



PEN UNDERWRITING

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[twitter - @Pen_UW_UK](https://twitter.com/Pen_UW_UK)

Pen Underwriting Limited is authorised and regulated by the Financial Conduct Authority (FCA number 314493).
Registered Office: The Walbrook Building, 25 Walbrook, London EC4N 8AW.
Registered in England and Wales. Company Number: 5172311

penunderwriting.co.uk



WE ARE PEN

At Pen Underwriting, we like to do things differently.

It's one of the reasons why, in just five years, we've become one of the UK's largest specialist insurance businesses, underwriting over £500M GWP.

At the heart of our culture is our sense of who we are: Pen is an underwriting business led by underwriters.

But we are more than just an underwriting business; we are a virtual insurer, offering the security you would expect from an established insurer, with the innovation, niche expertise and flexibility that MGAs are known for.

We're already as big as a mid-sized Lloyd's syndicate, and with the critical mass and the ability to invest in our business, we are growing fast. Going forwards we want to further our reputation and be seen as the go to partner for brokers and capacity alike.

JONATHAN TURNER

Chief Executive

jonathan_turner@penunderwriting.com

Pen in numbers

- £500m GWP
- 350 Employees
- 13 Offices across the UK
- 16 Product lines
- 60 + products
- 2nd largest UK MGA



BEING A VIRTUAL INSURER

Ever wondered why we are called Pen?

It's not just because we are underwriters, but because we are an MGA ie we don't carry risk; this is done by our capacity partners who delegate the authority to underwrite risks to us - an arrangement called "giving away the pen".

But we are more than just an MGA; what separates Pen from other underwriters is that we are a virtual insurer.

Being a virtual insurer means we are a robust underwriting business with the look, feel and technical expertise of an insurance company or Lloyd's syndicate.

Whether it's underwriting, sales, claims handling, governance or compliance - we have the expertise to carry it out.

TOM DOWNEY

Chief Underwriting Officer

tom_downey@penunderwriting.com



Our Capabilities

- Underwriting
- Pricing
- Claims
- Distribution
- Actuarial services
- Capital modelling
- Surveys
- Marketing
- Finance
- Product development
- Policy issuance
- Management information
- Carrying risk

