



TPI Regionals 2024

Making insurance easy at every level



▶ www.flatguard.co.uk

FlatGuard is a trading style of Bridge Insurance Brokers Ltd and is authorised and regulated by the Financial Conduct Authority. Bridge Insurance Limited, Cobac House, 14-16 Charlotte Street, Manchester M1 4FL.



British
Insurance
Brokers'
Association
Member



Brokerslink
Partner

FlatGuard

**We talk your language.
We walk your walk.**

There's never a dull moment in a busy residential block. Apart from when it comes to choosing the right insurance cover.

FlatGuard's aim is to change that with a market-leading policy, innovative cover and a specialist service. Because we believe that when residents have put their heart and soul into making things awesome inside, the very least they deserve is a block insurance that does the same outside.



Jack Seton
Head of FlatGuard

Jack is a distinguished figure in the realm of insurance, boasting an impressive 20-year tenure that speaks to his profound industry knowledge and dedication. Renowned for his specialisation in blocks of flats insurance and intricate leasehold industry, Jack has honed his skills to master the challenges and demands that accompany property coverage in this specialised field.



Robin Gleeson
Managing Director, London

Robin started his career in Insurance over 20 years ago and very quickly found a passion for real estate Insurance, specialising largely on the blocks of flats / leasehold sector. Since then he has utilised his direct experience working within block management and his passion for building and maintaining unbreakable long term relationships to become one of the industry's most well known and respected figures in the leasehold sector.



Andre Backner
Director

Andre began his insurance career in London before moving to New York to further his experience and expertise. 14 years ago he decided to come home and work for the family business, Bridge Insurance Brokers, focusing on real estate. He was responsible for opening the company's London office and then 12 years ago he founded FlatGuard because he saw a need for a different approach to blocks of flats insurance. FlatGuard is now one of the leading providers of insurance to this sector. Andre has now been invited to become a member of the board of directors at Bridge and should be taking up that position in 2025.



Who we are



A family of entrepreneurial minds and dedicated experts striving for excellence

Collaborating with FlatGuard gains you access to a team of self-motivated insurance experts with a profound sense of dedication, professionalism and the autonomy to think outside the box. We bring a wealth of insurance expertise, demonstrating utmost care and passion. Each member of our team possesses specialised knowledge in insurance, aimed at providing distinct value to you.

As a family-owned company, we are united by a shared enthusiasm for insurance and an unwavering commitment to becoming an industry leader. Family values form the keystone of our principles, deeply ingrained in the fabric of our business. We pride ourselves on being agile, driven, and skilled in delivering meaningful solutions.

Helping you protect your business and its assets is our priority. To add value, we will work with you to agree a bespoke service and remuneration programme, designed to minimise the costs and risks to your business.

Bridge Insurance Brokers Ltd

Expertise that's been reassuring businesses for five decades

"FlatGuard is part of Bridge Insurance Brokers Ltd. For over 50 years Bridge has been connecting clients with the best insurance solutions for their precise needs, and our reputation has been built on solid, professional standards.

Operating from city centre offices in Manchester and London, a team of 115 specialists access insurer partners, to source the right cover at the best price.

We know our clients are changing the way they trade and communicate, so we have equipped our team with the latest technology platforms to conduct either face to face meetings or online conferencing, to ensure complete access and reliability".



Roger

Roger Potts CEO



Keeping your organisation in good company

The British Insurance Brokers' Association (BIBA): is the UK's leading general insurance intermediary organisation and our Head of Technical Services is on the Board.

Chartered Insurance Institute: Our key people and specialists are Members of the Chartered Insurance Institute (CII).

Brokerslink: We're founder members and active partners in Brokerslink, a global broking company that brings together market-leading, independent brokers.

