

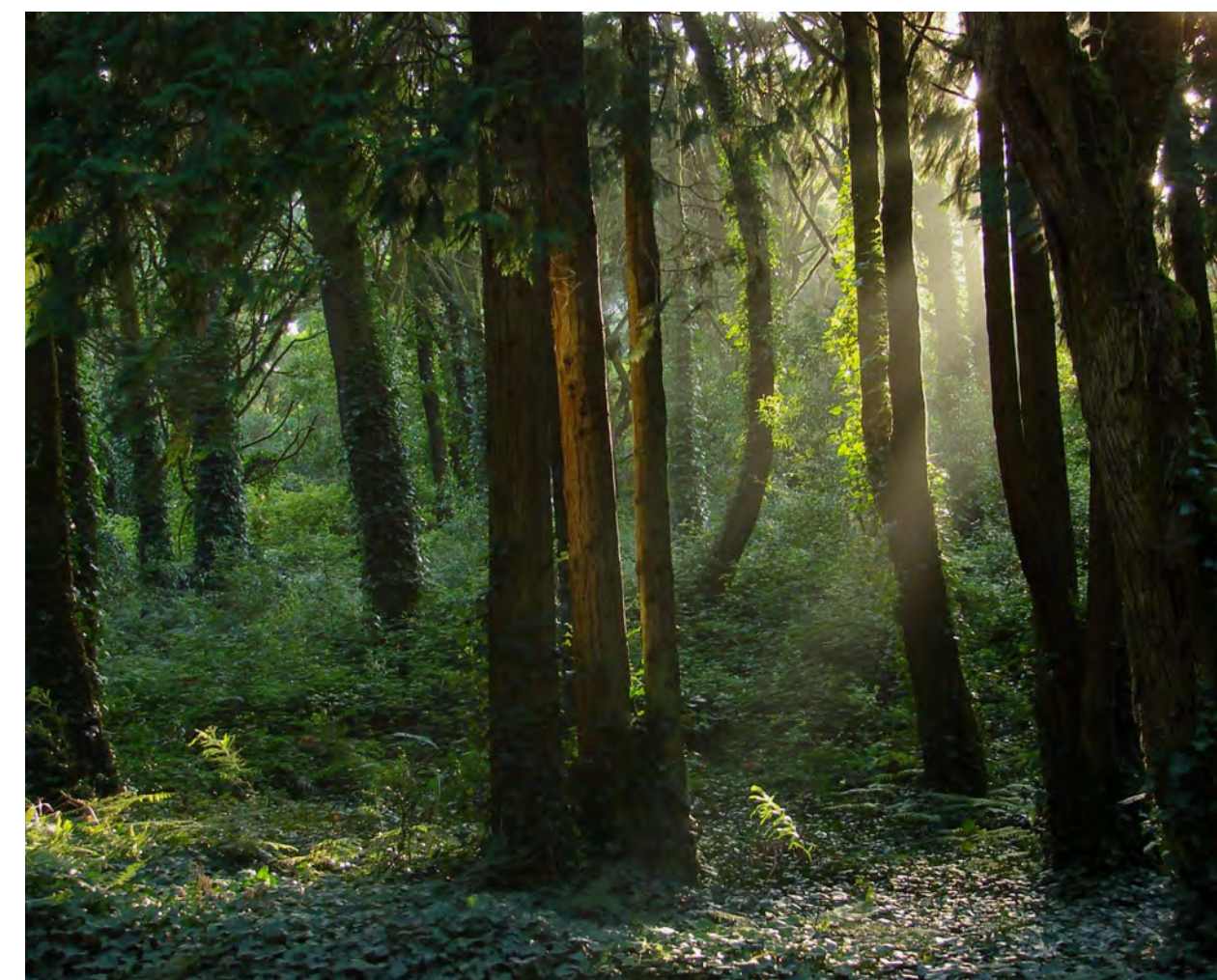
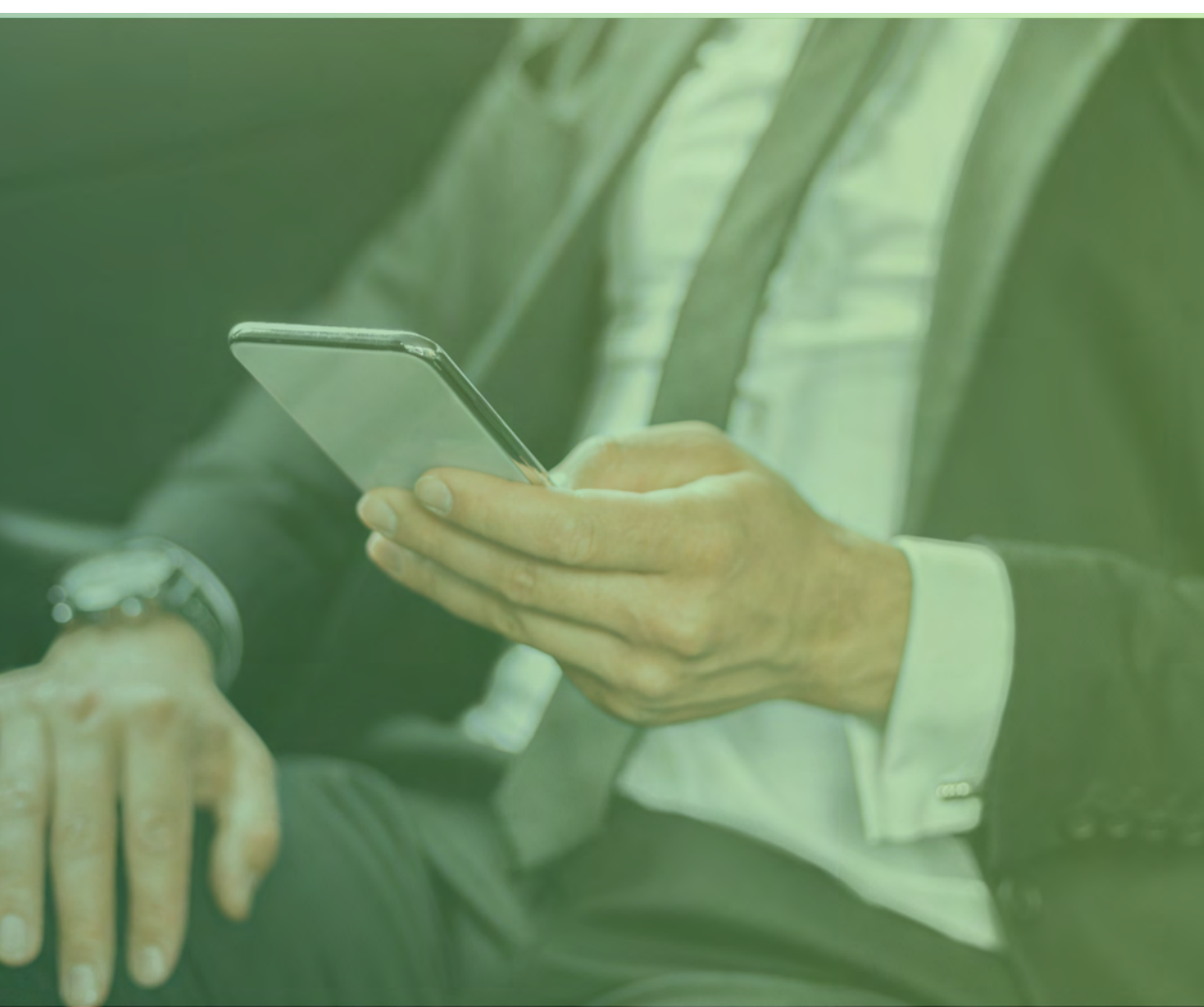


