



PERSONAL LEISURE

DELEGATED AUTHORITY

HOW DOES THIS PRODUCT COMPARE TO A “STANDARD” OFFERING?

At Pen, we value expertise. That's why our delegated authority arrangements offer underwriting partnership to coverholders who are specialists in their field. With the right expertise and controls, you can become a coverholder of Pen and underwrite your own products.

While you control your service to your clients, you'll get the backing of expertise from dedicated technical underwriters.

What differentiates our offer is our understanding of what makes a mutually beneficial relationship. With Pen, you run your business, while we focus on adding value: working with Pen means you'll not only access first class underwriting, but services in governance, claims and analytics so that you can anticipate and respond to change.

You'll find us easy to do business with. Our detailed packs of performance data help keep returns on track and identify opportunities for growth including new product development and improved pricing. And when you need support you'll get it - there's no queue for referrals, we commit to a 24 hour turnaround.

WHAT ELSE DO YOU NEED TO KNOW?

Our Household and Personal Lines Delegated Solutions Team has developed a portfolio of underwriting products for personal and household lines.

In addition to personal leisure we offer delegated products for:

- Non-standard homes
- Standard homes
- Mid-net worth homes
- Overseas homes
- Holiday homes
- Lender protections
- Collectibles
- Residential let properties

WHO QUALIFIES?

Leisure products including:

- Beach Huts
- Caravans
- Static Caravans
- Chalets
- Tourers
- Park Homes



WHY DO BUSINESS WITH PEN?

When we set up Pen in 2014, we brought together some of the UK's best known and most respected underwriting businesses, many with decades of underwriting expertise.

Our values – Differentiation, Expertise, Added Value and Ease of Doing Business – are built on these strong foundations.

DIFFERENTIATION

Across Pen we offer more than 60 products, underwritten by industry specialists, providing cover in hard to fill niches.

As well as one of the most varied product ranges in the market, we understand the value of doing business differently – of handling ordinary needs in extraordinary ways - so that standard becomes superior.

EXPERTISE

Being “technical underwriters who trade” defines everything we do.

That means technical expertise from backroom specialists such as analysts, actuaries, pricing experts and capacity managers – not many other underwriting businesses can say the same.

But most of all, business and market acumen so you can trade and negotiate with empowered underwriters.

ADDED VALUE

Whichever Pen product you choose, we believe there should always be an advantage – something in it for you – whether you are a policyholder, capacity provider or broker:

- Claims management that is bespoke to each product, and many products serviced by in-house specialists
- Wide range of capacity supporting £500M GWP
- Hard to find clauses that give brokers an advantage and clients better protection
- Built-in services, like environmental consultancy, so we improve businesses, not just insure them

EASY TO DO BUSINESS WITH

We recognise that although the business landscape is ever-changing, what people value remains unaltered – support, expertise and old-fashioned service.

That's why:

- You can contact our 400 staff on the phone, via our app, or face to face in one of our 15 offices across the UK.
- You choose how to trade with us: most of our products are personally underwritten but we also offer e-traded products and delegated authorities.
- And whether you want to discuss an opportunity, resolve a problem or close a deal, you'll find our leadership hands-on.

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