP
- Thomas Carroll Group plc
- Weir Insurance





# Insurance Broker of the Year

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**Hayes Parsons Insurance Brokers**

**Miller Insurance Services**

**Thomas Carroll Group**

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# Insurance Collaboration Award

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**Aviva and IFED**

**BIBA's Find Insurance Service**

**Clyde & Co and WheelPower**

**Flood Re – Be Flood Smart Campaign**

**Insurance United Against Dementia  
– in partnership with Alzheimer's Society**

**QBE and Sedgwick**

**RSA Insurance, Marsh and URIS**

New for 2024

QBE is proud to be sponsoring  
the award for

# Insurance Broker of the Decade

Good luck to all finalists!



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# Insurance Broker of the Decade

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**Brown & Brown**

**Clear**

**Gallagher**

**Howden**

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*Sedgwick is proud to sponsor the  
General Insurer of the Decade at  
the 2024 British Insurance Awards.*



# General Insurer of the Decade

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**Aviva**

**AXA**

**Covéa Insurance**

**RSA**

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# General Insurer of the year

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Insurance  
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# Achievement Award

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*Winner announced on the Night*



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### Get in touch to find out more

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# Sponsor profiles



## Ageas

We're the Personal Lines broker partner that gets it - we know what brokers want, and we're refreshingly honest about what we can deliver. Brokers appreciate that. They tell us that we're valued for being responsive and realistic. Always moving forward, we're excited about helping brokers to grow their business by sharing our technical expertise. We're on it when it comes to customer-focus, too: 100% committed to Personal Lines. We make good on our promises to deliver brilliant service where it matters. We're totally committed to helping brokers stay relevant with the customers they know so well, because when they win, we win. That's a powerful partnership. That's why we're brilliant together.



## Arc Legal

Arc Legal Group is a specialist provider of ancillary products and services with deep knowledge and experience in each of our chosen markets. With over two decades of industry experience, we are experts in our field with superb product and market knowledge with digital innovation at the heart of our business. We are reliable, ethical, and obsessed with delivering high quality 'bespoke' products and excellent customer service.

Flexibility is central to our business ethos, and our underwriting knowledge and capacity is supported by our parent company, AmTrust, and trusted relationships with a host of major 'A rated' underwriters including RSA and Great American Insurance.

An AmTrust Financial company.  
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Website: [www.arclegal.co.uk](http://www.arclegal.co.uk)



## Arch

Welcome to Arch Insurance UK Regional Division

Our award-winning Arch UK Regional Division provides specialised insurance solutions for a wide range of UK businesses, delivered by our team of experienced and empowered local underwriters across our 10 regional hubs.



# Sponsor profiles

Our brand promise: Pursuing Better Together encapsulates how we do business at Arch Insurance. It is an approach that is based on collaboration, responsiveness and a genuine commitment to continually raising the bar.

We provide brokers and our mutual customers with a high-quality tailored service and, as part of Arch Capital Group, offer financial security and capacity to ensure our relationships are built for the long term.

We offer Accident, Sickness & Travel, Commercial Combined, Financial & Professional Lines, Marine, Motor, Property Owners, Terrorism, along with a developing range of digital products.

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[www.archinsurance.co.uk](http://www.archinsurance.co.uk)



## Auto Windscreens

Auto Windscreens, a leading UK vehicle glass repair, replacement, and ADAS calibration provider, continues to excel in delivering excellent service and value to its insurance partners. With a focus on technical expertise and superior customer experience, the company offers a seamless claims process through its 24/7 contact centre, digital channels, growing network of company-owned service centres, and a mobile fleet covering the UK.

In recognition of its outstanding service, the company holds the prestigious ServiceMark accreditation from the Institute of Customer Service. Additionally, it is rated Excellent with a TrustScore of 4.6 out of 5 on Trustpilot.

Auto Windscreens has approved near and long-term science-based emissions reduction targets with the Science Based Targets initiative (SBTi), reinforcing its commitment to environmental responsibility.



# Sponsor profiles



## Aviva

At Aviva, we believe a trusted partnership comes down to communication. Not just talking but listening carefully to the thoughts and feedback of our trusted brokers. We make it our goal to understand what we can do to grow stronger together, whether that's facing the current economic uncertainty or how we create a more sustainable future together.

The Aviva team are thrilled to be joining you at this years Broker Expo event and we can't wait share how we're #HereForBrokers.

It takes you. It takes a partnership. It takes Aviva  
[connect.avivab2b.co.uk/broker](https://connect.avivab2b.co.uk/broker)

## carpenters group

### Carpenters

Carpenters Group is one of the UK's leading providers of insurance and legal services. We work in partnership with insurers, brokers and MGA's to deliver a variety of fully outsourced claims solutions. Our team has grown to approximately 1000 employees across six offices throughout the UK. We have sites in Liverpool, Birkenhead, Leeds, Haywards Heath and Glasgow.

