



Introduction

Welcome to the latest edition of the Russell Scanlan newsletter. As with the previous ones we have attempted to keep you up to date on some important issues that affect you in relation to the world of insurance as well as focusing on other developments at Russell Scanlan.

The main focus in this edition is the launch of our Private Clients Division and in keeping with this theme, the staff profile highlights one member of that team Sharron Torr and also reports on a particularly "good claims result" for one of our clients.

You may recall in the last edition, we reported on our support for the Nottingham Playhouse and its play which celebrated the life of Brian Clough and there is further news in relation to that as well as the latest staff news and various articles which highlight current issues affecting our clients.

Finally, 2006 represents the 125th year of business for Russell Scanlan making us one of the longest established independent insurance brokers in the country. Bill Russell provides a "potted history" of our 125 years of providing high quality service to corporate and personal clients alike.

As always if you have anything you would like to contribute or just feedback on this issue then please let me know.

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Old Big 'Ead Returns

Earlier this year we were delighted to be able to sponsor the Nottingham Playhouse production of 'Old Big Ead in the Spirit of the Man' which celebrated the life of one of Nottingham's greatest heroes – Brian Clough.

After a hugely successful run in the summer, we have recently learned that the play will be returning to the Playhouse in May in the middle of a 10 week national tour which starts in Leicester in February.

We are pleased to confirm that again we have agreed to be the title sponsor of the play which without doubt has proved to be one of the most popular productions to be staged at the Playhouse in recent years.

Private Clients Division Success

Following on from our re-branding and the success of our Risk Analysis Service, we are pleased to be able to report the launch of our Private Clients Division aimed at providing a personal and bespoke service.

We are all too familiar with the approach of the main insurance companies who continue to battle it out to sell their standard policies either over the phone or the internet. It has become evident to us whilst they might cater for the majority there are many people who require a more in-depth level of service and attention.

As a result we are providing more bespoke insurance policies from a panel of specialist insurers all of whom provide a high standard of claims service as well as much wider cover than is available in the standard market. This is a very important element of what we are trying to achieve as up to 45% of claims settled under the types of policies we are advocating would not have been paid under a standard insurance policy.

The re-organisation has led to the creation of a team of five with over 100 years of expertise being created to deal with this client sector. Sharron Torr & Jacqueline Burnett will deal with



our existing clients and are assisted by Michelle Brain. Pat Towers will deal with new enquiries and be responsible for promoting the division to new customers and other professional organisations. So who is the fifth person? Our Chairman Bill Russell initiated the setting up of the division and his unique experience is proving of great help in the already significant success that we have been having.

Bill commented "It may appear to be an old-fashioned value to provide a high quality and bespoke service at a time when many others are trying to reduce theirs but we are convinced it is what our clients want. Our aim is to build a relationship with our customers and understand what their requirements are. We are able to provide this as a result of the quality of our staff and our easily accessible location in the centre of Nottingham".

With ever changing lifestyles, our Private Clients Division is able to cover most eventualities including overseas and second properties, worldwide travel, pleasure crafts and even your helicopter for those fortunate enough to have one.

If we don't already provide cover for you then please speak to your usual contact or to Pat Towers or Bill Russell.

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Disaster Strikes: Will your Business Survive?

The recent Buncefield Oil Fire was the largest incident of its type in Europe during peacetime, with over 60 buildings having to be demolished and access to over 400 premises within a three quarters of a mile radius from the centre of the fire being denied.

In the aftermath the issue of business continuity and disaster planning has come very much to the fore. Many of the businesses affected had no formal plans in place and the reality will be that some of them will cease to trade as a result.

One of the largest IT companies in the UK Northgate Information Systems who list Tesco, Manchester United, the Labour Party and 90% of local government organisations amongst their clients were so badly affected that they had to report to the London Stock Exchange and trading in their shares was suspended for a time.

You would have thought a company of this type would have a slick Disaster Recovery plan in place to deal with such an emergency. Evidently this was not the case with back up data still on site when the fire started and as this was destroyed, Northgate's client data will have to be recompiled.

It is a fact that most businesses in the UK do not have a formal plan in place, but one could be the difference between staying in business and not. In many cases the businesses affected were not directly damaged but the fact that access to their premises was denied effectively closed them down for a period of time.