Ascend Transportation

Proactive Transportation & Logistics Insurance



More than just insurance...





Welcome to Ascend Transport

Ascend Broking Group is a independent insurance & risk management broker who specialise in providing **transport insurance solutions**.

The transport industry is all about connections. Getting goods from A to B takes organisation. Our philosophy is to try and connect all aspects of your sector risks to provide a complete package to help with your business. We provide various solutions as one size does not fit all and you can chose the service level that is appropriate.

Our proposition to you looks at connecting insurance to the risk of your business and we help to manage this with our network of partners. Everything is connected and we look to link business practices with our risk assessment and offering.

[Learn More](#)

Our Approval

Insurance provided by experts who know your business and include an ex HGV driver who still holds a valid Class 1 licence.

We understand your pain.



A Holistic Approach



Expect More From your Insurance Partner



SECTOR SPECIALISTS

We have experience in providing a bespoke and carefully designed product and specifically tailored insurance programme to meet your needs.



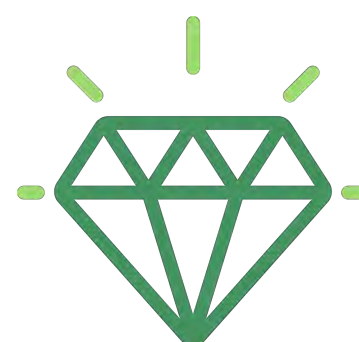
HANDS ON SUPPORT

Based in Chelmsford and with representation across the country, we are ideally positioned to provide our clients with an independent local service for all of your insurance & risk management requirements.



DEDICATED IN-HOUSE CLAIMS

Our expert claims team is focused, nimble and will manage on your behalf fairly and efficiently.



