



Estate Insurance Group


ISO9001

Presentation

March 2016



Mission Statement

- ▶ Our goal is to simplify the search for insurance by delivering consistent professional and cost effective services.
 - ▶ Our standards are reflected in our achievement of ISO9001: 2008
 - ▶ EIG plans a thorough overhaul of compliance with the integration of Ian Gibson Limited within EIG. Now completed
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The Team

- ▶ **Nicholas Sellick – Chief Executive Officer**
- ▶ The CEO chairs Board meetings
- ▶ Develops strategy with Director
- ▶ Introduces new business to the Company
- ▶ Ensures adequate resources are in place
- ▶ Ensures that the MD reports on regulatory compliance & ISO9001 effectiveness



The Team

- ▶ **Jeremy Stephen – Managing Director**

Jeremy Stephen was appointed MD of Estate Insurance Group in January 2014. Nick Sellick became Chairman

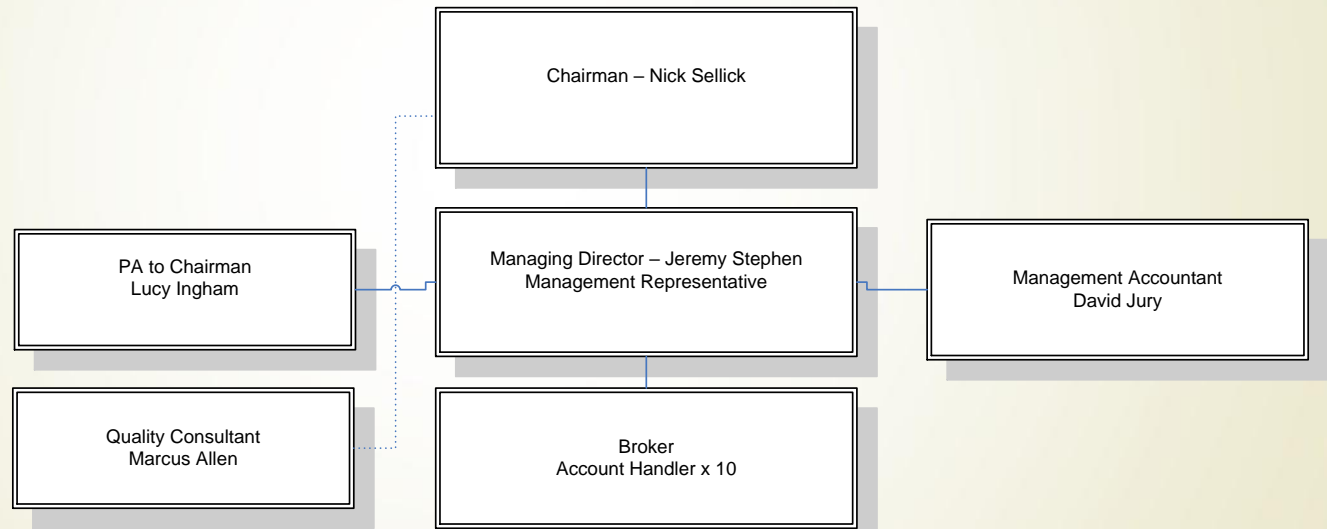


The Team

- ▶ Jeremy Stephen - Director

Holds 37 years experience within the insurance industry. His experience ranges from property owners to large industrial risks. Jeremy is the Company's appointed Management Representative & is the responsible Director for regulatory compliance

Organisation Chart





Market Summary

- ▶ Market: past, present, & future:
 - ▶ The market is currently deemed 'soft'
 - ▶ The MD expects new money coming into the market from sovereign wealth funds but private investors market is challenging
 - ▶ Property prices are likely to increase outside London
 - ▶ Recently set up an additional scheme for property investors through NIG Insurance




Opportunities



- ▶ Problems and opportunities:
 - ▶ The Co. has embraced the following new lines of business:
 - ▶ Contract Works Insurance
 - ▶ Engineering Insurance
 - ▶ Legal expenses
 - ▶ Personal Accident & Group Travel
 - ▶ SME Businesses
 - ▶ Commercial Combined Insurance
 - ▶ Directors & Officers Liability
 - ▶ Professional Indemnity




Opportunities

- ▶ Motor fleet insurance
 - ▶ Computer insurance
 - ▶ Credit insurance
 - ▶ Fidelity insurance
 - ▶ High net-worth household insurance
 - ▶ The firm acquired Ian Gibson Ltd which is a trading subsidiary
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Business Concept

- ▶ The Company relies heavily upon highly motivated and experienced employees to drive the business goals forward
 - ▶ The Company invests in advanced new IT solutions to address the changes and advances in market requirements
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Competition

- ▶ The competition is tough, market rates still soft as there has been a large amount of capital invested in the insurance market
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Goals & Objectives

➤ **OBJECTIVES:**

- Contract certainty measurement. To verify contract certainty on retail & commercial policies:
- *Number of renewals & new business inceptions in the period*
- *Number of renewals & new business inceptions for which all terms have been agreed before cover commenced – including wordings*
- *Timelines of issuing documents. Retail within 5 working days of renewal*

- ▶ Objectives (Cont..)
- ▶ *Commercial within 30 days of inception / renewal*
- ▶ Target to be achieved 90%
- ▶ (Method of inspection J.Stephen to manually review files & maintain log)
- ▶ Complaints to be closed out within 10 working days unless advised otherwise

Regulatory Compliance

- ▶ Estate Insurance Group has purchased BIBA's new updated compliance manual.
- ▶ Ian Gibson Ltd business is now operating under the auspices of EIG
- ▶ The Company must prepare for the Insurance Act 2015
- ▶ New EU General Data Protection Regulations – to be finalised in 2016 enforced 2018

ISO9001 2015

- ▶ The Company will undertake a review of requirements for the new Standard.
- ▶ Focuses upon Annex SL
- ▶ Marcus Allen taking BSI ISO9001 2015 Lead Auditor upgrade exam in May 2016
- ▶ Focuses upon: Context of organisation, stakeholder analysis,
- ▶ This will be implemented in summer 2016

How ISO9001 Operates

- ▶ The system is totally 'PROCESS' based, and is available on all computers





Communicating The System

- ▶ All staff members within the Company have received basic awareness training in the concepts of ISO9001 & its philosophy & meaning within
- ▶ All staff have a competence system which grades their current performance & allows for additional targets to be set & monitored



Resource Requirements



- ▶ Technology requirements
- ▶ *software upgrade of 'Rackman'*
- ▶ Potential use of Acturis software
- ▶ Resource requirements
 - ▶ Financial, distribution, promotion, etc.
- ▶ External requirements
 - ▶ The Co. continues to use SGS for it's ISO9001 assessments



Key Issues

- ▶ Near term
 - ▶ New software being installed
- ▶ Long term
 - ▶ Employ a specialist personal lines team