



Ascend Broking Group

Business Insurance Solutions

CASE STUDY

Leading Agrochemical consultancy requires a specialist, personal face-to-face advice-driven service

A leading advisor to the horticulture sector was referred to Ascend when their existing broker declined to visit and only offered a telephone-based service.

Due to the specialist nature of the type of work our client undertakes they were referred to Ascend when it became clear that the existing broker did not understand the sector or could offer the advice-driven service that they required.

Due to our expertise in the horticulture and vineyard sectors we quickly demonstrated our expertise and were appointed immediately to conclude renewal.

KEY BUSINESS ACHIEVEMENTS

CORRECTED
EXISTING
POLICY

DEMONSTRATED
OUR EXPERTISE
IN THE SECTOR

TRANSFERRED
ALL POLICIES
INTO OUR
CONTROL

TURNOVER
£4.5M &
GROWING



IMMEDIATE CLIENT VISIT

£4.5M
TURNOVER



EXPERTISE IN A
SPECIALIST
MARKET SECTOR



WE PROVIDED A **DETAILED
REVIEW AND LONGTERM
SOLUTION** FOR THEIR
REQUIREMENTS

THE PROBLEM

Call centre approach and a lack of understanding by incumbent broker.

We discovered:

- ▶ **Incorrect business title across policies**
- Incorrect business description**
- ▶ **No advice on terms & conditions limiting liability**
- ▶ **No detailed fact-find to insurers**
- ▶ **Lack of understanding in the sector**

THE SOLUTION

Immediate mid-term appointment of Ascend to enable us to take control of the existing policies and conduct a thorough review.

The process was as follows:

- ▶ **Face-to-face appointment to learn about the business**
- ▶ **Prepare a 20-page fact-find**
- ▶ **Presentation to existing insurers**
- ▶ **Selected review of other insurers**
- ▶ **Provided a renewal report with market review and recommendation**
- ▶ **Nominated a dedicated servicing team**

We have moved quickly to solve the service issue and correct the market understanding of all the insureds activities.

- ▶ **Long-term solution provided**

Contact the award-winning specialists

www.ascendbroking.co.uk 01245 449 060

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Chartered
Insurance
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