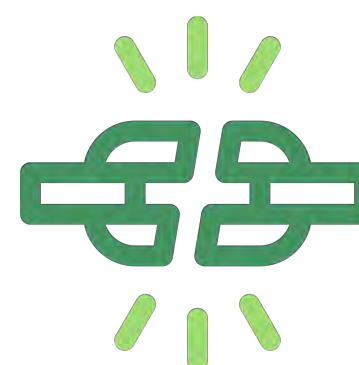
VALUE ADDED SERVICES

We offer a range of exclusive services for customers, providing specialist advice and professional help.



TECHNOLOGY

Innovative broking, claims & risk management – benefit from our award-winning unique online portals, including Ascend 24/7, Ascend Claims, Ascend Stream, Ascend Risk & Ascend Law.



INDEPENDENT

We are fiercely independent & believe that service suffers when resources are stretched too thin, which is why our staff will only take on a limited number of clients.



Transport management
health check



Bespoke claims
handling agreement



Financial
health check



H&S process
health check



Business continuity
health check



Ascend claims
reporting app



Driver
performance app



Ascend 24/7 access to
your documents



Independent broker
analysis of markets



Full market review at
inception and renewal



Monthly industry
specific Newsletter



Tiered service
proposition

We offer
more to
support
your
business.



Brightmile

Safety is the core purpose of Brightmile. Their purpose is to helping drivers and companies reduce speeding, contextual risk, fatigue, smartphone distraction, and aggressive acceleration we believe we can make our roads significantly safer.

Ascend Risk

At Ascend, our risk management capabilities will assist you with the ongoing management of your company. We will seek to find new ways of reducing your exposure to risk and will implement the most cost-effective programme, backed by our liability/fleet and safety consultants.

Ascend Self Insurance

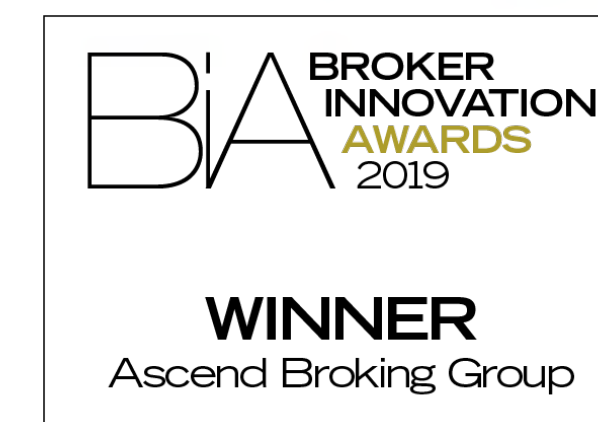
We can help set aside a fund within your business that means you can handle the minor claims yourself or with our own in-house claims team, reducing costs overall.

Claims

We can help to make your claims experience less time consuming by providing you with free 24/7 Access to Video Streaming software and tracking therefore accelerating satisfactory completion of claims



Our Awards



02

Sector Focus & Expertise

We thrive on finding solutions for those with challenging requirements.

We offer ease of administration and flexible solutions, regardless of sector or specialism, to our clients.



In a market dominated by consolidation, Ascend Broking Group has grown quickly as an independent alternative in its chosen industry sector
Insurance Times Awards

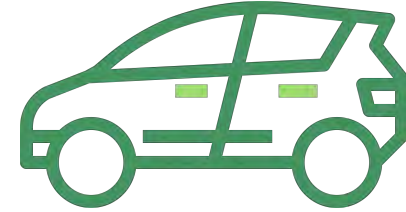


HAULAGE



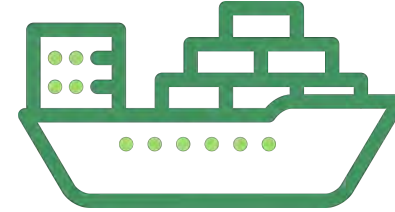
[Learn More](#)

CAR
TRANSPORTATION



[Learn More](#)

FREIGHT
FORWARDING



[Learn More](#)

WAREHOUSE



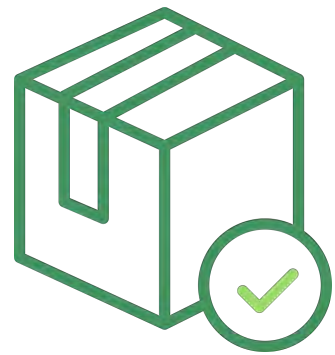
[Learn More](#)

HEAVY HAUL



[Learn More](#)

COURIER



[Learn More](#)

PRIVATE HIRE



[Learn More](#)

HAZARDOUS
GOODS



[Learn More](#)

SELF INSURANCE



[Learn More](#)

By focusing on Transport, we have both the experience and insight into long-term risk performance. This enables us to provide competitive and sustainable pricing to customers of all shapes and sizes.



Ascend is a modern, forward-thinking insurance broker with a wealth of experience in the insurance market. Team members have experience in top level management at a major brokers, running a successful MGA, independent broking servicing and claims management.