One of the main issues facing a company involved in such an incident is the communication to staff, suppliers and customers of the situation and what you are doing to deal with it. A Disaster Recovery Plan should incorporate such matters as well as pre-arranged sharing of production, off site storage of relevant information and the roles of directors and senior managers at the time of the crisis. Just simple things like ensuring the Plan is kept at home and not in the office would help.

We are able to help you put together an appropriate Disaster Plan as part of our overall Risk Analysis Service, and if you are interested then please speak to your usual contact.

125 Years of Russell Scanlan



Russell Scanlan has been at the forefront of the insurance community in the East Midlands since the business was started by Patrick Scanlan in 1881. He was an Irishman who had an insurance agency in Dublin and after meeting and marrying a Nottingham girl he decided that there were opportunities in that thriving commercial town.

Records of the early years show that Scanlans arranged insurance for many well known Nottingham firms including Boots Pure Drug Company, Raleigh Cycle Company and numerous independently owned coal mining firms.

Since the early days Scanlan's took a full part in the profession, being founder members of the Corporation of Insurance Brokers in 1910 and later the British Insurance Brokers Association. The progress of the company was interrupted in 1946 by the nationalisation of the coal industry. The consequent loss of business dealt a considerable blow to the prosperity of the company and the then owner of the business Philip Scanlan decided to sell to Harry Russell who had joined as Manager in 1951.

A period of expansion followed. In the 1960s Harry was joined by two of his sons. Bill later succeeded him as Managing Director and Chairman and his younger brother Charles opened an office in Boston to service the extensive connection in Lincolnshire. That office subsequently became a separate company, as did the Life and Pensions Company latterly named Russell Tomlinson Ltd.

In 1974 the Nottingham business was incorporated as Russell Scanlan Ltd and strengthened by the arrival of Mike Timberlake who went onto to become Managing Director.

His premature death in 2000 was a very sad loss to the company, and left Ian Chaplin as Managing Director a position he still holds today. The other directors Bryan Banbury, Eric Screaton and Alastair Bowie, all of whom have extensive knowledge and experience in the local insurance market and along with a well established team of staff have enabled the firm to establish itself as the leading independent firm in the area.

A key feature of this has been the great success in the acquisition of new clients many of whom became disillusioned with the service they have received from our competitors and recognised what we have to offer.

We have always been at the heart of the business community in Nottingham and intend to remain so. During 125 years the organisation has responded to many challenges, from arranging insurance against damage by Zeppelin's in the First World War to handling the sophisticated risks of the 21st Century.

Throughout that period many people have served the company for considerable periods, and this in turn has enabled us to establish excellent long term relationships with clients who recognise the benefit of being treated as individuals in an increasingly faceless world. There is every intention to build on our legacy and to continue to serve our clients in the same way.

Russell Scanlan scoops 5 a side crown

We are pleased to announce that a team from Russell Scanlan have claimed the title of leading 5-a-side football team amongst insurance brokers in the East Midlands having won a recent tournament arranged by Allianz Cornhill. Full details and photographs will follow in the next edition.



Driving Other Cars Update

You may have read in the press recently about the proposed changes in the Driving Other Cars benefit under motor policies.

The DOC benefit has been provided to comprehensive car policyholders allowing them to drive someone else's vehicle infrequently or in an emergency and it gives the minimum cover required under the Road Traffic Act.

A recent government report highlighted the fact that this could lead to people thinking they could drive any vehicle under one policy, in turn inadvertently meaning they would be uninsured. As a result many insurers are reviewing their position in relation to continuing to provide this cover extension.

In reality at the time of writing no insurers have announced a definitive stance on this matter, but we will of course keep you updated of any alterations that occur.

Premium Payment Options

One of the consequences of our regulation by the Financial Services Authority has been the tighter control we have had to exert on premium payment.

It is no longer possible for us to "forward" money onto insurers when that premium has not been paid to us, and with insurers strictly requiring premium payment within the credit terms we have with them (typically 30 days) we are having to ensure premiums are paid to us in a timely manner.

There are however a number of options available to you including interest free options with a couple of insurers plus our premium finance facility with Close Premium Finance. As well as providing a competitive rate of interest there is the additional benefit of being able to pay all the premiums by one direct debit irrespective of the insurers used.

Speak to your usual contact to see what options are available for you.

Insurer restores clients faith

At a time when insurers are often the subject of criticism for the way in which they handle claims it is a pleasant task to be able to report a good news story.

