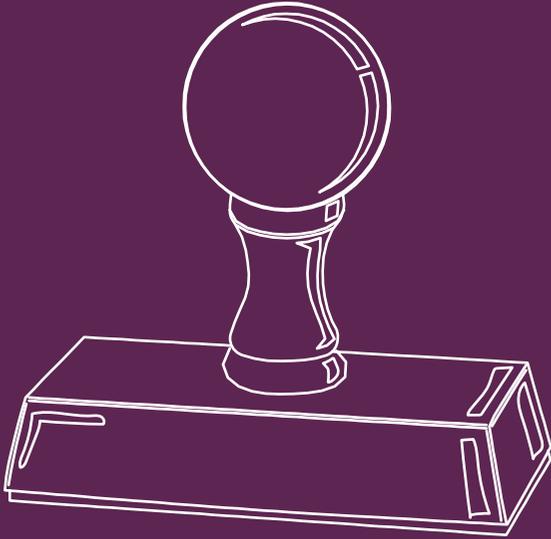




**DELEGATED AUTHORITIES
INDIVIDUALLY DESIGNED BY PEN**



*3D-printed pen, designed by Pen



At BIBA 2018, we started 3D-printing Pen pens. Individually designed by Pen, these pens are unique

At Pen, we bring the same individuality to working with coverholders and schemes.

We don't give away the pen unless we believe we can support our coverholders to create distinct insurance products that will be a success in the market.

Not surprisingly given our name, delegated authorities are a fundamental part of what we do.

We underwrite over £500M GWP per year and have invested heavily in two specialist delegated authority teams, one for Household Schemes and one for Commercial Schemes.

We have decades of schemes expertise

Yet we are always looking for new ways to support potential coverholders. Ultimately, when we give you the pen, we measure our success by how much we help you grow your business.



Why set up a scheme with Pen?

A unique offering, tailored to your clients: We don't take a "one-size-fits-all" approach. Using your expertise and our technical know-how, together we can create a unique wording, risk rating and even pricing for your customers.

Agile support: We want you to be able to focus on running your business and serving your clients, so it's all about helping you do this. We will put you in front of Pen decision makers so if we say "yes" we mean "yes". Where some traditional insurance schemes providers can be slow to respond, we can get you up and running quickly, and we commit to a fast response to underwriting queries – as a maximum 24 hours, but if you need us to get back to you more quickly, we will.

Personalisation: You'll deal with the same people every time, even if you stay with us for years; some of our relationships span decades.



Pricing: Our in-house actuarial team includes pricing specialists who will ensure that your rates are as competitive as can be, and tailored for your market.

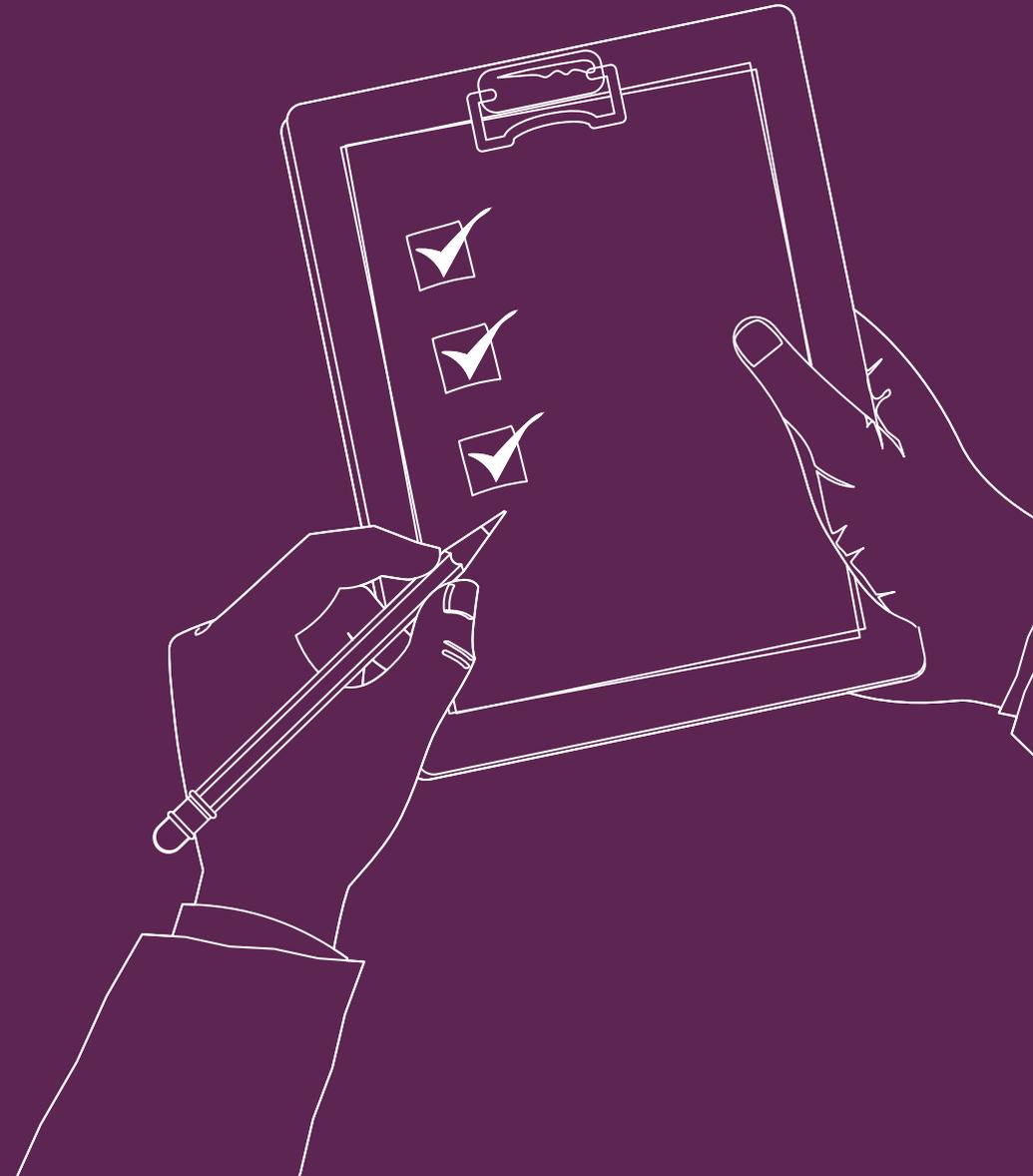
Brand: It's your brand, your customers and your reputation, so where you need us most, we'll deliver.