Broker Innovation Awards



Meet The Team





Simon Horton
Transportation Director



Lawrence Fuller
Senior Account Executive



Matt Price
Broking Director

Meet The Ascend Transport Team

Our Transport team has vast experience of the industry. Our team is well known in the Transportation market and has experience handling multi national, large complex fleet and transit arrangements, through to difficult-to-place start ups.

One of the members of the team, Lawrence. Began as a class 1 driver for many years and currently still holds a class 1 licence. So we understand your challenges.



This team impressed the judges with its deep understanding of its sector, its commitment to customers through a service-driven culture and a forward-thinking approach to claims technology.

UK Broker Awards





03

Claims Expertise

We believe in the importance of having a **claims team** with the ability to provide timely, insightful responses, the minimum disruption to your business and an extensive knowledge of specialty products, which is key to what we do.

Our knowledgeable in-house team will be able to guide you through each and every step of the claims process so you can rest assured everything is taken care of. You rely on us - we will deliver swiftly for you.

You rely on us - we will deliver
swiftly for you.



Managing Claims

Claims Guide

Claims Website

Motor Claims

Liability Claims

claims@ascendbroking.co.uk

Our Specialist Claims Service

Dedicated claims managers

It is when something goes wrong that you rely heavily on your broker. Unfortunately, this is where many clients are left exposed. We believe you should not have to manage your claims alone and give you access to our award-winning claims team.

Award-winning digital claims notification

Ascend Broking Claims App allows your drivers to accurately record and quickly submit claim data directly to your transport manager and our claims team – from the scene of the accident!



- Instant claims notification
- GPS positioning
- Digital claims form
- Reduce claims reporting to 5 minutes
- Reduce claims costs by 35%

Managing Claims

Major Loss







Complex material damage & business interruption losses

Commercial insurance claims can be very complex and time-consuming. The insurance market is reeling from the effects of Covid and insurer claims services are deteriorating. Their loss adjusters are taking weeks, even months, to begin the claims negotiation and, even then, their appointed panel do not always have your interests at heart.

We have an exclusive arrangement that will speed up any major loss preparation by providing you with **your own dedicated loss adjuster** to **support you** through claims; to prepare, present and negotiate large losses.

When a claim is reported, an independent expert acting on your behalf will make telephone contact within **2 hours and be on site, if appropriate, within 24 hours.**

Claims Benefits

Benefit	Ascend Claims	Standard Insurers
A dedicated Ascend claims manager throughout your relationship with Ascend		 Call centre reporting
Appointment of a personal loss adjuster as soon as a claim is notified		 Insurer representative appointed
Our loss adjuster will contact you within 2 hours of loss		 Present service levels are 4-7 days
You will receive a visit onsite within 24 hours of first contact		 On average 3-4 weeks before a visit
Representation at all meetings with insurers and their representatives, with a proactive approach to all correspondence		 Insurer-appointed representatives can look to reduce claim payments
Proactively negotiate interim payments and organise temporary premises to allow you to continue to trade where necessary		 Insurer loss adjusters will represent insurers
Co-ordinate, organise and manage surveyors, builders and other professionals and tradesmen who may be required		 This will be left to you
Preparation of all documentation and evidence to support your claim, plus presentation to insurers, to obtain the best settlement you are entitled to		 This is a time-consuming process and is left to you
Provide free 24/7 access to video streaming software, accelerating satisfactory completion of claim		 No such software is available
Enable 24/7 access to Claims tracking, keeping you fully informed of claim progress at every stage, updated daily		 At times there are long delays and lack of communication



In a market dominated by consolidation, Ascend Broking Group has grown quickly as an independent alternative in its chosen industry sectors.

Commercial Insurance Risk Awards



The judges were impressed with the customer first culture, the use of technology and strong customer testimonials.

Broker Innovation Awards





04

Additional Services

Working with us gives you access to market-leading expertise in underwriting, claims & risk solutions and **one of the broadest product ranges in the market.**

Our pragmatic, solution-focused underwriters can offer tailored insurance solutions in the form of either a combined or single policy.

Our independent footprint means we can provide flexible, multi-class, multi-national insurance solutions tailored to your business. No risk is too small or complex for our experienced team.

Additional Services

Unique Partnerships

We have partnerships with trusted third parties who provide specialist insurance products and risk management advice to enhance your insurance programme.

BCARM 

Driver Management 

Ascend 360 

Brightmiles 

Claims 

Fleet Manager 

KYND 

Wealth 



Testimonials



An honest and professional answer to our questions. We were not even a client but the team at Ascend provided us with the advice we needed during a complex claim. Appointing them mid-term was an easy decision.



We quickly realised that the policy we had was totally inadequate for our business. To be able to talk to industry experts who took the time to explain how policies work and demonstrating that not all insurers or policies are equal was of great help.



We were facing a 100% increase on last year and our previous broker giving us less than 24 hours to decide. We called Ascend & they visited our premises the same day & arranged cover with underwriters there & then - brilliant!



