

Personal Lines Solutions for Brokers

Pen
underwriting



Unoccupied | Mid-Net Worth | Residential Let | Non-Standard | Thatch



What's special about Pen's Personal Lines proposition?

For starters, we excel at designing products for risks that other companies can't or won't accommodate; like unusual construction types, unoccupied homes, building works, holiday homes in the UK, landlords, subsidence affected property, home-workers and customers with previous claims, convictions or CCJ history.

But what really makes us different is our exceptional flexibility: each of our products can be traded through multiple routes.

Our non-standard products can be found on the major software houses, because we know our brokers rely on them for the widest choice of products and back office support.

But if the risk doesn't fit we can provide a personally underwritten quote too.

And we don't just build products for industry software houses; we also build for our partners' own bespoke systems. Our uniqueness, breadth and depth are why people want to work with us. We create builds for our intermediary partners of all shapes and sizes, from the smallest and most niche through to household brands; these partners turn to us for products for the hard to place, the one-offs, even the unheard of.

We've also used our knowledge of bespoke builds to design our own system. Extranets have become standard in the insurance industry - but we don't believe in just delivering "standard" so our easy-to-use quote and bind hub, Pen Central offers a range of specialist products.

Our Personal Lines Solutions at a glance

| | Thatch | Mid-Net Worth | Standard & Non-Standard | Unoccupied (Full Perils) | Residential Let |
|-----------------------------------|--------|---------------|---|--------------------------|---|
| Software House (EDI) | | | SSP Open GI TGSL Acturis CDL Applied | SSP Open GI | Acturis Powerplace SSP TGSL Open GI |
| Pen Central | | ✓ | ✓ | ✓ | ✓ |
| Personally underwritten | ✓ | | ✓ | ✓ | ✓ |
| Delegated authority | ✓ | ✓ | ✓ | ✓ | ✓ |
| Bespoke build for your own system | | | ✓ | ✓ | ✓ |

Limits and covers vary dependent on the way the product is traded, for example, our personally underwritten products are designed to pick up risks which cannot be e-traded so they have more flexibility in their limits and appetite; please ask us for more detail about the products on each trading route.



Trading routes:



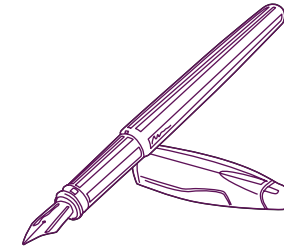
Software Houses

SSP, Open GI, TGSL, Acturis, CDL and Applied: in fact, we provide products to all major software houses on an EDI basis.



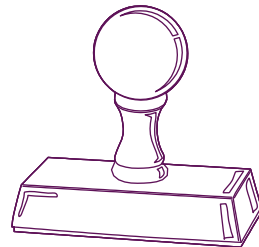
Pen Central

Our easy-to-use quote and bind hub, Pen Central, offers a range of specialist products, plus it's exceptionally easy to use.



Personally underwritten for a bespoke quote

We understand the value of being at the end of the phone to help, that's why our underwriters also provide personally underwritten, bespoke quotes.



Delegated authority

Pen's Delegated Household team is one of the most established in the market: they have worked together for over 30 years, not only as personal lines underwriters but as underwriters of delegated authorities. Before Pen, they were responsible for the largest UK household portfolio at Lloyd's.



Bespoke builds for your own platform

- Products for your own quote and buy administration system
- White-labelled software house products to your specification
- Solutions for broker panels, where we can support common policy wordings or provide our own



Thatch

Trading routes:

- Personally underwritten for a bespoke quote
- Delegated authority

Who qualifies?

Thatched or partially thatched homes including homes which are:

- Underpinned or subsidence affected
- Let properties
- Holiday/weekend/weekday homes
- Shared accommodation including lodgers and Airbnb
- Customers with unusual occupations
- Customers with adverse claims/financial history
- Higher sum insured limits

Good to know:

We cover the full range of thatch types, everything from combed wheat to Devon reed, water reed, Norfolk Reed, long straw and fibre.

We cover a wide range of heating types too, not just gas, oil and electrical heating, but open fires and wood burning/solid fuel stoves.