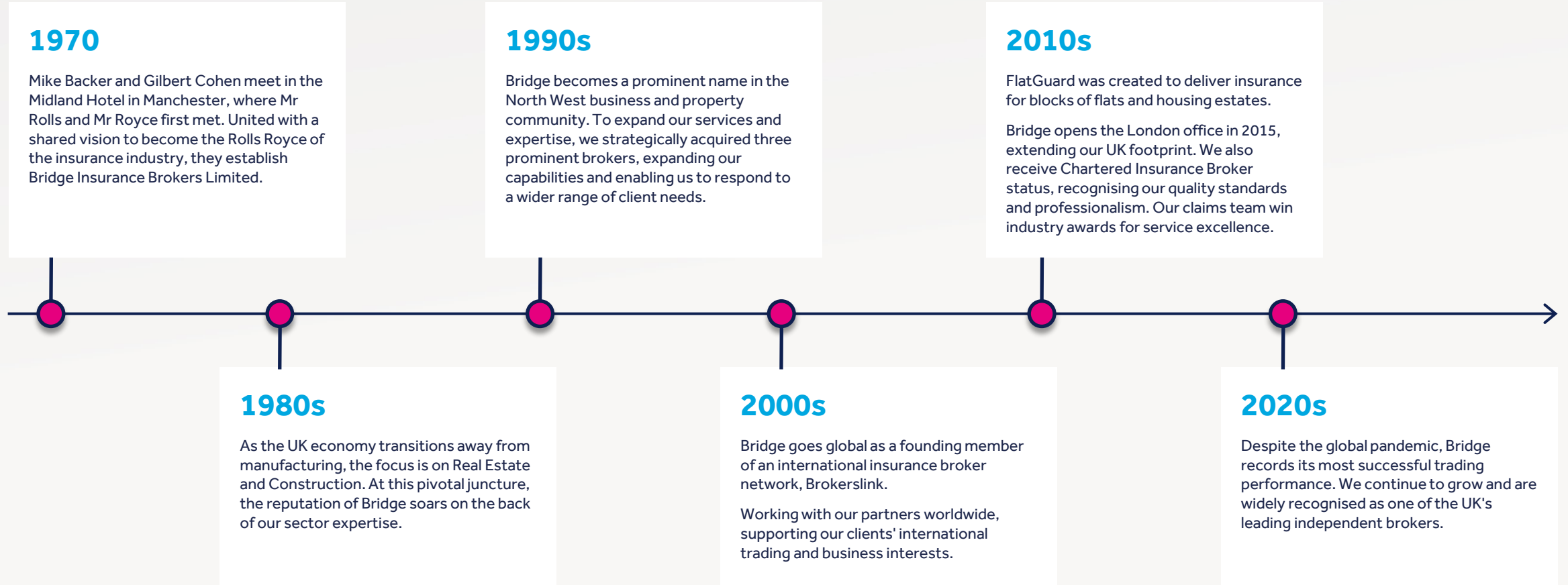


Brokerslink
Partner

Our story



From humble beginnings



Our service offering



FlatGuard has a comprehensive service offering enabling us to thoroughly understand your business and the commercial and insurance risks to be reviewed.



FlatGuard and Bridge credentials



£50bn+

Property sums insured value under management



135

Countries: global reach



£2bn+

Construction projects



39

Years: longest serving Real Estate & Construction client



150,000+

Number of residential units we insure



£71mn+

Total annual premium placed



300+

Number of UK Real Estate & Construction clients



115

Employees operating from our Manchester and London offices



Residential specialists

Our people are specifically trained and skilled in their field of expertise



Exclusive trading platform & bespoke policy wordings



Proud to be a TPI Partner



Our expertise



FlatGuard Products

- ✓ Buildings
- ✓ CIP
- ✓ Management Liability (including D&O, Corporate Legal Liability and Employment Practice Liability)
- ✓ Engineering
- ✓ Estates
- ✓ Terrorism
- ✓ Owner Controlled Insurance Programmes and Contract Works for Section 20 major works projects
- ✓ Professional Indemnity for property professionals and contractors
- ✓ Legal Expenses

UK Division

- ✓ Commercial Real Estate
- ✓ Residential Real Estate & Student Accommodation
- ✓ Construction & Engineering
- ✓ Hotels, Hospitality & Leisure
- ✓ Educational Institutions
- ✓ Manufacturing & Retail
- ✓ Professional Services
- ✓ Trade Credit & Surety
- ✓ Private Clients
- ✓ Legal Indemnities and Latent Defects Insurance
- ✓ Technology & Life Science

UK Wholesale Division

- ✓ Commercial Real Estate
- ✓ Residential Real Estate
- ✓ High Risk Property
- ✓ Private Clients
- ✓ Terrorism
- ✓ Professional Services
- ✓ Legal Indemnities

In-house Services

- ✓ Due Diligence
- ✓ Full Claims Team
- ✓ Loss Management
- ✓ Claims Defensibility
- ✓ Risk Management & Mitigation
- ✓ Delegated Underwriting Authority
- ✓ Compliance

Professional networks and awards



FlatGuard is proud to have relationships with key professional networks and organisations within the industry. We are also proud of the awards we have won or been shortlisted for.