Ascend quickly highlighted a number of errors in our programme that could have left the business seriously exposed. They also took time to explain how the insurance market works. Highly recommended.

05

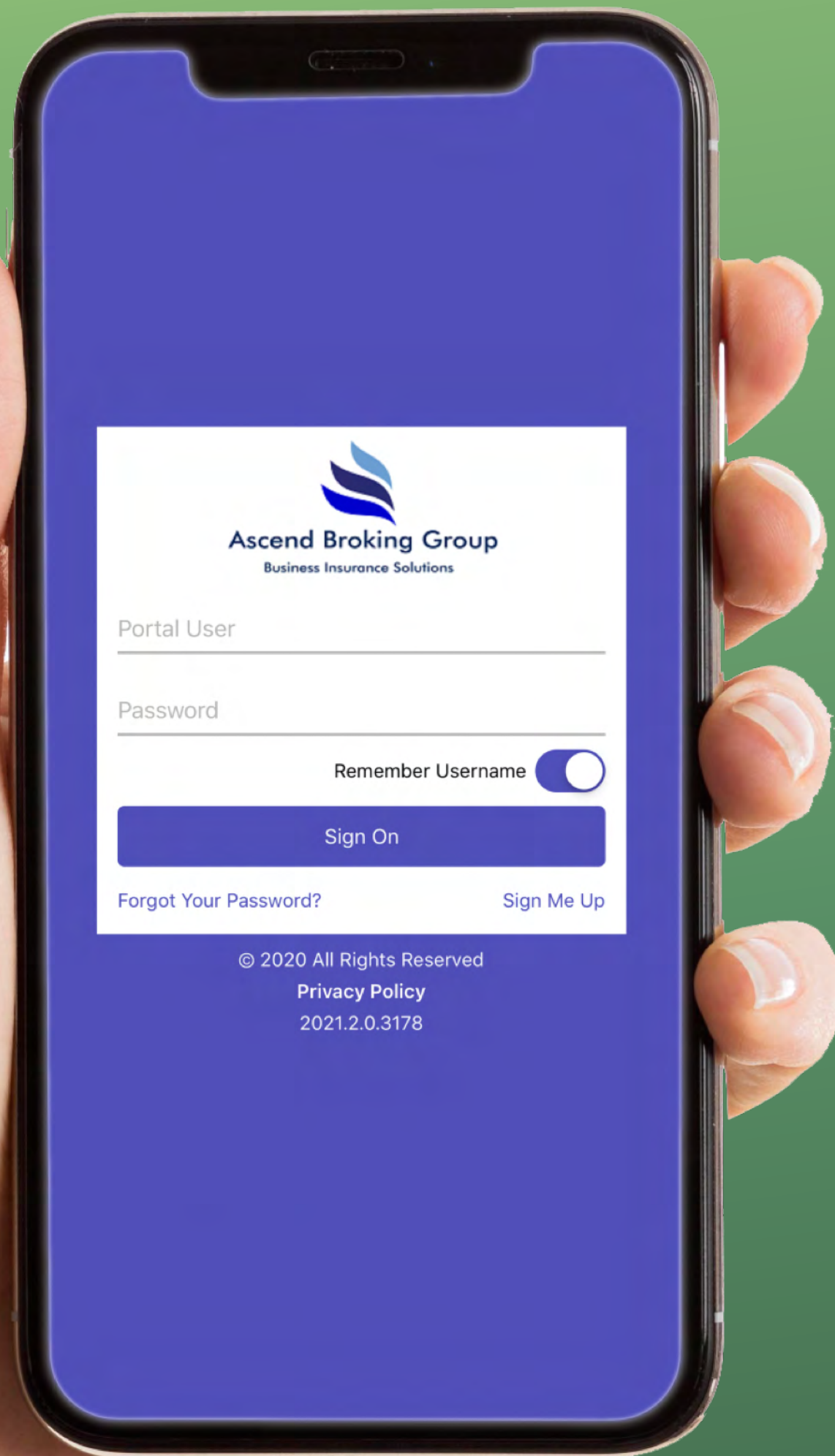
Innovative Portals & Technology

A suite of technology tools – from Ascend's 24/7 Sharepoint to a dedicated Claims app – help you streamline your insurance documentation and claims.

By launching a suite of technology products, Ascend Broking focuses on reducing claims notification time and reducing the time it takes to report a first notification, an approach that ensures a proactive response to claims management.



