



CASE STUDY

Large scaffolding contractor's complex work expansion solved

A 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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PROGRAMME 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 was 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 administers all of the client's insurance programme.

Contact the award-winning specialists

www.ascendbroking.co.uk 01245 449 060

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Chartered Insurance Institute





CASE STUDY

Scaffolding contractor faced 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 was able to turn around an alternative quotation and be with us within 24 hours, saving us £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

MET BUSINESS OWNER ONSITE THE NEXT DAY	DETAILED FACT FIND WITHIN 24 HOURS	1 DAY PLACEMENT SOLUTIONS	TURNOVER £12M
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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 300% rate increase with the existing household name insurer. Despite weeks of negotiation, the business faced critical exposure, and, following discussion with similar scaffolding contracting businesses, a referral to Matthew Collins was made.

After a telephone discussion, Matthew was on-site the next morning for a full-fact find, and discussed the market approach and solution – even providing guidance on rating, so the client could see a full 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 discussed on-site
- ▶ 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 administers all of the client’s 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 fencing, storage bays, ladders, materials and boards to be destroyed.

Complex discussion with loss adjusters followed, which highlighted a 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, his relationship with underwriters and a discussion with insurer's assessors to agree a settlement.

KEY BUSINESS ACHIEVEMENTS

MAJOR CLAIM SETTLED

OVER 140 HOURS OF NEGOTIATIONS

£125 SETTLEMENT AGREED

TURNOVER £5M



£125,000
CLAIM SETTLED

£5M
TURNOVER



UNDERINSURANCE
WAIVED



140 HOUR CLAIMS
NEGOTIATIONS BY
ASCEND VS INSURERS

THE PROBLEM

The yard was not attached to the offices, 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 its market connections and understanding of policy wording structure to argue indemnity.

The process was as follows:

- ▶ On-site 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 'little black book' to assist the insured during this difficult time.

- ▶ Major claim settled

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