Our team's insurance experience combined with our legal expertise gives us the size, scale and strength to successfully work in partnership with any insurer or broker. Our long-standing relationships are testament to the quality of our service. Our focus is always on the customer and ensuring their claims journey consistently exceeds expectation.



### Chartered Insurance Institute

The Chartered Insurance Institute is dedicated to building and maintaining trust in the insurance, financial planning and mortgage advice professions. Our vision is that CII and PFS professionals build a world which delivers ever greater financial resilience for individuals and societies more broadly. We deliver that commitment through relevant learning, insightful leadership and an engaged membership. As the leading global professional membership body for the insurance sector, the CII represents more than 80,000 members across the UK and internationally, with offices in London, Dubai and Hong Kong.



# Sponsor profiles



## **Copart**

Copart is a global leader in online vehicle remarketing and recycling, handling over 500,000 vehicles each year in the UK through their patented online 'live' auction platform.

Delivering service excellence and maximum value throughout the total loss process and offering the UK's largest inventory of quality assured green parts, they are proud to be the partner of choice across the insurance sector.

Continuously expanding to ensure close proximity to customers and communities, Copart provides the largest self-owned capacity and capability for Total Loss vehicles in the UK.

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Copart. Always moving forward.



## **Crawford & Co**

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For more than 80 years, Crawford has led the industry through a relentless investment in people and the innovative tools that empower them. This unique combination enables us to provide unrivalled claims management solutions to insurance carriers, insurance brokers and corporations worldwide.

- Loss Adjusting
- Third Party Administration
- Managed Repair
- On-Demand Services
- Catastrophe Response

At Crawford, we're not just embracing change, we're leading it. We're thinking beyond the traditional and bringing together digital solutions to meet our customers' needs today while anticipating the needs of tomorrow.

[www.crawco.co.uk](http://www.crawco.co.uk)



# Sponsor profiles



## CRIF

CRIF provides information services and digital solutions for the UK financial sector to support decision management, consumer profiling, pricing optimisation, ESG compliance and fraud prevention. CRIF has been supporting the UK insurance industry for over 25 years and is a provider of the Claims and Underwriting Exchange Register (CUE) as well as the outsourcer appointed by Claims Portal Ltd. to operate the RTA, EL and PL portal.

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## Davies Group

We are a specialist professional services and technology firm, working in partnership with leading insurance, financial services, and highly regulated businesses.

We help our clients to manage risk, operate their core business processes, transform and grow. We deliver professional services and technology solutions across the risk and insurance value chain, including excellence in claims, underwriting, distribution, regulation & risk, customer experience, human capital, digital transformation & change management.

Our global team of more than 8,000 professionals operate across 40+ countries, including the UK & the U.S., serving more than 1,500 insurance, financial services, public sector, and other highly regulated clients.



## ERAC

Founded in 1957, Enterprise Rent-A-Car is an internationally recognised brand with more than 7,600 corporately owned neighbourhood and airport locations in more than 90 countries and territories around the world.

Specialising in the provision of replacement vehicles and courtesy cars that are relied upon in the event of an accident, Enterprise also provides daily and weekend rental for private or





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business use. In the UK alone, Enterprise operates in excess of 100,000 vehicles through a network of more than 450 branches, with 92% of the UK population living within 10 miles of an Enterprise location.

As a privately owned company, Enterprise prides itself on its ability to react quickly to changes and challenges in the market. This flexibility, together with a continuous focus on innovation and growth through service excellence, means Enterprise has the strength, and ability to succeed, no matter the market condition

## **Europcar**

### **Europcar**

With a network of over 200 locations across the UK, and a promise to deliver within a 2 hour window for the standard fleet, insurers can be confident that Europcar will meet their customers' needs. A Europcar location is rarely more than 8 miles away from the customer's address and the industry-leading Deliver & Collect service means as little inconvenience as possible for the policyholder. Europcar delivers to their door - at home, work or the bodyshop - at a pre-arranged time.

The fleet of more than 60,000 vehicles - cars and vans - means Europcar can give the policyholder a vehicle that feels the same quality as their own - or even better! With the majority of cars less than 6 months old, this enables insurers to give their customer a driving experience that is probably even better than their own - with all the latest motoring technology - to enhance the customer experience.

<https://insurance.europcar.co.uk/>

## **EXL**

### **EXL Service**

EXL (NASDAQ: EXLS) is a leading data analytics and digital operations and solutions company. We partner with clients using a data and AI-led approach to reinvent business models, drive better business outcomes and unlock growth with speed. EXL harnesses the power of data, analytics, AI, and deep industry knowledge to transform operations for the world's leading corporations in industries including insurance,



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healthcare, banking and financial services, media and retail, among others. EXL was founded in 1999 with the core values of innovation, collaboration, excellence, integrity and respect. We are headquartered in New York and have more than 55,000 employees spanning six continents. For more information, visit [www.exlservice.com](http://www.exlservice.com)



## Generation Underwriting

Since 2010 Generation Underwriting has been providing brokers with a service and advice led solution for the insurance needs of their SME clients. Our products include Commercial Combined, Property Owners, Retail and Office, Contractors and Motor Fleet.