Mid-Net Worth

Trading routes:

- Pen Central
- Delegated authority

Who qualifies?

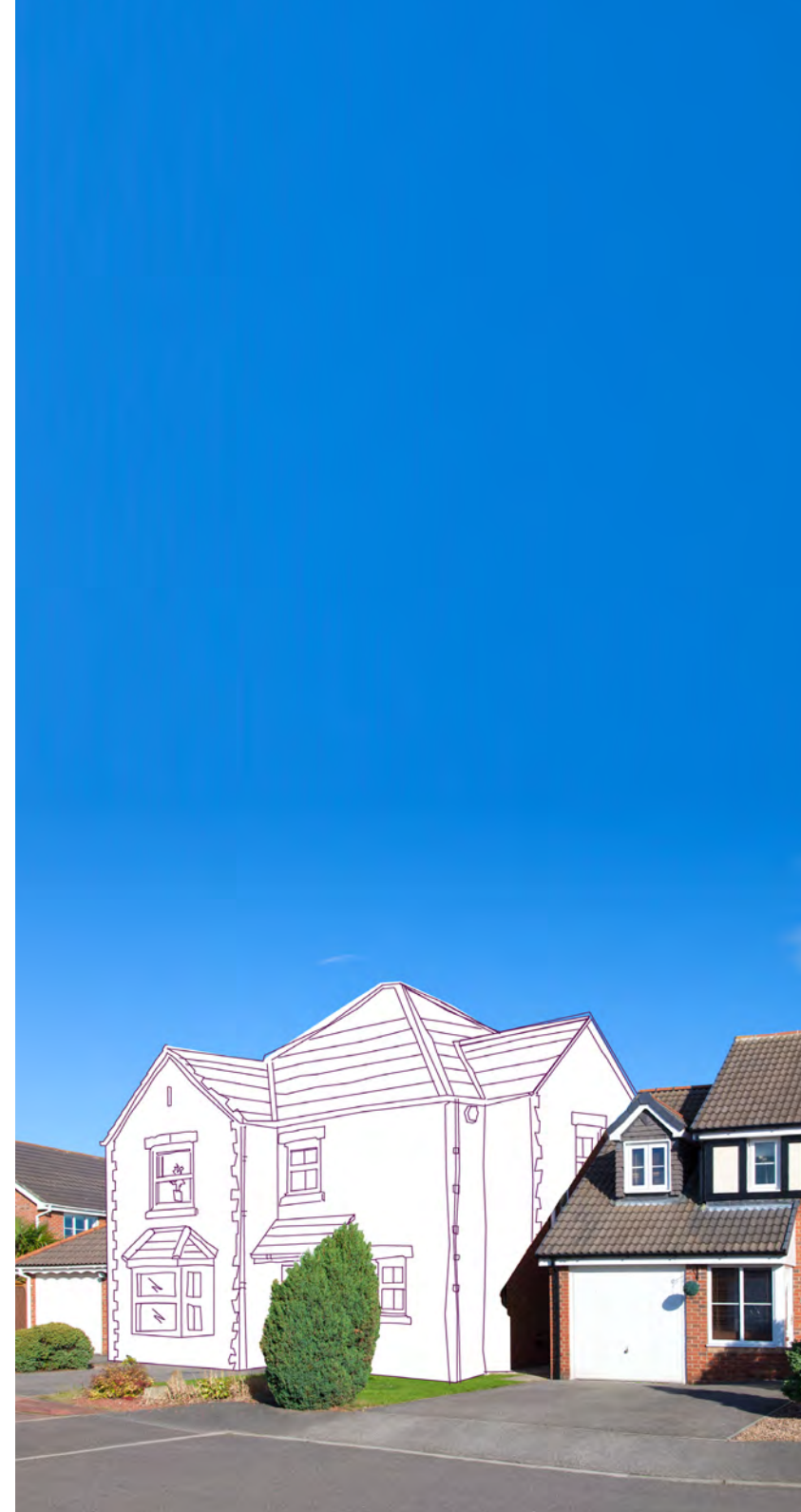
Our product is designed for UK homes which need buildings insurance up to £2,500,000 (any one property) and contents insurance up to £500,000 (increased limits available on referral) including non-standard risks such as:

