

LEVERAGE

JANUARY 2019

Monthly

In this months issue...

HISTORY OF
LLOYD'S SERIES
CONTINUES

CHRIS BLACKWELL
TELLS US ABOUT
TRILOGY'S PRODUCT
EXPANSION

GET TO
KNOW...ALBERT
ROBINSON

PRODUCT OF
THE MONTH...
HAULAGE &
COURIER FLEET

MARKET NEWS

COMPETITION

And Much more...



CARROLL HOLMAN
INSURANCE BROKERS

Broker at LLOYD'S

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www.lloydsbroker.london

PRODUCTS VIA
ONLINE PORTAL

INSURE THE GAP



CHIB specialty

WHAT IS GAP INSURANCE?

A protection policy designed to cover the difference between the market value of your vehicle and what you still owe on it.

Your customer's motor insurer will usually pay the market value which could be less than what they have outstanding on their finance agreement and less than the price for a new vehicle.

- Insurance premium: 1% or less as opposed to 20% when purchased via a vehicle manufacturer or motor dealer
- Flexible periods of cover in line with the customer's ownership of the vehicle
- Solutions for Motorcycle, car, van, mini bus, truck and trailer
- Competitive premiums between 20% - 30% cheaper than dealer alternatives
- Up to 40% commission
- All products available via our secure online system

To sign up to the online email: carroll.holman@carrollholman.co.uk
For Quotes: www.carrollholman.co.uk

BREAKDOWN COVER



CHIB specialty



KEY SELLING POINTS:

- 39 minute average response time
- 75% roadside recovery within 24 hours
- 92% of calls answered within 20 seconds
- 98% customer satisfaction score
- <1% complaints
- <1% call abandonment rate

KEY FEATURES:

- Oasture for fleets
- Varying levels of cover to suit commercial budgets
- European Cover with annual & monthly options
- Tailored prioritisation for elderly or vulnerable customers

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EXCESS PROTECTION



CHIB specialty

WHAT IS COVERED?

This policy will reimburse your excess amount if you receive the successful settlement of a claim where the amount of the excess exceeds, under the following insurance policies, the standard business insurance policy excess:

- Business Interruption
- Commercial Motor
- Money
- Employers Liability
- Commercial Motor
- Private Motor

KEY FEATURES:

- Number of cover levels up to £250,000 aggregate
- Claims can be submitted online via the portal or by telephone
- Claims as often as you need with no limit on the number of protection purchased
- Claims are processed immediately

EXCESS

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Brokered by LLOYDS

TERRORISM



CHIB specialty



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- Call us for a free quotation
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- Printless certificates in the open market
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- Key Building Policies
- Different ways you wish to insure
- With and Without Control Act
- Non Damage / Loss of Attraction

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Fees/Tell & Lease Offers: carroll.holman@carrollholman.co.uk, 0207 645 4420

ROADSHOWS 2019

2019 WILL SEE US VISIT MANCHESTER, LEEDS,
BRISTOL AND NEWCASTLE.

DATES TO BE ANNOUNCED

Editorial

CHIB Specialty...the schemes brand of Carroll Holman Insurance Brokers. Delivering facilities to help you win or retain business

CARROLL HOLMAN INSURANCE BROKERS

We have an Exclusive facility for UK & European Holiday Homes. So whether you have a country weekend getaway, an apartment overlooking one of the stunning beaches of the UK or a beautiful Villa in the Balearics we can cater for your needs.

- Exclusive Carroll Holman Facility
- Building Limit UK £750,000
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- Contents cover available
- Family & Commercial Let available

UK & EUROPEAN HOLIDAY HOMES

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48 Gracechurch Street, London, EC3V 0EJ
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Tony Thorne: E: tony.thorne@carrollholman.co.uk T: 0207 6455326

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CHIB Specialty

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- New improved rating
- Tailor made product for all types of religious buildings
- Exclusive to Carroll Holman
- Statement of fact no proposal form
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- Building sum insured up to £10m
- Quotations provided within 24 hours
- Cover extended for Religious events and festivals

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0207 6455321

CARROLL HOLMAN INSURANCE BROKERS

CHIB Specialty

RESIDENTIAL PROPERTY OWNERS FACILITY

£2m total sum insured limit
£5m PGL
Excess from £100 brokerage
£250 + IPT Excess from £100
We can also cater for mixed residential & commercial property owners

All tenant types considered:
- Long term let
- Non professional /Benefits tenants
- DSS
- Bedsit
- Asylum seekers (via open market)

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GREG DUIGNAN

Want to see us, let us know and we will come



Happy New Year!

