



## CASE STUDY

### Large scaffolding contractor complex work solution solved

AA large scaffolding contractor based in the South-East required a proactive solution to their claims record/growth and work on spectator stands.

“Ascend initially helped us solve our motor fleet insurance arrangements and we then asked them to help us find a long-term solution to our combined liability and other policies.

Following discussion, we were provided with a long-term solution and servicing proposition that was far better than the present arrangement.”

#### Managing Director

#### KEY BUSINESS ACHIEVEMENTS

FULL REVIEW OF THE BUSINESS	DETAILED FACT FIND & MET WITH H&S OFFICER	14 DAY PLACEMENT SOLUTIONS	TURNOVER £28M
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PROGRAM REDESIGNED WITHIN **14 DAYS**

**£28M** TURNOVER



WAIVED PREVIOUS END OF YEAR DECLARATIONS



10-PAGE MARKET RISK REPORT TO INSURERS  
**5 OPTIONS**

#### THE PROBLEM

A well-established scaffolding contractor began to diversify into complex work including spectator stands, demolition, power plants and high London blocks of flats. Ascend highlighted the options available and provided an AAA rated insurer solution.

Ascend met with the H&S officer and were able to make clear representation to insurers demonstrating the excellent housekeeping and policies in place.

We discovered:

- ▶ Unrated insurer used
- ▶ 80% minimum & deposit premiums
- ▶ Rating information was incorrect
- ▶ Policy exclusions and a 15m height limit

#### THE SOLUTION

Ascend captured all risk information on-site and met face-to-face with prospective insurers.

The process was as follows:

- ▶ Fact-find on site
- ▶ Face-to-face underwriter meetings
- ▶ Options discussed with the client
- ▶ Selection made and cover inception
- ▶ Policy documents issued prior to inception

Throughout the whole process, the client was kept updated in an honest and open conversation so they could understand the challenges and solutions.

- ▶ Ascend now administer all of the clients insurance programme

Contact the award-winning specialists

[www.ascendbroking.co.uk](http://www.ascendbroking.co.uk) 01245 449 060

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Chartered Insurance Institute





## CASE STUDY

### Scaffolding Contractor faces 300% rate increase

A well-established scaffolding contractor based in the East of England faced a dramatic rate increase following an MBO.

“We were referred to Ascend following a dramatic rate increase from our existing insurer despite weeks of negotiation.

Ascend visited the next day and were able to turnaround an alternative quotation and be with us within 24 hours and save £200,000.

But it is more than price, the team are responsive and provide excellent claims service – we would highly recommend working with Ascend”

Managing Director

#### KEY BUSINESS ACHIEVEMENTS

<b>MET BUSINESS OWNER ONSITE THE NEXT DAY</b>	<b>DETAILED FACT FIND WITHIN 24 HOURS</b>	<b>1 DAY PLACEMENT SOLUTIONS</b>	<b>TURNOVER £12M</b>
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 **COVER PLACED WITHIN 1 DAY**

**£12M TURNOVER**  **IDENTIFIED A CLEAR APPROACH & SOLUTION** 

  **3-PAGE MARKET RISK REPORT TO INSURERS 3 HOURS**

#### THE PROBLEM

Following an MBO the client suddenly faced a 100% rate increase with the existing household name insurer. Despite weeks of negotiation the business faced critical exposure. Following discussion with similar scaffolding contracting businesses a referral to Matthew Collins was made.

Following a telephone discussion, Mathew was on site the next morning for a full-fact find and discussed the market approach and solution – even providing guidance on rating in order that the client could see a solution was available.

We discovered:

- ▶ The company had been misrepresented in the market
- ▶ The claims record was out of date
- ▶ Rating information was incorrect
- ▶ There was little time to turnaround before renewal

#### THE SOLUTION

The client provided documents to Ascend, we provided guidance during our first meeting and delivered contract certain terms the next morning.

The process was as follows:

- ▶ An honest open discussion
- ▶ All documents provided to Ascend
- ▶ A solution was discussed onsite
- ▶ Market approached and contract certain quotes received
- ▶ Placed on cover within 1 day

Throughout the whole process, the client was kept updated in an honest and open conversation so they could understand the challenges and solutions.

- ▶ Ascend now administer all of the clients insurance programme

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## CASE STUDY

### Major Scaffolding yard fire, featuring underinsurance and issues with cover solved

A medium sized scaffolding contractor faced disastrous consequences when an industrial estate fire spread to their yard and caused

Following an industrial estate fire the client had their yard destroyed including fencing, storage bays, ladders, materials and boards.

Complex discussion with loss adjusters followed which highlighted an number of issues in the sums insured and cover previously placed by another broker. The case was passed to our managing director who used his expertise in policy structure, relationship with underwriters and discussion with insurer assessors to agree settlement.

#### KEY BUSINESS ACHIEVEMENTS

<b>MAJOR CLAIM SETTLED</b>	<b>OVER 140 HOURS OF NEGOTIATIONS</b>	<b>£125 SETTLEMENT AGREED</b>	<b>TURNOVER £5M</b>
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 **£1250,00 CLAIM SETTLED**

**£5M TURNOVER**  **UNDERINSURANCE WAIVED** 

 **140 HOUR CLAIMS NEGOTIATIONS BY ASCEND VS INSURERS**

#### THE PROBLEM

The yard was not attached to the offices and therefore the installed palisade fencing of the yard was not insured. The stock of scaffolding boards was also underinsured.

We discovered:

- ▶ Incorrect sum insured
- ▶ Fencing not included
- ▶ No receipts of purchases
- ▶ Destroyed stock removed

#### THE SOLUTION

Ascend used our market connections and understanding of policy wording structure to argue indemnity.

The process was as follows:

- ▶ Onsite the next day
- ▶ Claim survey undertaken
- ▶ Report to insurers
- ▶ Negotiation with insurers/loss assessors
- ▶ Escalation to CEO of insurance company

We used our expertise and “black book2 to assist the insured during this difficult time.

- ▶ Major claim settled

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