Ascend 24/7 Sharepoint



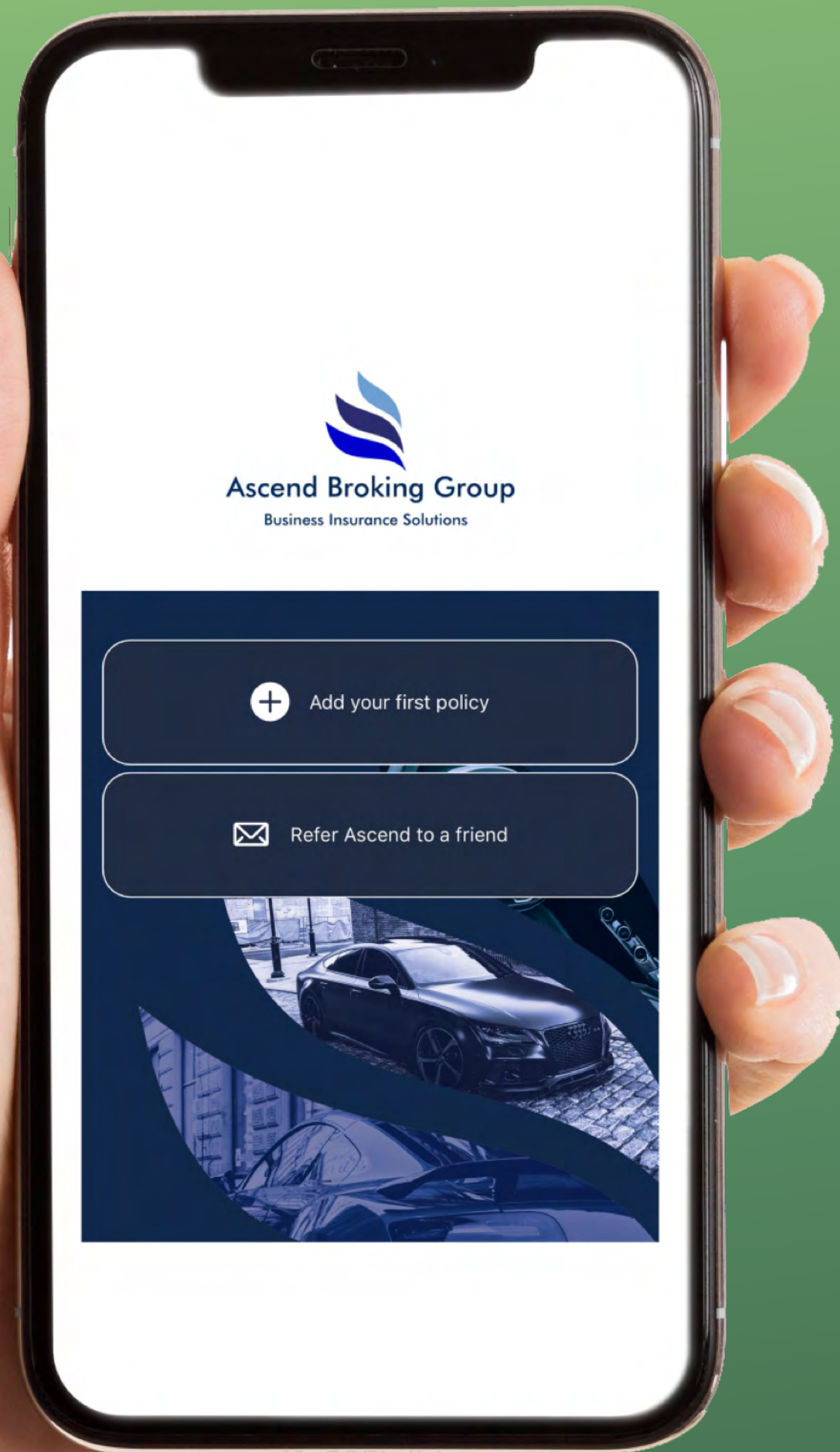
24/7 access to important documents via your specific client login or from your mobile phone.

A free service to all Ascend clients, ground-breaking technology allows immediate access to our back-office system, making day-to-day administration simple.

[Download](#)

Ascend Claims

We have adopted proactive technology to devise the Ascend instant claim notification app.



- ✓ Immediate roadside driver claims reporting
- ✓ Full GPRS/picture and damage claim form
- ✓ Driver incentive programme to report immediately
- ✓ Less than 5 minutes claims reporting
- ✓ Reducing first notification delay by 20 days

Download



Tiered Service

No two clients are the same and we believe in providing you with exactly what you require.

We therefore provide you with a unique service and claims involvement tailored to you alone.