A client of our Private Clients Division had approximately £8000 of items stolen from his car, and his policy with Hiscox carried an inner limit of £2500, potentially leaving him out of pocket to the tune of £5500.

We were aware however that, since the policy had been renewed, Hiscox had improved their household policy wording and this inner limit had been removed. On discussion with Hiscox they were willing, without hesitation, to deal with the claim on the basis of the more up-to-date wording.

What made the claims handling process even more impressive was that when the Hiscox Claims Surveyor visited our client to settle the claim, he had a cheque book with him, and wrote out the settlement cheque on the spot.

David Henderson, Regional Manager of Hiscox said "When we were approached by Russell Scanlan with this issue, we were only too happy to provide the client with the benefit of our enhanced wording and ensure that he was not prejudiced financially in any way. It is our aim to provide our clients with the best claims service, reflecting our position as a leading insurer in this sector"

This approach reinforces a key benefit of our specialist Private Clients Division. By dealing only with quality insurers, like Hiscox, whose claims service has been proven over a period of time, we are able to ensure that our clients receive the service they deserve.

Warm your engine, lose the car?

Let's be honest we have all done it! The temperature dropped to minus 3 overnight, we peek out of the curtains and see the car covered in frost, the windows are iced up and we know that we have got to get into our car which is so cold inside that it resembles a domestic freezer.

Forget the de-icer, the ice scraper or even the water from the kettle which re-freezes before our eyes, there is a much more comfortable way of dealing with this situation. We turn the car on, blast up the heater, and retire to the warmth of the kitchen to finish our coffee, whilst the windscreens clear.

All very well until we return to the drive to see that the car has been stolen, and even more worrying the realisation that your insurers will not pay for the theft claim as the keys have been left inside the vehicle.

The solution, unfortunately is to get up a bit earlier and give yourself plenty of time to get the car cleared before setting off on your journey.

staff news

New Appointments



Tony Rockley

Russell Scanlan are no different from many other organisations in wanting to recruit quality individuals to continue to be able to offer the high standard of service our clients have come to expect.

We are pleased to announce the following appointments since the publication of the last newsletter.

Tony Rockley joins Russell Scanlan to take over the role as Commercial Department Supervisor at the end of November.

Tony is well known to everyone in our office as for the last 4 years he has been our Norwich Union Bonus on-site underwriter. Having worked for the Norwich Union in its



Nathan Wilson

various guises for the past 26 years, he has finally seen the light and decided to join the "real world" of broking.

In his new job he will be responsible for the day to day management of the commercial team of account handlers as well as deal with his own bank of commercial clients.

Our other "signing" recently has been the arrival of Nathan Wilson who joined Russell Scanlan from Griffiths & Armour in Liverpool in order to return to his home town.

Nathan joins us as a Corporate Account Handler dealing with all aspects of his clients commercial insurance requirements.

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Cooper Parry Corporate Challenge

For the second year running staff from Russell Scanlan took part in the above event which forms part of the Robin Hood Marathon.

Alongside teams from various other professional organisations, two teams of 5 staff members ran the half marathon course in relay, each running a leg of

between 2 and 3 miles in aid of various charities associated with the marathon itself.

The two teams finished in creditable times of xxxxx and yyyyy and raised over £1000 in the process, thanks to the generosity of many of our business partners who sponsored the teams.

staff profile

Sharron Torr

Our ever popular staff profile feature in this edition has caused the usual amount of panic amongst colleagues as they all attempt to avoid being in the spotlight. One person has bravely come forward however and asked to be put on the company pedestal for this edition – step forward Sharron Torr!!

Sharron joined Russell Scanlan 11 years ago to cover maternity leave and has been here ever since!! Having worked in our Personal Lines Department for a number of years, Sharron moved onto deal with the personal insurance requirements of our corporate clients in a role that was the fore-runner to the creation of our Private Clients Division.

Enough of the serious stuff though, Sharron is married to Martyn and has one son Daniel who earlier this year was foolish enough to spend some time working with his mum during his work experience. She has an unhealthy obsession with former England captain Alan Shearer and any criticism of her "hero" is quickly re-buked. Rumours that she will need therapy when he retires at the end of the season have so far proved to be unfounded.

With a height of only 4 ft 10 inches, Sharron is too say the least one of our smaller members of staff but what she lacks in height she makes up for in her ability on the "twister" mat where I am told she becomes extremely competitive, and is not averse to breaking the rules!



Sharron Torr