

Review

Exclusively for clients of the Reich Group

A brighter reception at Reich



New reception area at Reich

We recently took the decision to completely revamp the reception area at our Head Office in an attempt to design something new, modern and vibrant.

This was difficult, as the space struggles with very little natural light. However, in an attempt to overcome this, we arranged to have the area painted white and installed new recessed lighting, modern flooring, a replacement door and new chairs.

We also wanted to make the room look really special and unique – to try to create something iconic which would become a genuine feature.

Armed with a white “blank canvas” behind the reception desk we asked Mark Brady to design and paint for us a mural of some of the prominent buildings in and around Manchester city centre.

This obviously had to be done outside of normal business hours, but gradually the mural emerged. A close-up of the finished artwork

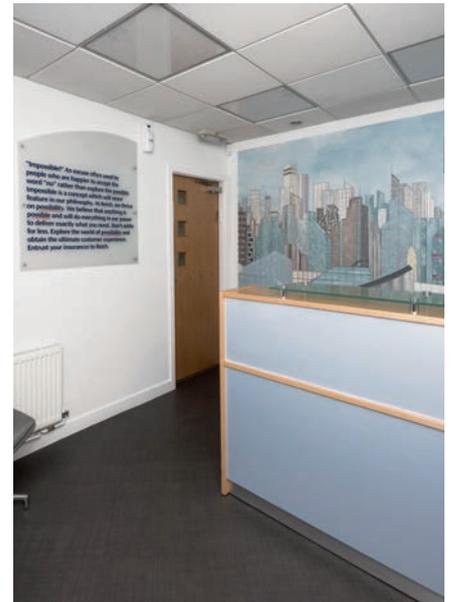
graces the front cover of this, our 21st edition of the ‘Reich Review’.

You should be able to spot the highest building on the Manchester skyline – the Beetham Tower – plus the CIS Tower, Urbis and the Imperial War Museum (North).

Certain sections of our staff wanted to include Old Trafford football ground but this was bitterly opposed by other employees, especially Danny of course, who wanted to add the Manchester City Etihad stadium! In the end, we decided to omit both and keep everyone happy.

The overall look and feel of our new reception area has been massively improved – as the picture to the right clearly demonstrates.

If, upon reading this article, you are interested in commissioning a mural of your own at your office, or your home, on any subject, or even your company logo, etc. please let us know and we will gladly put you in touch with the artist, Mark Brady. He really is superb, we feel.



Residential property insurance

In recent months we have seen a noticeable increase in referrals for residential property quotes. In the main, this is due to house prices in the UK being out of the reach of first time buyers, with increased difficulty for them to obtain loans, thus creating a high demand for rented properties.

As the majority of tenants are on Assured Hold Tenancy agreements we understand the need to provide very competitive premiums without sacrificing cover.

Reich have designed an exclusive facility with a mainstream insurer for residential properties, the main features of which are:-

- Pre-agreed rates that are very competitive
- Same day quotations

- A bespoke residential policy wording exclusively for clients of Reich that provides the widest cover available
- Superb claims service including pre-nominated loss adjusters
- A quality insurer who specialises in this area and is keen to place business

If you need a quote, please contact the Reich Property Department on 0161 830 5504.

Care management

Care management is an intelligent and innovative approach to managing employer healthcare plans and is leading the way in delivering the best care and cost management.

Care management is available on most large corporate plans. It helps to control healthcare scheme costs over the long term and provides a highly valuable benefit to employees. Clients are provided with the reassurance that employees who are ill will receive the most appropriate treatment in the optimum environment – while delivering savings for their claims fund.

Typical benefits of care management are:-

- Large case savings – achieved through nursing teams' individual approach to managing high cost cases.

- Utilisation savings – achieved as a result of reviews which monitor the length of stay in hospital against optimal recovery guidelines.
- Cash benefit savings – achieved where members have worked with nurses and decided on treatment within NHS facilities.
- Approach – a robust approach to challenging providers on treatment plans, fees and duration of hospital stay.

By applying this intelligent and innovative approach to managing claims, insurers can control costs as well as improving clinical outcomes.

One of the leading care management providers, Cigna, carried out a study across 3 industry sectors which revealed that, over a 12 month period, they saved their corporate customers around £3.4 million. Their research showed that:-

- For every £1.00 their clients spend on care management services, they save an average of £3.17.
- Care management claims costs increase at a rate below the market average i.e. an average annual increase in claims cost of 8% compared to an average medical inflation rate of around 10%.
- Care management achieves an average reduction of 10% in the nights claimants spend in hospital and can deliver annual savings of between 6% and 9% of total claims costs.*

Find out more...

Please call Reich Healthcare on 0161 830 5475 if you would like more information on care management.

* Source: Cigna, figures as at June 2010

Do you really need Product Recall insurance?...read on

Many of our clients tell us the same thing. It's not until you need to call on your insurance policy that you really realise what value it actually has.

Take product recall insurance. Most clients think they don't need it as such an incident will never happen to them. Well, it can, and, at some stage, if you are a commercial client of a certain type, it probably will, simply because of the huge variables that are involved in creating even simple products. If a product recall is demanded by your customers do you have the funds to be able to cover this loss? That is what you have to ask yourselves. What is the worst case scenario and, if that happens, could your business actually survive?