Advice – Service Selection – Most Competitive Price



Transactional

Basic Insurance

- ✓ Telephone service
- ✓ Digital policy documents
- ✓ Annual assessment
- ✓ Renewal report
- ✓ Limited market exercise
- ✓ Claims direct to insurer

[Click here](#)



Silver

As per transactional +

- ✓ Dedicated account executive
- ✓ Access to broking/admin team
- ✓ Claims direct to insurer
- ✓ 1/2 year claims reviews
- ✓ Pre renewal analysis
- ✓ Access to Ascend Risk

[Click here](#)



Gold

As per silver +

- ✓ 1/4 reviews
- ✓ 1/4 claims reports
- ✓ Nominated team contacts
- ✓ Dedicated loss adjuster
- ✓ Access Ascend360
- ✓ Board financial report
- ✓ Ascend claims app
- ✓ Ascend document app

[Click here](#)



As per gold +

- ✓ Monthly claims reports
- ✓ Dedicated Ascend handlers
- ✓ Ascend Risk webinar demonstration
- ✓ Discounted Board financial review
- ✓ Ascend 360 fleet demonstration
- ✓ Virtual fleet manager introduction
- ✓ Discounted Brightmiles drivers' app
- ✓ Access to our technical director

[Click here](#)

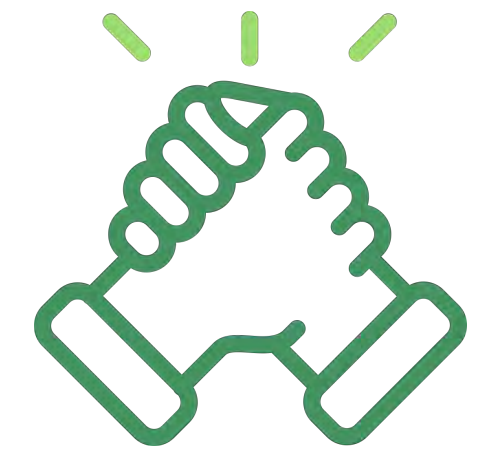
Why Ascend?

What is Ascend's USP?

PERSONAL



PARTNERSHIP



SPECIALIST



MODERN



EXPERIENCED



FORWARD-THINKING



Want to find out more?



We provide you with the right solution, no matter the complexity of your requirements.



We specialise in all aspects of **transportation & logistics insurance.**



We have exclusive haulage insurance solutions designed to **cover all aspects of your business.**



