



RISK MANAGEMENT-LED COMMERCIAL INSURANCE

PERSONALLY UNDERWRITTEN FOR A BESPOKE QUOTE

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

We believe it is possible to improve on every aspect of the insurance lifecycle, and understanding where and how is the driving force behind our proposition.

Take risk assessment. Our survey team works solely for Pen, surveying at least 90% of cases we write either pre or post inception. Why does that matter? A clear assessment of business exposure allows us to provide the right cover and gives you the basis for deeper, ongoing conversations about risk-management with your client.

This is just one aspect of our commitment to brokers, helping them to win and retain business and create working relationships that stand the test of time. We carry this approach into everything we do, that's why we only partner with brokers that offer something more than standard risk transfer.

By limiting our agency base, we are better equipped to provide all our brokers with first-class service and support their plans for growth. It is also why we operate with a one quote strategy, offering terms to one broker nationally and with exclusivity of the quote resting with the broker, not the client.

It wouldn't be a lifecycle without claims. We believe that our service should be second to none; it's why we manage claims in-house and why our team has the autonomy to investigate and settle claims without unnecessary paperwork and delays.

We only employ experienced, high-calibre technical underwriters, and because we have our own wordings and ratings, our empowered team can tailor our offering to each customer's needs.

WHAT ELSE DO YOU NEED TO KNOW?

Our comprehensive wordings for Commercial Combined, Commercial Property Owners and Contractors include:

- Cyber & Data Security
- Embedded pollution clean-up costs
- D&O, Computers and Marine optional
- Helpline to the environmental consultancy, OHES
- Legal Expenses

WHO QUALIFIES?

Brokers who want more than traditional risk transfer, working with UK domiciled companies who value quality service, risk management assurance and a unique offering in:

- Manufacturing
- Wholesale and Distribution
- Professional Services
- Retail and Leisure
- Construction



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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