Professional networks



The Property Institute (TPI)

We are a partner with The Property Institute – a professional body for residential property managers in England, Scotland, and Wales. Formed by the merger of ARMA and IRPM, TPI stands as a trusted and credible voice, committed to driving standards in the sector to make a positive difference for its members, clients, and residents.



News on the Block

We are a partner with News on the Block which is on of Britain's Best Apartment Building Management Resources. FlatGuard and News on the Block also deliver Proper Talk – a series of straight-talking property discussion forums, led by a moderator with an expert panel of industry heavyweights.

Awards



TPI* ACE Awards

FlatGuard has been named Insurance Broker of the Year at the 2024 TPI* ACE Awards which recognise the leading lights among UK managing agents, their suppliers, and the work of people in improving the lives of millions of leaseholders across Britain.

*The Property Institute



Property Management Awards

FlatGuard was a finalist in the Property Management Awards 2023.



PM50 Awards

Andre Backner was named as one of the PM50 winners for 2023. The PM50 awards are run by Property Management Recruitment, one of the leading recruitment agencies in the sector.

Continuing the pursuit of excellence



Environmental & Social Responsibility

Demonstrating our dedication to support local communities through charitable initiatives whilst considering and addressing our environmental responsibilities.



Expanding our footprint

Through continuous growth within our specialised fields of expertise, we aim to broaden our presence both in the UK and globally, strengthening our reach and impact.



Preserving our core values

Maintaining our independence whilst fostering our entrepreneurial spirit, we remain steadfast in our commitment to our core principles.



Investing in Insurance Expertise & Innovation

As industry leaders, we strive to be at the forefront of insurance innovation. Consistently pioneering new approaches, cultivating specialist areas of knowledge and investing in solutions to meet evolving market demands.



Nurturing our people

Our product is our people, so we are committed to "EMPOWER" our team, promote diversity, enhance our people's wellbeing in a collaborative environment where individuals can flourish, fostering confidence, proficiency and excellence.



DLUHC pledge

The Department for Levelling Up, Housing & Communities (DLUHC) has named Bridge Insurance Brokers Ltd as a business that has officially pledged insurance broking best practice, by employing an ethical approach to the insurance placement and management of buildings with identified fire-safety issues.

Mission, vision & values

✓ PURPOSE

To connect business with better insurance.

✓ VALUES

Customer First

Because good old-fashioned service still counts for a lot. We're never happier than when delivering remarkable service and helping clients find the right cover for the right price.

Solve Problems

We recognise the pain-points and problems that clients face and will always strive to create partnerships, collaborate and find answers.

✓ MISSION

To ensure that, of all the things our clients worry about, insurance isn't one of them.

Inspire Trust

Brands don't build great reputations based on what they say they're going to do. So we earn trust by our actions and the remarkable quality of our work.

Technically Excellent

Just good enough is simply not good enough at Bridge. We're exceptionally proud of our reputation for delivering world-class technical excellence.

✓ VISION

To cross over from a 'best kept secret' to become the UK's best known and most respected independent insurance broker.

Create Clarity

We're straight-talking but don't hold back on important detail. Jargon is not in our vocabulary as it's meaningless to most and only serves to complicate and confuse.

Unwaveringly Professional

We've been earning confidence and loyalty by our collective and individual actions for 50 years. We don't cut corners. No exceptions. Ever.





A peer-to-peer relationship



Our principal client proposition is to seek to add value where we can to your business. This is in the core delivery of insurance and risk management services, and through introductions to our wide network of client and professional advisor connections.



We offer the security and strength of a major regional insurance broker, whilst remaining privately owned and independent, delivering service and value on a peer-to-peer basis.

Our objective is to build and support a strong client-focused approach, share good ideas and best practice where relevant and update you on areas of emerging risk exposure or changes to legislation.

What does that mean

- ✔ You will be one of our key clients and business partners.
- ✔ We will maintain an ongoing understanding of your business and the key areas of risk exposure and risk management needed.
- ✔ We will leverage our strong national and regional presence in the insurance market.
- ✔ Our highly experienced and technically competent in-house teams are on hand to support you in the areas of risk management, health and safety, claims management and credit insurance.
- ✔ You focus on the areas that make your business successful, confident that you have an insurance partner that is best placed to deliver you the most appropriate insurance and risk management solutions.