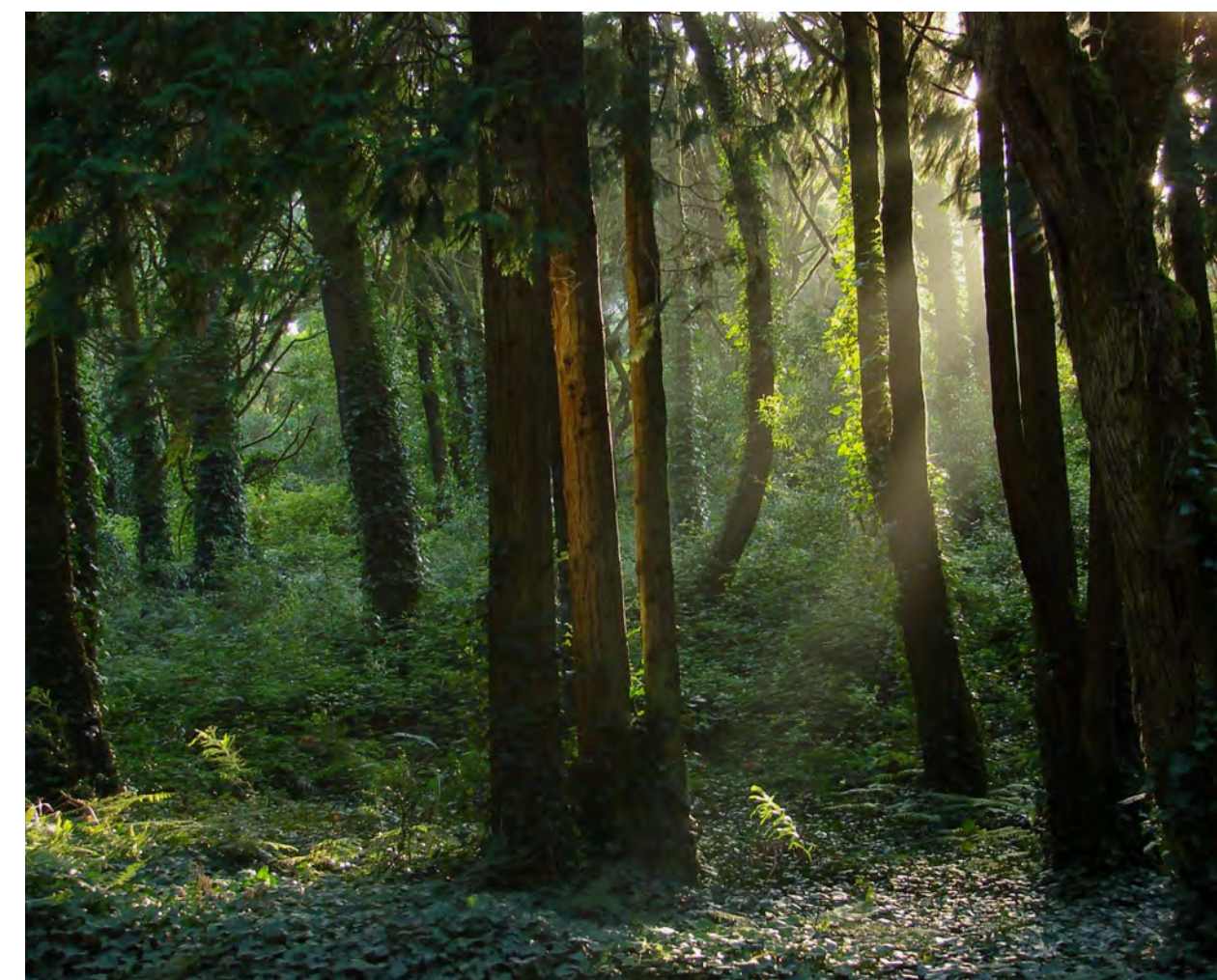
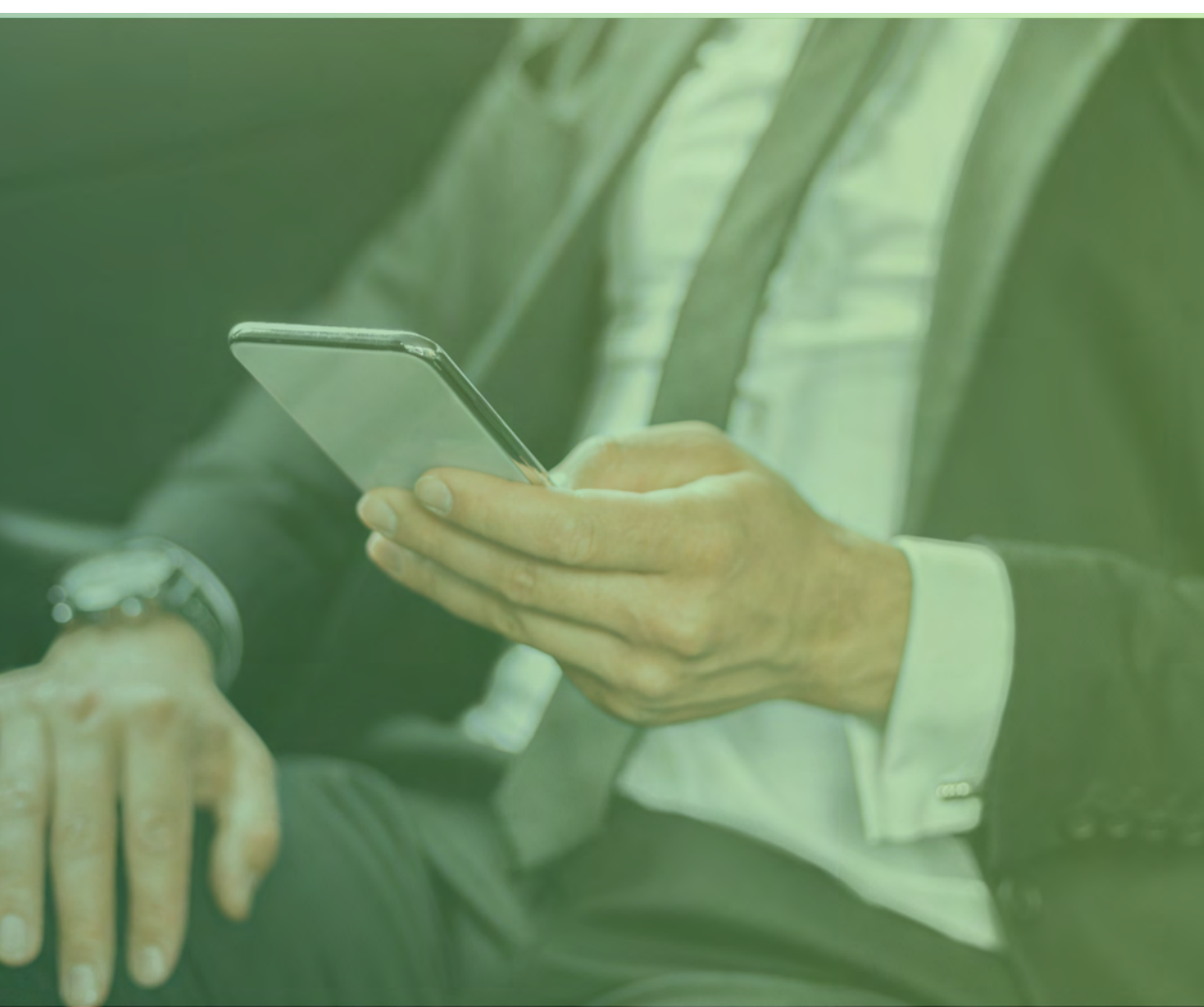
Transportation & Logistics
Specialist Insurance



Transportation & Logistics
Specialist Insurance



More than just insurance...



More than just insurance...



Ascend Broking Group

Business Insurance Solutions



BIBA

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