December is finally over, always a difficult month I find, trying to get all the work done before the festive break. What I do like about December though is the break to contemplate how the year has gone and what you want to achieve the following year. **2019 WILL BE THE YEAR I USE MY GYM MEMBERSHIP.** I am also wanting to do more for Charity, so I have joined the Charity Committee, we will update you as to whom we are supporting and why on a monthly basis.

The December Employee of the Month has been won by Lucy Beaumont in the Wholesale Non Motor team, those of you voted commented on the quality of work Lucy produces and it is great for her to see that you appreciate this also. Please keep the Employee of the Month emails coming in, it's not just about the £50 High Street voucher on offer, to get recognition from you, our clients means a lot more to us.

Samuel in Bridport won the December competition where the answer was in fact John Julius Angerstein. Well done Samuel.

If I could summarise 2018 as a year in one word it would be one of balance. It was great to achieve the growth we did but amongst that is some sadness that many of our friends in the market have lost their jobs due to the review into Syndicate profitability by Lloyd's of London. 2019 promises to be an interesting year in terms of capacity and then there's Brexit...let's not go there!

This months History Behind Lloyd's will make interesting reading to those that have an interest in military history, as we point out the links between Admiral Nelson and Lloyd's of London. CPD Corner has an example of a Contribution claim and also some info regarding businesses selling Toxic goods. When looking at cosmetic type risks it's worthwhile knowing about these kind of stories and ensuring the business you are looking at is the real deal and not something Derek and Rodney Trotter would be putting onto the market.

The feedback we are getting back so far on the magazine is very positive and would like to remind you all that if there is anything in particular you would like us to cover we can consider adding it in, this magazine is for you. We have had a lot of interest about our extensive markets on Haulage Motor Fleet so, Product of the Month reflects on that in this issue.

Thank you all again for your support in 2018, we are currently putting together the Roadshows and can confirm we will be visiting Bristol, Manchester, Leeds and Newcastle this year, as an aside of that we will be out seeing you on an ad hoc basis but if you want to see us, let us know and we will come.

Finally, on behalf of everyone at Carroll Holman, we wish you a happy, healthy and prosperous 2019.

Is there anything particular you would like to see us report in our monthly magazine? Email me and we will see what we can do - greg.duignan@carrollholman.co.uk

Get to know... ...Albert Robinson

Divisional Director

At Carroll Holman we like to give a personalised service; that means you knowing a bit about our staff. We work for you, think of us as an extension of your own business and get to know us better

When did you join Carroll Holman?

In 2009 when Carroll's took over UK Facilities. In all, I have had the pleasure (?) of working in Bolton for 20 years.

How did you get into Insurance?

I was too thick to be an Accountant, Banker or Solicitor! At the time (1972), Insurance was considered to be the next best thing, so like most other people, I fell into it by default.

What is your favourite genre of music?

Soul, without shadow of doubt. My favourite singer was Luther Vandross – pure class. I actually like most genres other than Rock/Heavy Metal. If I want to hear unnecessary noise, I only have to listen to my colleagues in the office!

What do you do to relax?

Mainly football (not playing – I'm too old for that!). I go to Elland Road to watch the Mighty Leeds every home game. Some glory hunters may say that's not proper football, but what do they know? I also run a music quiz with a friend every 2 weeks at my local in Wakefield. That is great fun – you get the opportunity to take the Mick out of people. Oh, and I occasionally like the odd beer!

Do you have any pets?

Does a wife and grown up kids qualify? If not, we actually have 2 cats (maybe 1 by the time this is published) and a budgie, but they're not my responsibility. I'm not a pet person at all – are they just for people who can't communicate properly with other human beings? I could have opened a can of worms here, but worms definitely don't qualify as pets!

What do you enjoy most about your job?

What is there not to enjoy? Most days throw up a new challenge of one sort or another. I love the challenges, especially when you are able to find the solutions. The biggest thrill is winning a piece of business where you have worked closely with the Agent to achieve the goal. I also enjoy the daily banter with Staff, Agents and Underwriters.

What is your favourite film?

I don't really have one, but I love films with Tom Hanks and Dustin Hoffman, so The Green Mile, Papillion and Rain Man would come pretty high on my list.

If you could go on holiday anywhere in the world, where would it be & why?

Difficult one. I quite fancy Russia and Poland. Whilst not a fanatic, I like history and I think that these two countries would be fascinating.

Tell us about your role within the company...

Good question! If I ever work it out, I will let you know. I am the Divisional Director in Bolton. Most of my time is devoted to new business, but I am also responsible for ensuring that the office runs smoothly.

