

Case Study

Business Deep Dives!



Haulage Contractor
It helped my business compete!

The Problem

Running Inefficiently

Client had 2 depots and was running as separate cost centres with 2 fleet policies.

The smaller one run well and had good insurance costs. The larger ran poorly with large numbers of claims and high insurance costs.

Previous brokers advice was to run separate policies, but it left one depot uncompetitive. The needs of the overall business was not taken into consideration. Simon thinking outside of that BOX!

The Outcome

Risk management was put in place.

Cameras were fitted to all vehicles and driver training undertaken for highlighted drivers.

The fleets were combined and a new policy arranged at lower rates after presentation from us highlighting the new risk management procedures.

The Client

"Taking the right advice has helped my business compete. Understanding the control of risk and notifying claims quickly has kept my fleet premiums down."

Meet Simon!



Technical Transport Director

I have worked in insurance for 35 years. There isn't anything I haven't done in the haulage sector: new start ups, CCJ, major convictions, complicated contracts, no claims bonus' conversions to fleets, and a lot more.

I have worked for brokers of all sizes and held senior positions in large corporate brokers, but my passion is for the small independent broker where I can make a difference and give clients the service they need.

I have specialised in haulage for the last 20 years and have developed a product which not only provides insurance solutions, but takes account of the full risk management of the haulage business.

Please contact me today on **07841 020 435** or by email Simon.horton@ascendbroking.co.uk

Case Study

Specialist Haulage Solution Provided



Haulage Contractor

I told you it was a mess!

The Problem

Previous brokers left vehicles off cover!

From our first meeting, it was clear that the previous broker had not conducted a pre-renewal or even made regular contact with this road haulier. It was apparent that documents were not shared with the client too!

Following a thorough face-to-face fact find, it was clear that the previous broker had missed vehicles off the motor insurance database, exposing this client to all kinds of legal issues. The vehicles that were insured were under the wrong overnight address and wrong class of use for the business activities.

Their non-motor policies (Goods in Transit & Liability) were issued on an incorrect basis – one policy was specified vehicles and the other policy was based on number of vehicles – OF WHICH, both were missing vehicles!

The Outcome

Lawrence transferred all policies to his administration and did a full policy review, correcting policy cover left, right AND centre! We saved the client on their premium spend where possible and corrected Fleet, Goods in Transit and Liabilities to cover their business activities in full!

The Client

"I'm so thankful for Lawrence taking the time to explain through all our covers, we are now confident in our cover, and I even enjoyed a pie & mash once the insurance jargon was concluded!"

Meet Lawrence!



Motor Expert

I am a straight-talking ex haulier who still holds a class 1 HGV licence.

You really should not be purchasing insurance online without discussing the exact cover you need and having someone who understands the vehicles you drive, the ins and outs of RHA, CMR, UKWA, loading and unloading, and much more.

Call me anytime for a chat on **07736 956 213** or by email Lawrence.fuller@ascendbroking.co.uk

Case Study

Customer Service Proposition



Aggregate & Grab Hire Sector

“Exceeded our expectations!”

The Problem

Struggling to find supportive broker!

We understood that our client needed not only the right insurance coverage but also a supportive and responsive team to help them navigate the complex insurance marketplace.

The first step we took was to explain the challenges in the marketplace and how to achieve the best results.

This included:

- Conducting a fact-finding meeting
- Reviewing their previous arrangements
- Bitesize market review

We also provided insight into the key risk management features that need to be embedded within the business and the optimum time to approach insurers.

www.haulageprotect.co.uk to find out more!

The Outcome

By putting customer service at the forefront of our approach, we were able to provide our client with a market-leading solution that perfectly fits their requirements, while exceeding their expectations in terms of support and communication.

The Client

“Our previous experiences with national brokers were frustrating and unhelpful in finding the right insurance coverage for our business. We were referred to Steve, and the whole team exceeded our expectations, the outcome was a tailored policy for our needs.”

Meet Steve!



Logistics Expert

A seasoned connoisseur in the realm of logistics insurance. Originally from the brisk winds of the Northeast, Steve has made his home in the South.

Insurance is not just a policy for Steve; it's peace of mind for his clients. Specialising in freight forwarders, goods in transit, and niche motor fleets, he knows that the devil is in the details—from RHA, CMR, and UKWA compliance, to the specifics of loading and unloading procedures.

He insists on crafting coverage that fits like a glove, through a detailed understanding of each client's unique needs. He's your on-call 24/7 specialist, ready to delve into the complexities of your situation and ensure you have the right cover, without the risks that come from impersonal online purchases.

Please contact me today on **07719 069 267** or by email **steven.gillespie@ascendbroking.co.uk**