A number of our commercial clients have taken out product recall cover. One of our clients took out this insurance initially because a major supplier specifically required that they do so. They hadn't recalled a single product in over 25 years of trading. Last year, all that changed when one of their single largest customers effected a recall of their stock. The client supplies to a

number of major retailers who could have insisted upon returning all of their goods and asking for their money back. Thankfully, these other customers did not take advantage of the situation. If they had done so, the costs would have run into millions of pounds.

The client's product recall insurer covered the cost of the loss and also provided free of charge crisis management assistance via experts in the field. At the time, these experts were actually in the United States on business but this didn't stop advice being provided to the client on how to deal with the problem in the minutes, hours and days after the product recall was initiated. This assistance (which is wholly independent of the insurance process) was invaluable and certainly helped the client mitigate the loss and also understand how to deal with such a major event, not least because this was the first time this had ever happened to them.

The claim has now been settled for a very considerable sum. The client was very glad they had taken this cover out and, indeed, have since increased their level of cover at renewal.

Our recommendation is that you give some serious thought as to what could happen in

such a scenario and give us a call at Reich. We will provide the appropriate advice and arrange a competitively priced policy suitable for your requirements.



Managing your risks is essential. Let Reich help!

Risk. It's literally everywhere.

Any action whatsoever involves the risk of something potentially going wrong. To ensure that our clients avoid incidents, accidents, injuries and events, wherever possible, it is essential that these risks are proactively managed.

Whether it's motor fleet claims, employee injuries, public and product liabilities, financial risks or management liabilities; all need to be identified, assessed, evaluated, managed and monitored in order to comply with legislation, minimise disruption to your business and to protect your insurance claims experience that will, in turn, largely control your insurance premiums.

You are already, no doubt, using the services of Health and Safety consultants or you may

have your own in-house officer; this comes at a considerable cost in addition to your insurance premiums.

At Reich we work hard with insurers to derive added value services for our clients that replace much of the need for (and the cost of) outsourcing these services and to fully support any in-house staff you may have.

Risk management and insurance go 'hand in hand'. However, are you maximising the benefit of the fact that you spend so much time and money on both areas? By combining risk management with your insurer, this will not only derive some cost saving for you but it will ensure that your insurer plays an integral role in planning your risk management programme with you. This approach will ensure that you continue to benefit:-

- from the best available premiums
- when asking insurers to consider providing more cover than you currently have

- when asking insurers to provide wider cover than you currently have
- when trying to defend claims.

Where more complex or comprehensive support programmes are required by our clients, we have partnered with Peninsula. Peninsula are the largest provider of risk management services in the UK and can provide a vast array of specialist services bespoke to your business requirements and to suit your budget. In addition, your insurer will probably consider contributing financially towards the cost of these services.

We will, as part of our on-going account management, be discussing your specific risk management requirements with you as appropriate. In the meantime, if you have any questions then please do not hesitate to speak to Andrew Tidey, Head of Commercial on 0161 830 5453 or David Lennon, Head of Claims, and a qualified member of the Institute of Risk Management on 0161 830 5415.

Cyber Liability

Cyber Liability insurance provides cover for the financial losses arising out of breaches of data security.

A changing trading environment has meant increased exposures for new and existing companies. Coupled with modernisation as a result of technological advances, businesses face emerging risks from areas such as:-

- Growth of the internet
- Online transactions
- Wireless networks
- Remote access
- Cloud computing

Whilst Professional Indemnity and Directors & Officers Insurance may pick up some of the costs associated with a breach of data, a Cyber Liability policy is specifically designed to pick up the potentially large expenses associated with losses of this type, such as:-

- Privacy notification expenses
- Crisis management expenses



- E-business interruption
- Reward expenses

The Question we would encourage you to ask is 'if you handle sensitive data for your customers or suppliers, what would the expense be to your business if a security breach occurred and sensitive data was leaked?'

In 2012 the PriceWaterhouseCoopers UK Information Securities Breaches Survey concluded that 93% of large companies and

76% of small companies had experienced some form of security breach.

Notification of security breaches is now mandatory in the USA and Germany and this may well be implemented in Britain in the next few years. We would advise acting now before it's too late.

If you would like to know more about Cyber Liability insurance please give our Commercial department a call on 0161 830 5453.

New banking partner for Reich

Handelsbanken

At Reich we have always taken great pride in the longevity of our business partnerships and our banker relationship is no different. We have always banked with the NatWest Bank and we have grown as a business with them.

However our recent relationship with them has not been straightforward and as a business we felt that we required a banking partner that had the same business goals as our own, with excellent customer service being a top priority. With this in mind, we have taken the bold decision to move our whole banking operation to a new banking partner, Handelsbanken.

Founded in Sweden 1871, Handelsbanken is a fast-growing 'relationship' bank which established itself in the UK market in 1982. Built on similar service expectations as our own, they have grown rapidly through recommendation and are now serving thousands of customers from over 160 branches in towns and cities across Great Britain.