Help reward our staff

Received good service from our teams? Nominate a member of staff for Employee of the Month and help them win a £50 High Street Voucher. All you need to do is email the name of your nominee to employeeofthemonth@carrollholman.co.uk. Votes open from date of this magazine going live until 7 days prior to release of the next issue.

Members of the Management team are excluded from this competition.

Product of the Month

Each month we will bring you a product of the month, and explain why you should use Carroll Holman to place business for you in this area...

Experienced Broking and Support Team

Ease of Access to Market

Quick Turnaround

Significant player in the London Market

100% Wholesale

CARROLL HOLMAN INSURANCE BROKERS

HAULAGE & COURIER FLEET

Carroll Holman's fleet department understands that our offering on haulage and courier fleet risks is key to our broker partners success. In what has become a very narrow market, we have cultivated 6 separate markets for haulage and courier risks depending on size of risk and claims experience.



KEY FEATURES:

- We can offer competitive rates on low claims frequency haulage risk's, heavy haulage and we can even assist with higher frequency distressed haulage in the open market
- We can also offer risk management measures through some of our Insurer partners to assist with stable and long term placement of these risks
- Please note that we are unable to place risks based in Northern Ireland, new ventures and risks under 3 haulage vehicles.
- Don't forget, we are 100% wholesale, so your client data is safe with us!

CARROLL HOLMAN INSURANCE BROKERS

Broker at **LLOYDS**

Carroll Holman Insurance Brokers,
48 Gracechurch Street, London, EC3V 0EJ

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www.carrollholman.co.uk

Domestic road freight activity decreased in the twelve month period ending March 2018 for GB-registered HGV's operating in the UK. There were:

1.37 billion tonnes of goods lifted (Down 7% on previous twelve months)

149 billion tonne kilometres of goods moved (Down 1% on previous twelve months)

18.7 billion vehicle kilometres travelled (Down 2% on previous 12 months)

Despite the adverse weather experienced in the UK during February and March, analysis suggests there was no link between this and the domestic road freight activity.

Total UK exports by road freight reduced by 2% on the prior year with 3.6million being exported

Other headline stats...

GDP up 1.5%

Diesel up 5.3p/litre

Number of UK HGVs up 1.4%

£ to € down 4.7%

Market Interview

TRILOGY MANAGING AGENTS



Chris Blackwell
Managing Director

Trilogy are an experienced MGA who are in their fifth year of trading. Within the company are a number of trained Underwriters with many years' experience in the market including the Lloyd's and London Market. Being majority owned by Randall & Quilter allows Trilogy to focus on Underwriting while R&Q supply all of the in house back office requirements, including, Financial, Compliance and IT.

Chris Blackwell says "We presently write a UK commercial Material Damage and Liability book of business, circa £7M GWP with plans to increase this to £15M. The split is 55% MD and 45% Liability. Average premium circa £9,000. Our present capacity providers are:

Lloyd's syndicate DTW1991 – Material Damage and Liability
Advent Underwriting – Terrorism
Great American Insurance Company – Contractors All Risk

Whilst we write in a number of trade sectors we are keen to write business in the following areas:

COMMUNITY & EDUCATION SERVICES
CONTRACTORS
DISTRIBUTION / SUPPLY
ENGINEERS
FOOD & DRINK
LEISURE
MANUFACTURERS
NON-MANUAL/SERVICES
PROCESSORS
PROPERTY OWNERS
TRANSPORT

Working with our Insurer and broker partners, we provide a comprehensive range of support with comprehensive KPI data, helping to identify the right business. That's why we work to build strong, meaningful relationships with our carefully selected partners. As an underwriting MGA we understand that service and decision making are paramount to the business relationship."

Chris Blackwell was previously the MD of an underwriting agency (Woodbrook Underwriting Agencies Ltd) which was purchased by AJG in 2011 and was writing an income of £50M GWP.

Greg Duignan says "I have been placing business with Chris personally now for 15 years, during that time, due to the nature of how Chris trades, he has allowed us to create some very good relationships where all are involved eg him, myself, the retail broker and the client actively meet to discuss big renewals. It is this personality and the common sense approach on some claims that allow our relationship to thrive".

Talking of that ethos Chris Blackwell adds "Understanding the business is at the core of everything we do. It's why we work tirelessly to develop bespoke partnerships, immersing ourselves in the particularities and challenges of each locality. We commit to helping you build sustainable business plans which deliver real growth. Whether through regular site underwriting visits or dedicated account transfer support, we're there with our partners every step of the way. We have a sound understanding of the market place and we understand the commitment that it takes to fully service and look after our partners."

"Understanding the business is at the core of everything we do. It's why we work tirelessly to develop bespoke partnerships..."