Backed by leading capacity partners we have developed a niche vehicle focusing on product, service, expertise, and relationships, constantly working to expand our products, and offering.

We have built a regional team of experienced underwriters who brokers can access across the UK. To enhance our product and service we have now launched G-Trade, a digital trading platform that allows brokers to submit and bind business electronically.

The Generation Underwriting team has extensive technical expertise and a proven track record of providing consistency of service and pricing that delivers what brokers are seeking for their clients



## iCAN

iCAN is the Insurance Cultural Awareness Network, the first industry-wide, independent, not-for-profit network that supports multicultural inclusion across the insurance sector. Our mission is to promote multicultural inclusion and progression, engage with allies, and celebrate the benefits of diversity, equity and inclusion in the insurance sector.



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## Kennedys

### Kennedys

Kennedys is a global law firm with particular expertise in litigation and dispute resolution – especially in defending insurance and liability claims. Insurance claims and coverage expertise is deeply ingrained in every Kennedys office worldwide. Its lawyers provide a range of specialist legal services to insurers, reinsurers, corporates, healthcare providers, public sector bodies and other organisations, for all lines of business, delivering straightforward advice even when the issues are complex.



### LEXISNEXIS RISK SOLUTIONS

LexisNexis® Risk Solutions harnesses the power of data and advanced analytics to provide insights that help businesses and governmental entities reduce risk and improve decisions to benefit people around the globe. We provide data and technology solutions for a wide range of industries including insurance, financial services, healthcare and government. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based and analytics and decision tools for professional and business customers. For more information, please visit [www.risk.lexisnexis.co.uk](http://www.risk.lexisnexis.co.uk) and [www.relx.com](http://www.relx.com).



### Premium Credit

Premium Credit is a leading provider of insurance premium finance and a range of annually charged services, including tax, regulatory and accountancy fees, sports season tickets, memberships and school fees in the UK and Ireland. Each year, we lend more than £5 billion and service over 2.6 million customers through a network of almost three thousand partners. We are multi-award-winning and the only premium finance provider accredited by BIBA and Brokers Ireland.



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## QBE

QBE helps businesses build resilience through risk management and insurance.

QBE European Operations is part of QBE Insurance Group, one of the world's leading international insurers and reinsurers and Standard & Poor's A+ rated.

As a business insurance specialist, we offer a range of insurance products from the standard suite of property, casualty and motor to specialist financial lines, marine and energy – all tailored to the individual needs of our small, medium and large customers.

We understand the crucial role that effective risk management plays in all organisations and work hard to understand our customers' businesses to offer insurance solutions that meet their needs – from complex programmes to simpler e-trading solutions. Our expert risk management and rehabilitation practitioners focus on helping customers improve their risk management so that they may benefit from a reduction in claims frequency and costs.

Find out more and read our latest articles to help build business resilience at <https://qbееurope.com>



## RSA

RSA's heritage as one of the world's longest-serving general insurance companies offers stability, knowledge and experience for our diverse customers and broker partners. Since becoming part of Intact Financial Corporation, we have built upon these solid foundations and focused upon the future, where outperformance will be achieved through our core values of integrity, respect, excellence and generosity and ensuring we remain customer-driven in everything we do. Our customers are our biggest advocates, therefore a core pillar of our commercial lines strategy is to improve experience with optimised service levels, claims provision and product quality



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## **Sedgwick**

Sedgwick is a leading global provider of technology-enabled risk, benefits and integrated business solutions. The company provides a broad range of resources tailored to clients' specific needs in casualty, property, marine, benefits, brand protection and other lines. At Sedgwick, caring counts; through the dedication and expertise of 31,000 colleagues across 80 countries, the company takes care of people and organisations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact performance.



## **Synectics Solutions**

Synectics Solutions creates bespoke solutions which mitigate financial and identity fraud with outstanding effectiveness. For over 30 years, it has championed the use of syndicated data across the private and public sectors to prevent crime, appropriately manage risk, better understand customers, and promote financial inclusion.

Leading insurers, Tier 1 banks, fintechs and the Cabinet Office trust Synectics Solutions' award-winning services, which have prevented fraud losses surpassing five billion pounds.

Today, Synectics Solutions leads in Consumer Duty, Treating Customers Fairly and Know Your Customer enablement. Its solutions - developed in close consultation with customers and regulatory bodies - are proven to improve fairness and limit friction across policy inception, onboarding and claims. By continuously innovating how it utilises data and AI, Synectics Solutions promises ethical lifecycle automation, real-time decisioning, outcome orchestration and verification solutions which perform across the full insurance lifecycle.

Very few can use data in the way that Synectics Solutions does, and the organisation has won many accolades for its pioneering work. These include the European Insurance Technology awards and European/UK FinTech awards.



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