



Family & Home Insurance

Protecting the things you love





A **full** life is a **busy** life

It's not always easy to know what insurance you need, or if you really have the right cover that will protect what you love when you need it most. That's why we do the shopping around and evaluation for you.

We'll support you with expert insurance advice – taking the time to understand your lifestyle and priorities, helping you make good choices, so that should you need to make a claim, you get a better outcome.

We're here to treat you as a person, not a policy, and to gain your absolute trust in us to find the right insurance for you. As an independent broker, with access to the leading insurers in the world, we can support you in getting the best solution, from your home and contents, travel, motor and more! Our knowledgeable team have a wealth of experience in recommending the most appropriate cover.

We are here to help whenever you need us, to provide professional, friendly and speedy advice when you need it most.

Should the worst happen, our in-house claims team will stand shoulder to shoulder with you and your family through every step and provide dedicated support to help reach the right outcome for you.

We've got you covered

When it comes to insurance advice, we're here however you need us.



Your home and contents

Every home is individual. Having the right home and contents insurance advice is crucial to ensure your policies respond should the worst happen. We'll work with you to tailor your protection to your individual needs whilst helping you manage your risk to keep premiums down. We'll support you with expert advice to protect not only the financial value but the very character of your property.



Your personal and family cars

Whether you own an executive saloon, family car for the school run or multiple vehicles, we're committed to helping you find the right motor insurance solution. We have access to a diverse panel of motor insurers who can provide cover for a wide variety of cars and can act fast to help you get back on the road.



Your travel

We can help you cut through the noise by designing a travel insurance policy that covers the whole year's trips in one go. It's a hassle-free way of ensuring you and your family are insured for any number of trips throughout the year - and it's provided at no extra charge in some policies. Our team will talk through your specific needs, from pony-trekking or extreme sports, to make sure your travel insurance doesn't let you down.



Your wedding and events

With your special day or a big event around the corner, you'll want to make sure you've dotted all the 'i's' and crossed all the 't's'. No matter the type or location of the event, our specialist wedding and events insurance advice can cater for the moments that matter in your life. We can provide you peace of mind that if something goes wrong, our claims team are here to help you put it right.



Standing **shoulder to shoulder** through your claim

The challenges you face when making a claim never come at a convenient time. They can also be notoriously difficult to tackle – making sense of a complicated policy document is the last thing you'll want to do during a tough time, and that's why we're here to support you.

From your home to your car, or from overseas travel, our specialist claims team has the experience to support you. We'll stand side by side with you throughout the entire process.

The three pillars of our claims commitment:

1 |

To deliver a professional, client focused claims service with empathy and understanding, providing you with a positive claims experience.

2 |

To work with you to ensure that you always receive clear communication to guide you through the process, including regular updates from us to achieve a fair, equitable and speedy settlement.

3 |

To provide support from a highly motivated team, who are approachable and knowledgeable, and who put you first.

What **our clients**
say about us...



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For the last 12 years I've had personal household and motor policies with the company. Unfortunately claims have occurred but the help and advice from the claims team is amazing and takes a whole load off your shoulders at a time that could be stressful.

– Laura Morris, Client

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In this day and age it's a breath of fresh air and just delightful to come across people who not only have a passion for their job, but also such a friendly and reassuring delivery. I am glad I found you!

– James Simpson, Client

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I did not feel I was getting a sales pitch – more that there was someone at the other end of the phone actually trying to help me sort out any and all issues and make sure my home insurance policy was the correct one for me. I felt reassured that it was “right”...

– Vivienne R, Client

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Your dedicated team

Our expert Family & Home team are here to help.

From our deep insight and understanding of your market, to our approachability and excellent client service, we're here for you. We'll make sure you've got our support when you need it most.

We wear our Chartered status with pride – it is evidence of our focus on technical excellence, our client-centric approach, a strict code of ethics and our professional standards.

We are thrilled to have been awarded Gold status in June 2020 by Investor in Customers (IIC). IIC is an independent assessor and benchmarking organisation specialising in client relationships. We're proud of what this represents, and we are eager to continually improve the levels of service and support we give you, our valued clients.

**Get in touch to discuss your personal insurance needs,
we'd love to hear from you.**

Led by...



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