Insurance broker pledge

In October 2023, The Department for Levelling Up, Housing & Communities (DLUHC) named Bridge Insurance Brokers Ltd through its FlatGuard brand (and four other brokers) as a business that has officially pledged insurance broking best practice, by employing an ethical approach to the insurance placement and management of buildings with identified fire-safety issues.

The aim of the pledge is to maintain best working practices, help reduce costs, and improve disclosure to residential leaseholders on any residential buildings over four storeys with fire-safety issues.



“This is the culmination of two years of hard work, skill, and dedication by everyone involved to navigate Bridge through FCA and Government discussions into this sector and recognises the ethical approach Bridge has implemented throughout its distribution model right the way through to considering leaseholders and evidencing fair value to become one of the pre-eminent trusted advisers in this space.”

ROGER POTTS, CEO OF BRIDGE INSURANCE BROKERS LIMITED



“We encourage freeholders and property managing agents (if they require services from a broker), to use one of the signatories to this pledge. We would also encourage leaseholders to press the placer of insurance for their multi-occupancy building as to whether they are using a broker that has subscribed to the pledge.”

DLUHC

Bridge Insurance Brokers fair value assessment



The basis of Bridge's fair value assessment considers all our running costs such as:

- ✓ Direct costs to successfully arrange and service (for example) a block of flats insurance policy and any potential claims throughout the policy period.
- ✓ Indirect costs to run our business and to deliver service and value to our clients. These include (but are not limited to): senior management, compliance, accounts, broking and technical resource, HR and Training, claims and loss management expertise, risk management expertise, IT and systems, sales, marketing, insurance, travel, rent, utility, maintenance etc.

Bridge is committed to ensuring ongoing compliance with all FCA regulations including:

- ✓ Ensuring leaseholders best interests are considered when developing our products with insurer partners.
- ✓ Ensuring that for every Multi Occupancy Building insurance placed or arranged by ourselves, we issue a Leaseholder information pack which includes a Summary of Policy Coverage and a Stakeholder Certificate. This pack details the earnings of all parties in the distribution chain and the regulated work carried out by any property manager on its behalf for such earnings.
- ✓ Ensuring our own evidence of fair value is constructively calculated utilising the Oxera Framework distributed by the British Insurance Brokers Association (BIBA) to its members and includes different segmentations to ensure no individual set of circumstances results in unfair pricing or practices.

In addition, for those buildings with identified fire safety issues requiring remediation we will:

- Not share commissions with property managing agents, landlords and freeholders.
- Cap any retained commission of no more than 10% of the total premium (for all brokerage work including any undertaken by parties on behalf of the broker) on buildings which have or have not yet been remediated.

Oxera fair value assessment

Bridge Insurance Brokers Ltd helped develop (and has in-house expertise in utilising) the BIBA Fair Value Assessment Framework; designed to help members articulate, assess and evidence the value of the services they provide to meet regulatory requirements.

Created by economics and finance consultancy Oxera, the Fair Value Assessment Framework is designed to help brokers implement or refine their own fair value models to best suit their customer segments and operating models.

It ensures brokers assess four core elements when considering fair value:

1.

the business model requirements: maintaining a sustainable business model

2.

ensuring consumer value: meeting the fundamental customer demand for the product / service

3.

delivering consumer protection: ensuring good outcomes for vulnerable customers

4.

providing consumer choice: accounting for the alternative options that consumers may have

The new Framework has been developed in the context of the Financial Conduct Authority's (FCA) findings within the multi-occupancy buildings sector and provides brokers with a useful tool for them to assess — in a structured way — the value they deliver through their services.

Our tripartite broking solution



Adopt a tripartite relationship with you and your chosen insurer

We believe in the benefits to all parties of a tripartite relationship with key insurance carriers within your programme. We see real value to all parties in ongoing information and idea exchanges.

- ✓ Insurers gain a full understanding of your business that will improve their underwriting approach and modelling.
- ✓ We encourage “two-way” conversations and will promote direct interaction between a client and underwriter where it adds value.
- ✓ Insurers buy into you which can lead to better deals and incentives such as preferential premium rates, rate stability, enhanced covers, and risk management funds.
- ✓ Agree good working practices to assist you and the insurer to create efficiency and better working relationships.
- ✓ Develop “good will” to gain insurer’s backing and support to best manage your risk.
- ✓ Access to key decision-makers both at Bridge and your insurer.