Trilogy - The Team

Competition & More

THE PRIZE... £100 JOHN LEWIS VOUCHER

Q. In which battle did Admiral Nelson defeat Napoleon's fleet in 1798?

TO ENTER, SIMPLY EMAIL YOUR ANSWER TO COMPETITION@CARROLLHOLMAN.CO.UK BEFORE THE 31st JANUARY 2019. WINNER WILL BE FROM CORRECT ANSWER PICKED AT RANDOM. Terms and Conditions apply

CPD CORNER

Councils issue warning over sale of illegal toxic cosmetics

Trading Standards officers have uncovered hundreds of thousands of pounds worth of counterfeit cosmetics, including make-up and perfume. Several of the counterfeit products are versions of well-known brands such as MAC, Chanel and Benefit. Warnings have been issued as not only do the products defraud consumers and legitimate businesses, but they can also pose serious health risks. Chemical burns and skin rashes can occur. Recent investigations and prosecutions by councils include:

Cosmetics seized by Devon, Somerset and Torbay Trading Standards Service. The products contained hydroquinone at a level of 10.8% and mercury, both of which can cause liver, kidney and brain damage.

In East Cheshire, a tanning salon was found to have sold over £100,000 worth of counterfeit MAC and Chanel goods. Nottingham City Council discovered counterfeit Benefit mascara sold through an eBay account totalling over £48,000. According to Trading Standards, the seized goods only represent a small fraction of the counterfeit makeup being traded on the UK market. Many black market traders are still tempting consumers with low prices even though products sold pose a risk to health. Enforcement as well as informing the public is seen as the key method of tackling the issue.

Contribution claim - (1) Saira Faisal (2) Ayman Faisal (Claimants) v Younis (t/a Safa Superstore) (D1) and Active Brands Concept Ltd (D2) [2018] EWHC 1111 (QB)

A manufacturer of caustic soda was successful in contribution proceedings taken against the owner of a shop where a toddler suffered severe injuries. The child, while in a pushchair but not directly attended by his mother, was able to reach a bottle of caustic soda from a low shelf. He managed in turn to remove the cap and drink some of the liquid, suffering severe burns and internal injuries. His mother was also burned while attempting to remove the liquid from his mouth. He is fed via a tube and is unable to speak following a month in intensive care. The defendant manufacturer had been found to have supplied a faulty child safe cap for the product, deemed defective as the toddler was able to remove it. But as the shop owner had not kept the product out of the reach of children in accordance with the manufacturer's instructions, a contribution was sought from him by the manufacturer. It was held that the shop owner was one third liable for the damages. Being unaware that a licence was required to sell this product under the Poisons Act 1972 was not a defence. Liability for a defective product can extend beyond the producer where the retailer does not take adequate steps to ensure safety in the way that the product is sold.

Courtesy of Faraday Underwriting Limited

Market News

FCA continues to prepare for a no deal Brexit

Californian wild fires property losses estimated at \$15bn to \$19bn

More unregulated "offshore" Insurers enter liquidation

AmTrust pulls out of UK liability market

Catalina acquires \$2bn UK employers' liability run-off book from Zurich



BAD JOKE OF THE MONTH

WHAT DID THE DRUMMER CALL HIS TWIN DAUGHTERS?
ANNA ONE, ANNA TWO!

Charity

We support a number of charities in the UK, in 2018 we supported all of the following...



CANCER
RESEARCH
UK



teens:)unite
CHARITY NO. 1118361 FIGHTING CANCER
www.teensunitefightingcancer.org



 **Tanya's Courage Trust**
supporting young people with cancer



NEURO
MUSCULAR
HEADINJURY
EPILEPSY
TUMOUR
PROKEEPRION
PANTIPRION
ENTIAPRION
ARKINSONS
MIGRAINE
MULTIPLE
SCLEROSIS



Jeans for Genes Day



The charity committee for 2019 is Jason Branthwaite, Greg Duignan & Danny Withycombe

CARROLL HOLMAN INSURANCE BROKERS



HIGH HAZARD LIABILITY INSURANCE

■ Demolition **■ Steel Fabricators**
■ Scaffolding/ **■ Asbestos**
■ Contractors **■ Construction** **■ Available**
■ Building Inc. **■ Potentially Limited**
■ Foundation Piling/ **■ Excess Premiums**
■ Underpinning
■ Construction
■ Heavy Cranes
■ Rail Contractors
■ Offshore Oil & Gas
■ Damage Control

General Enquiries: E: highhazard@carrollholman.co.uk, T: 020 7945 4607
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CARROLL HOLMAN



PROPERTY INSURANCE

At Carroll Holman we have a number of options to assist in the insurance of your business. Using in-house binders and almost unlimited capacity in Lloyd's we can offer you the forefront of wholesale property placement.

