

Structured Insurance Solutions

Risk Management Programs

Smith Robinson Ltd

Technical Excellence : Customer Service

Experience : Our Staff

Market Presence : Financial Security

Our Client Charter

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Smith Robinson Ltd is authorised and regulated by the Financial Services Authority FRN 308395



Technical Excellence

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Technical Excellence

“Technical knowledge is key to our ability to structure effective Risk Management Strategies for our clients”

No other Broking House or Risk Management company can surpass our level of technical capability. Every one of our Account Executives, Brokers and Technical Staff holds a qualification of the Chartered Insurance Institute.



SR



Customer Service

“ Clients are the most important Stakeholders in our business and we rigorously focus on their expectations ”

Embedded into our Corporate strategy is the care and attention given to our clients' needs. We maintain sufficient and appropriate resources to deal quickly and effectively with any and all of the demands made of us by our clients.

Experience

S&R



Experience

TEXTILES

MANUFACTURERS

IMPORT/EXPORT

PROFESSIONS

PROPERTY OWNERS

AGRICULTURE

CONSTRUCTION

WAREHOUSE

ALTERNATIVE ENERGY

“ We have a broad band of experience which is reflected in the wide ranging trades and professions in our client base ”

The directors and senior staff have complementary expertise which means we have experience of all classes of risk. This results in our having the capability to handle the most complex of Risk Management and Insurance programs.

Our Staff

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Our Staff

“The quality of a firm’s employees dictates the quality of the firm. That is why we only engage the highest calibre staff”

We have already mentioned the formal qualifications held by all our staff. We have already mentioned the range of complementary expertise they have. These factors, together with our driving force of client satisfaction mean that our staff are the essence of our peerless standards.

Market Presence

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Market Presence

“ In order to provide the best terms and cover for our clients we have secured a significant market presence ”

We have a multi-million pound account in our own right but to further enhance our position we joined The Broker Network in 2006. This network of some 175 independent insurance brokers places over £500M of premium in the market.

Financial Security

SR



Financial Security

“It is essential that we have the financial resources to retain a high quality staff and maintain our independence.”

The financial requirements of our regulator ensure that we have a high capital adequacy. We have, however, subscribed to this philosophy from our inception which pre-dates compulsory regulation by many years. To further illustrate this point, we maintain Professional Indemnity insurance at a significantly higher level than our regulators require.



Our Client Charter

From the inception of this business the most important stakeholders have been, and still are, its clients. In recognition of the importance of our clients we undertake to carry out the following:

- Take utmost care to ascertain the needs of our client
- Provide the most appropriate insurance based solution to their needs.
- Explain the detail of the solution to them in clear and understandable language.
- Arrange contracts for them with financially secure product providers
- Arrange contracts for them at competitive prices.
- Provide an efficient 'after sales' service particularly with regard to the administration and settlement of claims.
- Allow easy access to the Directors should it be necessary to complain about any aspect of our service.

- Deposit all money held on behalf of clients in a Client Trust account
- To maintain an adequate number of technically competent and client focused personnel thereby ensuring our high standards of service.
- Have arrangements with a large panel of product providers in order to provide, where appropriate, a whole of market capability and to have this firm held in high esteem with them.
- Subscribe fully to third party scrutiny. Whilst our industry is now compulsory regulated (by the Financial Services Authority) this firm became voluntarily regulated by the IBRC from its inception. We attained corporate Chartered Insurance Broker* status in June 2007 and were one of the first firms to achieve this.

*This is an extract from a statement by the Chartered Insurance Institute: 'To support leading firms in the financial advice sector **and to recognise their adherence to the highest standard of professional practice**, the CII has introduced the corporate title of 'Chartered Insurance Broker'.