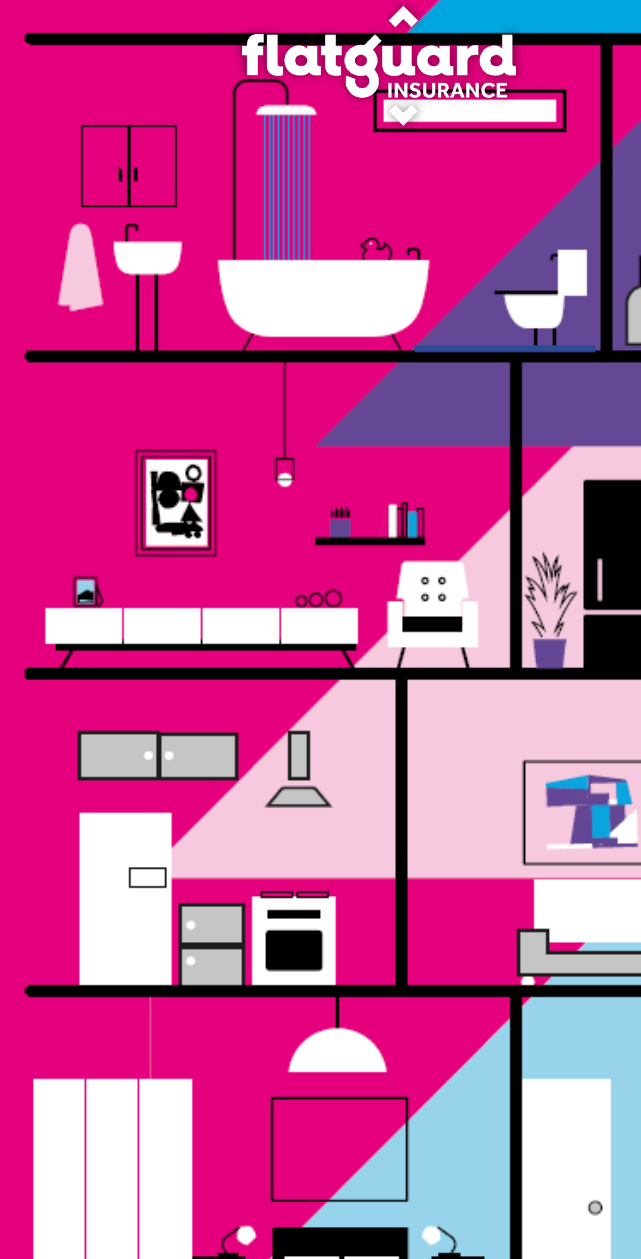
Our claims management solution

Claims management

In a world where outsourcing has become popular, Bridge has invested in its own in-house UK based claims handling team to maintain the highest standards.

We proactively manage claims, delivering real-time online claim file management, regular case updates and reviews. Our team handles all types of claims combining tenacity and expertise to achieve maximum commercial success by:

- ✓ Helping you nurture a relationship between you and loss adjusters so they gain a full understanding of your business.
- ✓ Assisting you through any major and complex losses, these costs can be covered by a claims preparation clause built into policy wording.
- ✓ Producing regular claims reports and detailed management data. Reports will be tailored to your specific requirements.
- ✓ Assigning all clients with their own nominated claims handler.
- ✓ Attending claims meetings, where required.
- ✓ Providing a claims app and online reporting for motor claims.



Our claims management solution

Claims defensibility

Claims defensibility forms an important part of our claims service platform.