OUR LEADERSHIP TEAM

Jonathan Turner
Chief Executive Officer

Steve Thornett
Specialty

Andy Westby
Volume

Nick Wright
Commercial
& Sales

Jennifer Martin
International &
Financial Lines

Tom Downey
Chief Underwriting
Officer

Michelle Bree
Director of
Operations

Mike Belton
Chief Financial
Officer

Claire Davies
HR Director

Construction

Delegated
Household &
Personal Lines

SME

UK PI and D&O

Pricing &
Reserving

Operations

Finance

Human
Resources

Hazardous &
Environmental
Industries

e-Solutions

Real Estate

PA & Travel

Risk &
Governance

Business
Management

Motor Fleet

Housing
Associations

Recruitment

Claims

Underwriting
Support

Risk Managed

Cyber

Capacity
Management

Delegated
Solutions

Solicitors' PI

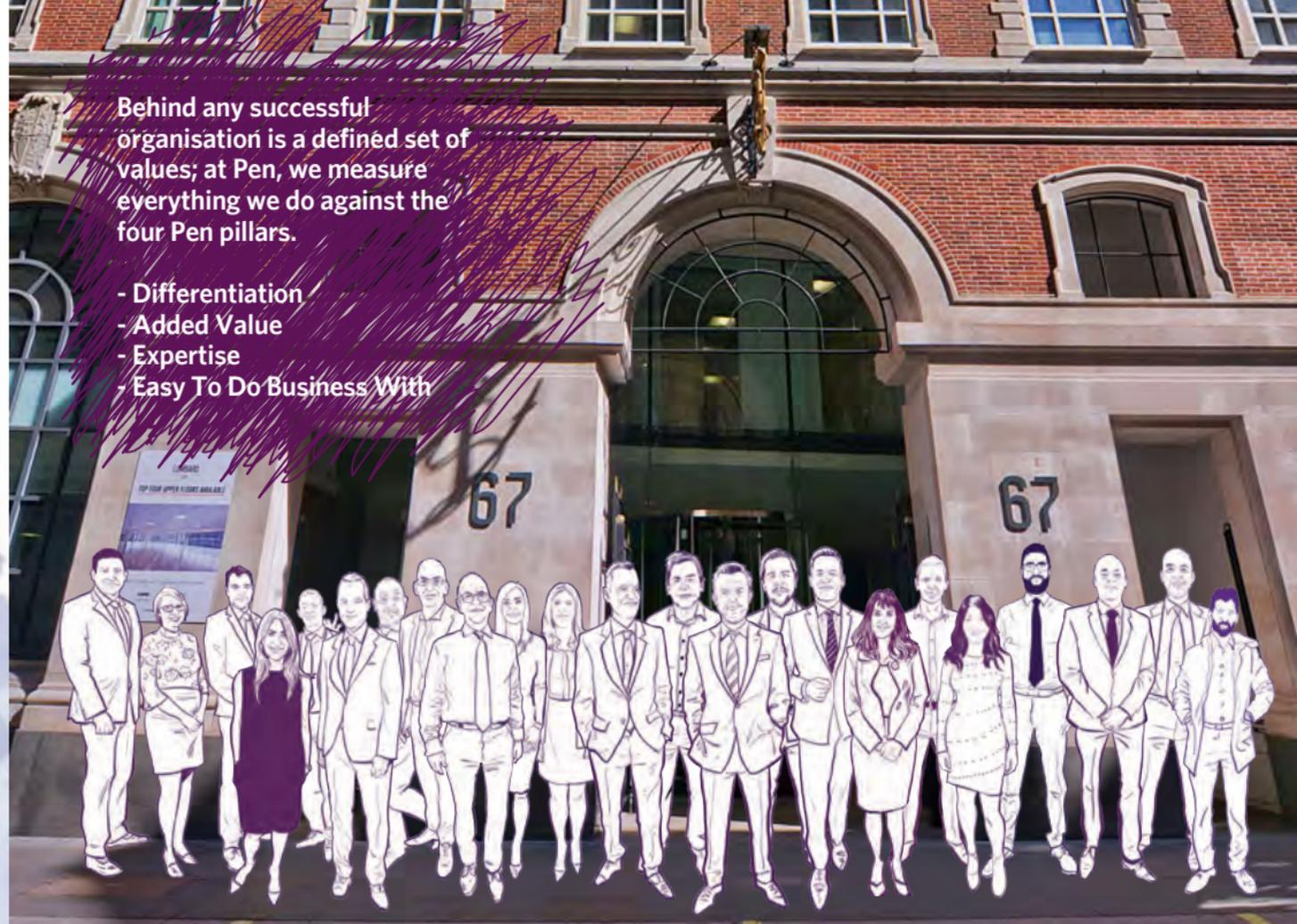
Marketing

Sales,
Distribution &
Agency

Global

Behind any successful organisation is a defined set of values; at Pen, we measure everything we do against the four Pen pillars.

- Differentiation
- Added Value
- Expertise
- Easy To Do Business With



WAYS TO TRADE

Pen
underwriting

Personalised,
negotiated
underwriting

Quotes by phone
and email

Quote &
Buy from
Pen e-trade
portals

e-Traded
products on
software
houses

Builds for broker
panels and
in-house
platforms

Delegated
authorities

**BROKER
PARTNERS**

Private
individuals

Landlords

SME

Corporates

Affinities

We offer more ways to do
business than ever before –
whether that's face-to-face
through a broker, via a
broker software platform,
or on a sub-delegation
basis to coverholders
locally on the ground.

CLAIMS

We know what it takes for policies to be worth the paper they are written on.

Claims handling is the single, most important aspect of an insurer's service so we have created a robust and proactive claims service that your clients can trust.

We don't have a one-size-fits-all approach. Our claims service is tailored to each of our products and the specialist needs of your clients. Many claims are handled in-house, enabling us to add value at every stage of the process.

We are always looking to improve and innovate our claims process. Recently we revamped our Escape of Water claims process in order to tackle the industry's most costly area of domestic property claims, resulting in a 10% saving on indemnity spend and a 15% reduction in the time taken to settle escape of water claims.

Another claims initiative where we have worked to develop a helpline that gives our customers direct access to a law firm if they become victims of fraud has so far, recovered more than £2.4m and has been nominated for the "Claims Initiative of the Year" at the 2019 British Insurance Awards.



Together with our parent company, Arthur J. Gallagher & Co, we have been recognised by Ethisphere as one of the World's Most Ethical Companies.

Pen Underwriting is a separately regulated company within the Arthur J. Gallagher group, but we are proud to share its culture and ethics.

PEN CENTRAL

With quotes available to you in minutes, using Pen Central means you can focus on what you do best.

Pen Central is Pen's online e-trading platform for brokers. It's the quickest and easiest way to trade with Pen, giving you instant access to our expertise in Household, Cyber, XoL and Professional Indemnity.

It is accessible to all brokers and coverholders that hold a TOBA with Pen. Once registered and logged in, it only takes a few clicks for you to get the quotes your clients need.

