

# State of the Market



 **towergate**  
Insurance Brokers



# INTRODUCTION

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- **Towergate Caring Professions is part of the Ardonagh group, a global insurance and risk management provider.**
- **160 people in Caring Professions operating over three locations and have been supporting hospices for over 25 years.**
- **Proud to support the Hospice sector**



# INSURANCE MARKET

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- Existing poor claims experience across social care
- Volume of COVID19 business interruption claims
- Cyber Liability claims
- Expectation of large numbers of liability claims
- Will claims be made against individuals personally for their management of the pandemic within organisations? – Trustees and Directors & Officers Liability Insurance



# RELATIONSHIP WITH YOUR BROKER

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- Do you have a personal relationship with your broker?
- Does an individual at your broker know you and your business?



# PREPARATION FOR UPCOMING RENEWAL

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**It is vital that insurance policies are renewed on the correct basis to ensure that any claims are paid in full.**

- Renewal Discussions
- Business description – Does this cover your full range of activities undertaken?
- Plans for next twelve months
- What restrictions are insurers looking to apply?



# COVER RESTRICTIONS

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- Business Interruption
- Public Liability
- Employers Liability unaffected



# UNDERSTANDING COVER & BENEFITS

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- Risk Management advice.
- Legal Expenses insurance.
- Stress helplines.

**Are you paying for the same services twice?**



COMMERCIAL LINES BROKER OF THE YEAR  
SME/MID-CORPORATE



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