KEY FEATURES:

- Experienced Broking Team
- Negotiable Brokerage
- Quick Turnaround
- Quality Insured Capacity

WE CAN LOOK AT:

- Residential
- Commercial Thatched
- Composite Panelled Risks
- Industrial Risks
- Recycling and much more

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richard.bazin@carrollholman.co.uk
www.carrollholman.co.uk

BOOK YOUR FREE INSURANCE REVIEW

An illustration of a middle-aged man with dark hair and glasses, wearing a light blue shirt and a brown leather briefcase strap over his shoulder. He is smiling and looking towards the camera. He is seated at a white desk with a silver laptop open in front of him. The background is a solid blue color.

**Carroll Holman Insurance
Brokers are expert
placement Brokers in High
Risk Liability, Property,
Motor Fleet and Professional
Risks**

History Behind Lloyd's

The Lloyd's market has been at the forefront of the insurance industry for more than 300 years. Through major historical events, great tragedies and technological breakthroughs, every month we will report on its timeline, tracing the moments that have shaped Lloyd's and shaped the world

1798 NELSON'S BATTLE OF THE NILE

Following the Battle of the Nile, in which Admiral Horatio Nelson destroyed Napoleon's fleet, the Lloyd's Committee raised £38,000 to help the wounded and bereaved, and also donated a silver dinner service to Nelson as 'a small token of their gratitude.' Today, that token remains part of the wide Lloyd's Nelson Collection, some of which is on display on the History Floor at Lloyd's Lime Street Building in London

1799 THE LOSS OF THE LUTINE

In 1799, Hamburg's economy was close to collapse after Emperor Napoleon's activities had led to a financial crisis. City of London merchants collected £1m in gold and silver bullion to be loaned to Hamburg, and to be delivered by the HMS Lutine. On 9th October, the Lutine encountered a heavy gale on its voyage across the North Sea and ran aground on the Dutch coast. The Captain, crew and treasure were all lost. Lloyd's underwriters had insured the Lutine's cargo and the claim was paid in full. In 1859, the Lutine Bell would be salvaged and eventually returned to Lloyd's, where it now hangs in the Rostrum in the centre of the Underwriting Room

2019 COME AND SEE US AND WE WILL GIVE YOU A TOUR OF LLOYD'S

We love nothing more than showing people more about what we do and giving tours of Lloyd's. Contact Greg Duignan to organise a tour

Our Market: Lloyd's in a day

Every day, people, businesses and communities in over 200 countries and territories rely on the Lloyd's market to protect what matters most. And every day, more than 50 leading insurance companies, 200 registered brokers and a global network of over 3,800 coverholder office locations work together in the Lloyd's market to do just that

Most of the business written at Lloyd's is still conducted face-to-face in the world-famous Underwriting Room at the Lime Street headquarters. Brokers place their client's risk with Lloyd's specialist Underwriters who evaluate, price and accept the risks. On any given working day, 'The Room' welcomes more than 4,000 people, sees more than £100mn in premiums come into the market and sees more than £49.9m paid out in claims - that's more than £34,620 in claims per minute.

Much of the capital available at Lloyd's is provided on a 'subscription' basis, where Lloyd's underwriters join together as syndicates and where those syndicates then join together to underwrite risks and programmes. Collectively, Lloyd's syndicates insure risks which total more than £26bn in insurance premiums each year.

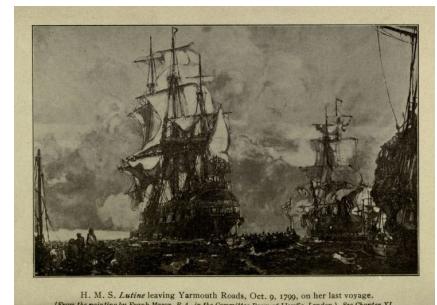
This collaboration, combined with the choice, flexibility and financial certainty of the market means Lloyd's underwriters can anticipate and respond to new and emerging risks, and create the specialist products and policies our interconnected world demands.



Admiral Horatio Nelson



Lutine Bell



H. M. S. Lutine leaving Yarmouth Roads, Oct. 9, 1799, on her last voyage.
(From the painting by Frank Moore, R.A., in the Committee Room of Lloyd's, London.) See Chapter XI.

HMS Lutine on its last voyage

"My character and good name are in my own keeping. Life with disgrace is dreadful. A glorious death is to be envied."

Admiral Horatio Nelson - 10th March 1795

greg.duignan@carrollholman.co.uk