We even provide alternative quotes based on what you enter, saving you time finding suitable cover for your client. And, if there's a referral, our specialist underwriters will contact you to help.

central@penunderwriting.com

Now available on Pen Central

- Cyber Insurance
- PI and PI XOL
- Premier Home - Standard & Non-Standard Household
- XoL for PL & EL
- Specialist Home



OUR PRODUCT LINES

Delegated Household

PI & Directors' and Officers'

Cyber

Real Estate

Construction

e-Solutions

Recruitment

Risk Management -led Commercial Insurance

Hazardous and Environmental Industries

PA and Travel

SME

Motor Fleet

Global

Solicitors' PI

Delegated Commercial

FINANCIAL LINES DIVISION

PI and D&O

Essential cover for a wide range of professions and trades

- D&O • Professional Indemnity • PI Excess Layer • Professional Indemnity Run-off

Cyber

Comprehensive cover against online risks

- Cyber Insurance

Solicitors' PI

Specialist cover for Solicitors' firms

- Solicitors' PI

Corporate PA & Travel and Flexible Benefits

Flexible, high quality cover

- Corporate PA & Travel • PA & Travel for Employee Benefits • Personal Cyber

Recruitment

Specialist cover for recruitment agencies

- Commercial Combined cover for recruitment agencies including:
• PL • EL • Property • PI • D&O • Legal Expenses • Med Mal



The business landscape is ever-changing, so our products help professionals and business owners to be ready for whatever comes their way

COMMERCIAL DIVISION

Risk Management-led Commercial Insurance

Cover for mid-size businesses who want more than simple risk transfer

- Commercial Combined
- Contractors
- Commercial Property

SME

Cover for SME risks that don't fit automated, panel insurance solutions

- Wide range of products for SMEs including Commercial Combined

Commercial Delegated

Delegated authorities for commercial lines

- Commercial Combined
- Commercial Property
- Commercial Liability

Real Estate

Specialist products e-traded and personally underwritten

- Residential Let
- Non-standard
- Property Investors – Commercial, Residential and Mixed
- Unoccupied
- Blocks of Flats



96% of UK businesses
are SMEs - we believe
they deserve the
bespoke, high quality
cover often only
available to corporates



VOLUME DIVISION

E-Solutions

e-Traded products for non-standard and standard risks for software houses, broker panels or bespoke builds for your own in-house platform

- Mid-Net Worth Home - Find it on Pen Central
- Standard & Non-Standard Home - Find it on Pen Central, Acturis, Applied, TGSL, SSP, CDL or Open GI
- Commercial Combined - Find it on Acturis
- Commercial Property Owners - Find it on Acturis
- Residential Let - Find it on Acturis, TGSL, SSP, Open GI or PowerPlace Micro

Manual Household

Personally underwritten for a bespoke quote

- Standard & Non Standard Home
- Short Term Unoccupied Home
- Thatched Home
- Residential Let

Delegated Household

Delegated authorities for household and personal lines

- Standard & Non Standard Home
- Unoccupied Home
- Collectables
- Lender Protections
- Residential Let
- Overseas Home
- Holiday Homes
- Personal Leisure including caravans
- Mid Net-Worth Home



We know brokers value efficiency, but because you also value differentiation our e-traded products are always innovative, niche or both

SPECIALTY DIVISION

Construction

Comprehensive cover for construction companies over £1 million turnover

- Construction - Liability and Contract Works & Plant
- Excess of Loss for construction and other industries

Motor Fleet

Broad cover for fleets of cars, buses and coaches

- Motor Fleet • Bus & Coach

Hazardous and Environmental Industries

Cover for companies which manufacture, blend, wholesale, import/export, store and/or haul products in the hazardous and environmental industries

- Chemicals • Tanker Haulage • Petrochemicals
- Drainage, Jetting & Environmental Contractors



Specialisms come in
different forms - product,
industry and geography -
we pride ourselves on
offering all three

NEW BUSINESS CONTACTS

Contact our underwriters via our new business inboxes.

Construction	UK_ConstructionEnquiries@penunderwriting.com
PI and D&O	UK_PI_NB@penunderwriting.com
Solicitors' PI	UK.Solicitors@penunderwriting.com
Hazardous & Environmental	UK_Hazardous_Enquiries@penunderwriting.com
Recruitment	UK_Recruitment_NB@penunderwriting.com
PA & Travel	UK_Flex@penunderwriting.com
Real Estate	UK_RealEstate_NB@penunderwriting.com
SME	UK.Maidstone.CommercialSME@penunderwriting.com
Household/e-Solutions	UK.Horsham.Enquiries@penunderwriting.com
Cyber	Cyber@penunderwriting.com

For **Delegated Authorities**, contact your local Business Development Manager. You can find your local BDM by using our contact search function on our website

For **Risk Managed Commercial**, contact us by phone - local office numbers are on the Pen website and our App.



Contact information for all of our underwriters can be found on the Pen website at penunderwriting.co.uk/contacts



STAY UP TO DATE WITH PEN

There are various ways that you can stay up-to-date with Pen Underwriting



Follow us on **LinkedIn** and **Twitter** for the latest product, people and charity news
[linkedin.com/company/pen-underwriting-uk](https://www.linkedin.com/company/pen-underwriting-uk)
twitter - @Pen_UW_UK



For all our contact and product information on the go, **download our App** from the AppStore or Google PlayStore - **Search for Pen Underwriting UK**



And of course you can find everything on our website.
www.penunderwriting.co.uk

Pen's chosen charities for 2019 are Pancreatic Cancer Action and the Mental Health Foundation. We are proud to be doing our bit to support these fantastic causes.