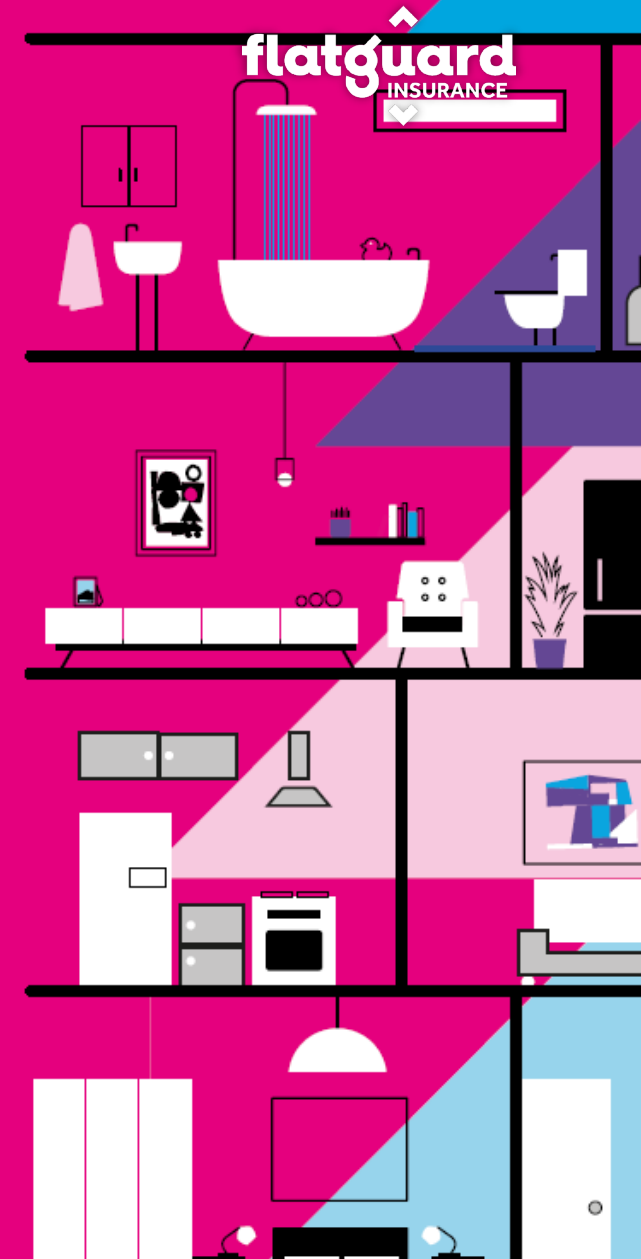
Slips, trips and third party claims are unavoidable but you can mitigate your losses through claims defensibility, pro-active risk management and training of staff.

Adopting a robust claims defensibility programme to help inspire insurers confidence in your business. This can make you a more attractive risk to prospective insurers to help improve your terms and reduce the premium rates charged by insurers.

We can develop a tailored programme that can include:

- ✓ Staff Training
- ✓ Reviewing your current claims defensibility programmes, systems and procedures
- ✓ Full Loss Management Support on Liability claims
- ✓ Site Inspections to identify risks to offer recommendations

A number of Bridge's claims handlers are accredited members of the British Damage Management Association and the Chartered Institute of Loss Adjusters (as well as the CII).



Our risk management solution



Risk Management is paramount to safeguarding your organisation.

Our tailored services are crafted to assist you in comprehensively understanding your risks and then implementing effective management strategies. Allowing us to demonstrate to insurers that you are aware of your risks, that you manage them effectively and mitigate the risk and impact of claims.

Putting you in the best position for your insurance programme.



In-house expertise

Our in-house Risk Manager will provide expertise across all areas of property protection, business interruption, health and safety and environmental advice. This can range from simple advice, guidance on specific issues, training support through to in-depth risk management review.



Risk management programme

A site visit allows us to fully understand how your business operates, the challenges and opportunities faced and how your existing risk management fits into the business. From this we can work with you to develop a risk management programme to fill any gaps identified and to help mitigate future losses.



Insurer liaison

We will work closely with your insurers; for example by attending insurer surveys and meetings. This close liaison ensures we can demonstrate to them that you are aware of your risks and that you are proactively mitigating those risks through suitable risk management, all supported by Bridge.