Empowerment: Working in partnership with you we'll agree the parameters of the delegated authority so you can accept risks where others often have to say "no".

Control: We understand that you not only want to control your product, but your service to your customers too. So while Pen can arm you with everything from question sets to wordings, you remain in control of the service that you deliver.

Remuneration: We will recognise and reward the work you do. The more you do the more you can earn.

Entrepreneurial: Our innovative approach aims to deliver "best of breed" products designed for your evolving customer needs.



Grow your business

Setting up a scheme is about more than pricing, brand, or even remuneration, it's about growing your business in the long term with a partner you can depend on.

We have a track record of delivering growth for our coverholders and we are adept at spotting opportunities, like broadening the cover or distribution at the right time, and identifying and diffusing potential issues before they take hold.

Pen will forge a long-term relationship with you, so that we can strengthen your business drawing on our collective expertise.



Stay on top of the latest technology

Household Delegated Authorities

We have recently developed Pen Central, an online coverholder hub with a difference:

- Quick and easy to set-up, with no build costs for your business – plus the system and products are maintained by Pen.
- Competitive pricing and commission levels – plus the ability to flex commissions to improve price.
- Discretionary risk acceptance and pricing capability.
- Block transfer arrangements available.
- A monthly report of all transactions so you no longer have to produce a monthly written bordereau.

Commercial Delegated Authorities

Our commercial team can help you build your own online presence, for example, a website branded to your business where your clients can log-in and buy insurance.

We also work with a market-leading supplier and for these bespoke builds we can handle every step of the process including:

- Project management
- Product creation
- Supplier management
- Back office support
- Delivery



Which delegated authorities can we offer?

Commercial Lines

We offer liability, property, package and commercial combined products.

Our broad risk appetite covers:

- Corner shops to property owners,
- Independent contractors to large construction risks
- Village fêtes to media and film
- Catteries and kennels to venomous snakes on film sets.
- The team are also one of the industry leaders in equine risks.

Household and Personal Lines

We have an equally wide approach to personal lines, our household risk appetite includes:

- Standard and non-standard homes
- Mid-net worth homes
- Holiday homes
- Residential lets
- Unoccupied

And we also write stamp-collections, caravans and the instruments of professional classical musicians.



Interested? Here's what we need from you

If you're interested in setting up a delegated authority, the more information we have from you the better.

Describe the opportunity you have, the context and the background to the delegated authority. You should be clear about what/how much you'll write, the distribution model and expected performance.

We will want to see your business plan and any proven record of success. The more we understand your needs the easier it will be to meet them.

Think it might be for you? Get in touch for an initial discussion.



Think doing business with Pen might be for you?

Get in touch

Delegated Household Team

Pen's Delegated Household team is one of the most established in the market: the senior members of the team 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.

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Commercial Delegated Authorities Team

Our commercial team are delegated authority insurance specialists with a combined experience of over 100 years in working with and growing delegated authorities. From the ordinary to the sublime we focus our attention on innovation and flexibility to grow in standard and niche segments with partners who know their stuff.

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