Their Manchester branch on Trinity Way was opened in 2011 and is only a brief walk from our office. From the outset Handelsbanken took a hands on approach to ensure that the transition from the NatWest to their own accounts would be as smooth as possible.

John Burke, Branch Manager Handelsbanken, Manchester Trinity Way comments:-

"We are delighted to be in partnership with Reich Insurance and look forward to a long and mutually beneficial relationship with all the team there.

Our branch team have strong roots in the local community and they have more than 175 years of banking experience between them. Customer service is central to everything we do and we deal with all customer queries in our branch. This ensures that you are talking directly to the decision maker instead of a remote call centre. We take pride in investing time with our customers and offer a bespoke service to suit their needs."

Similar to our own clients, we really appreciate Handelsbanken's personalised approach and this is one of the main reasons why they have been independently ranked top for satisfaction and loyalty for the fourth year running.*

As we settle into our new business relationship, both Reich and Handelsbanken hope that the next 70 years will be as fruitful as the previous, for both companies.

Should you wish to follow our own example and join the ever expanding client base of this fast growing bank, contact details are as follows:-

Handelsbanken, Manchester Trinity Way

John Burke, Branch Manager

Tel 0161.834.7280

Email jobu04@handelsbanken.co.uk

* Source: Customer satisfaction survey conducted independently by EPSI, October 2012



Reich Private Clients schemes – an update

In previous editions of the 'Reich Review' we have reported on the various bespoke schemes that have been put in place by Reich Private Clients and the benefits they have brought to an ever increasing client base.

The first of these was launched back in 2006 and was for the residents of the Ringley Road area in Whitefield, Manchester. The principle behind the scheme is by insuring many clients within a relatively small geographical area we are able to persuade our partner insurers to offer very keen rates giving our clients the widest covers available in the market at a highly competitive price.

Our success with this scheme has exceeded all expectations and since 2006 we have launched similar facilities elsewhere – within the North West in Bramhall, Worsley and parts of Bolton

along with areas further afield that include Leeds (Alwoodley), the High Peak and specific districts in London.

Recognising that an increasing number of Gated Residential Communities are being built throughout the country, we have also recently launched schemes to provide fantastic insurance covers for the individual homeowners but also – at very minimal cost – the collective management covers that are required for such developments, for instance common areas, shared roadways and liabilities etc. Our expertise in these areas means that we have always been able to match the needs of each individual homeowner and still save them money on their current insurance costs.

For more information on our existing facilities – or to perhaps discuss a suitable area for a new scheme – please contact one of our two joint Heads of Department for Reich Private Clients, Dave Fitton, on 0161 830 5404 or John Owens on 0161 830 5413. They will be delighted to hear from you.



Reich continues to expand

We have seen a number of new starters at Reich since the previous newsletter was issued in April. Our total staff numbers are now at an all-time high of 80.

The recent additions are as follows:-

- Natalie Dalli – Property Account Handler
- Abbey Atkinson – Property Graduate Trainee Account Handler
- Alex Clough – Business Development Project Support Executive
- Angie Leng – PA/HR Assistant

We welcome them to the business and hope they have long and successful careers with us!



Standing: Angie Leng, Alex Clough
Sitting: Abbey Atkinson, Natalie Dalli

The FSA becomes the FCA

The Financial Services Authority (FSA) officially ceased to exist on 1st April 2013, being replaced by the Financial Conduct Authority (FCA).

As independent insurance intermediaries we are therefore now regulated by the FCA who wrote to us in March to advise the following:-

“This is an important time for the regulation of financial services in the UK. As the FCA, we will move to become a more forward-looking regulator that acts earlier to identify and address problems before they cause widespread harm, in order to pursue our objectives of securing an appropriate degree of protection for consumers, protecting and enhancing the integrity of the UK financial system, and promoting effective competition in the interests of consumers.”**

Since April the FCA have announced a number of initiatives and areas that they intend to look more closely at, including motor legal cover, add-ons (i.e. home emergency, gap insurance, gadget insurance, motor breakdown, travel, personal accident) and premium finance schemes for commercial customers.

They will also be focusing upon broker payments to third parties (such as introducers) and whether they comply with the provisions of the Bribery Act, plus the Proceeds of Crime Act and if insurance broker staff are knowledgeable enough to spot a suspicious financial transaction/what to do about it when they do!

As well as the well-documented imminent changes to the Client Money rules they also intend to review the regulation of Appointed Representatives and are apparently considering whether to make them directly responsible for their own regulatory affairs.

On their website www.fca.org.uk the FCA states that:-

“The FCA will be much more proactive, acting earlier and more decisively. This new approach will ensure that the focus is on issues that have wider, longer-term effects on consumers and market integrity.

The FCA will also continue the FSA’s work to use its enforcement powers to take action against firms and individuals who abuse the system and to deter others from doing so.”**

We are working hard, as always, to ensure that we handle the insurance requirements of all our clients in a fully compliant manner.

* Source: FCA letter to regulated firms
20th March 2013

** Source: www.fca.org.uk Home > YourFCA > Business Plan 2013/14