Our transaction solution

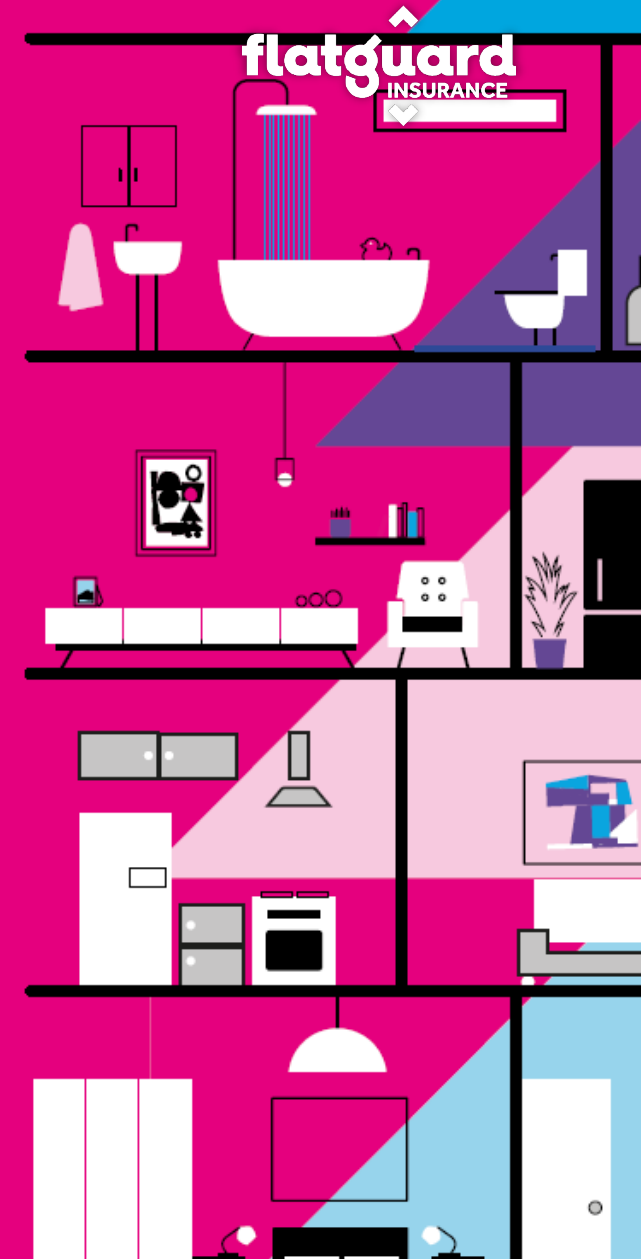
New appointments & acquisitions service

Our team will be there to support you by providing a due diligence service on newly appointed buildings you acquire.

At FlatGuard we understand that the handover process between managing agents doesn't always go smoothly. We are here to ensure there is continuity in insurance cover and to support the various parties involved.

Our service model will:

- ✓ Review the existing insurance covers and agree any appropriate changes to make them effective and efficient
- ✓ Assist you in the collecting and preparing of all the necessary insurance documentation for new acquisitions and disposals
- ✓ Review all risk and insurance information provided by the vendor or buyer, surveyors, solicitors or other appointed professional services advisers
- ✓ Review and consider any insurance conditions and covenants under leases or contracts



Our global reach

Keeping your organisation in good company

We're founder members and active partners in Brokerslink, a global broking company that owns and manages a worldwide insurance broking network.

Brokerslink brings together market-leading, independent brokers to provide:



Global insurance broking services



International market connections



World-class consulting



Enterprise risk management

Brokerslink
Partner



45,000+

insurance professionals

133

countries

Its unique structure and ownership, with shareholders from across the network, provides multinational clients and insurance markets access to innovative insurance products and risk management services around the world.

Our affiliation extends our coverage from the UK and allows us to leverage a network of over 45,000 insurance professionals with expert local knowledge in 133 countries.

All of which gives us truly global risk management and insurance reach, helping our clients deliver successful programmes anywhere around the globe.



Our global reach

Global reporting with Space B

We recognise that insurance broking services do not conclude with placement, and this is never truer than for multinational insurance. Global businesses have complex insurance programs involving multiple policies in different territories and one of the biggest insurance challenges faced by such businesses is understanding the status of these programs.

Risk Managers need to understand what is in place across a range of different regulatory frameworks and time zones, and ensuring that premiums have been paid, policies have been issued and that claims are on track, can be a time-consuming exercise.

That's why Brokerslink has developed Space B.



A global reporting tool that enables brokers and clients to understand the status of their insurance program in real time. Using this tool, which will also be updated by our partner brokers in each applicable territory, we can streamline international program set-up, placement, administration and network orchestration.

In real time, we can easily see the coverage in place and whether there are any issues with local premium payment, as well as opening up a client portal that allows Insured's to directly obtain copies of local policies and overviews of their insurance programs.



Thank you

We offer bespoke solutions to many more professions. If you would like to talk to us about your business and your professional risk then please contact:

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