- Part let
- Business use
- Clients with convictions
- Previous claims including flood and subsidence
- Non-standard construction
- Listed properties
- Unbalanced sums insured

Good to know:

We offer some of the most generous covers on the market:

- Alternative accommodation/Loss of rent for 36 months
- Additions and substitutions (subject to notification within 60 days) - 25% of the sum insured
- Credit cards - £25,000 any one claim
- Damage caused by domestic pets - £2,500 any one period of insurance.
- Death of an artist - 200% any one specified piece of art - max of £100,000
- Fine art and antiques market appreciation - Up to 150% of the specified sum insured



Standard & Non-Standard

Trading routes:

- Software House
 - SSP
 - Open GI
 - TGSL
 - Acturis
 - CDL
 - Applied
- Pen Central
- Personally underwritten for a bespoke quote
- Delegated authority

Who qualifies?

Whether your client's risk is classed as "non-standard" because of the occupancy, policyholder circumstances or features of the property, we can help.

Occupancy:

- Permanent homes
- Let properties, including students and DSS
- Unoccupied properties
- Holiday homes
- Weekend homes
- Weekday homes
- Homes used for business

Policyholder circumstances:

- Unusual occupations
- Unbalanced sums insured
- Adverse claims
- Adverse financial history
- Criminal convictions

Non-standard features:

- Non-standard wall and roof constructions inc. 100% flat roofs
- Homes undergoing renovations or works
- Underpinned or subsidence affected
- Listed properties
- Shared accommodation including lodgers and Airbnb

Plus

- Standard risks where higher limits are required





Unoccupied (Full Perils)

Trading routes:

- Software House
 - SSP
 - Open GI
- Personally underwritten
- Bespoke system builds

Who qualifies?

- Pending sale including probate sales
- Awaiting tenants or empty due to extended holiday
- Undergoing building works

Good to know: Our EDI product

- Full perils cover means that your client's home is protected against flood, subsidence, escape of water, theft and property owners liability (most non-standard home products which cover unoccupied homes only offer restricted cover)
- Your client can choose between Buildings and Contents cover, or just Buildings cover.
- This annual policy can be cancelled at any time and your client will receive a pro-rata refund because we understand that many owners of unoccupied homes don't know how long their property will be unoccupied, particularly if their property is up for sale. (Please note the refund is subject to no claims and Pen's fee is non-refundable.)
- EDI for new business, adjustments and cancellations.

Good to know: Our personally underwritten product

- 3, 6 or 9 month cover
- Three choices of cover:
 - Level 1: FLEA only
 - Level 2: FLEA and Subsidence/Landslip/Heave
 - Level 3: Full perils

Residential Let

Trading routes:

- Software House
 - Acturis
 - Powerplace
 - SSP
 - TGSL
 - Open GI
- Personally underwritten for a bespoke quote
- Delegated Authority
- Bespoke system builds

Who qualifies?

Anyone! What does that mean? It means landlords don't have to cancel and replace their insurance mid term if the property changes from occupied to unoccupied, for example, or even if the landlord decides to sell.

And, when we say we cover anyone, we really mean it:

- UK holiday let
- Homes in multiple occupations
- Tenancies arranged direct with local authorities where the landlord has signed over the property
- Clients with bankruptcies, Court Court Judgements or convictions
- Cover available (excluding subsidence) for properties with previous subsidence claims
- Competitive rates for unoccupied properties on restricted perils

Good to know: Our EDI policy

- Buildings sum insured up to £1,000,000 (£500,000 for unoccupied properties)
- Full perils available on unoccupied properties
- Cover for cultivation of drugs and unauthorised occupation of the home
- Trace and Access cover up to £25,000
- Replacement locks and keys up to £2,500
- Loss of rent and alternative accommodation cover up to 25% of buildings sum insured
- Accidental damage for all tenant types (excluding holiday homes)
- Property owners liability up to £5,000,000



Get in touch

| | Activation | Queries and referrals |
|---|---|---|
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