

## HSB Advantage

### Your dedicated underwriting team

We have established a team of underwriting professionals focused on providing a central resource for all of your new business and renewal enquiries. HSB Advantage has been developed to provide you with dedicated support with your construction, engineering and technology business.



**Wendy Hesketh**  
**Team Leader - Advantage**

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#### **Existing business enquiries**

##### **Insurance**

Email: [insurance@hsbeil.com](mailto:insurance@hsbeil.com)  
Tel: 0161 817 4708

##### **Inspection**

Email: [inspection@hsbeil.com](mailto:inspection@hsbeil.com)  
Tel: 0161 817 4709

##### **E-Trade**

Email: [etrade@hsbeil.com](mailto:etrade@hsbeil.com)  
Tel: 0161 817 2162

#### **Why an Advantage team?**

At HSB, we are constantly reviewing our customer service and looking for ways to improve our customer interactions; customer experience is central to our business and its success. Having reviewed our customer portfolio, we identified a segment of our brokers who we believe would benefit from having a team dedicated to implementing the foundations of lasting business relationships whilst providing the high level of service that we strive for. In response, we created HSB Advantage; a team of business development and underwriting professionals responsible for dealing with this segment of our business.

#### **What is an Advantage broker?**

We want to ensure that all of our brokers have access to a first point of contact for technical underwriting expertise. We, therefore, created HSB Advantage to focus on brokers who may not have previously had a dedicated HSB business developer.

No matter the size of your account, as an Advantage broker you benefit from the same level of service and responsiveness that we provide to our larger broker accounts.

#### **What can I expect from the HSB Advantage team?**

Our HSB Advantage service proposition is simple: a dedicated team of underwriting experts focused on servicing your engineering business. From new business enquiries and account discussions through to mid-term adjustments and renewals, our HSB Advantage team are your single point of contact for your engineering business needs.

As one of our Advantage brokers, you will benefit from:

- An empowered underwriting team who are available to help you make the right decisions for your clients
- Regular contact from your Advantage team; to provide you with product and service information, and also to help us understand your business and service requirements
- Flexible approach - all of your business (new business and renewals) handled by the Advantage team; enabling us to respond to and manage the entire portfolio and relationship effectively
- Regular contact to help us understand your business and service requirements
- Support with product information and training
- A dedicated underwriting contact within the team for accounts with development potential

## Who are the team?



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### What do we offer?

We provide insurance solutions to meet the needs of all sizes and types of customers. Our product suite includes:

- [Computer insurance\\*](#)
- [Contractors' all risks insurance\\*](#)
- [Contractors' plant insurance\\*](#)
- [Cyber insurance\\*\\*](#)
- [Machinery and technology insurance](#)
- [Machinery inherent defects insurance](#)
- [Energy efficiency insurance](#)
- [Operational energy risks insurance](#)
- [Inspection services](#)

\* Product also available via our online e-trade platform; [HSB Fast Track](#), or via [Acturis](#).

\*\* Also available as an add-on product via [HSB Fast Track](#) or [Acturis](#).

### Why choose HSB?

- Leading specialist provider of engineering and technology insurance and inspection services in the UK, Ireland and Europe
- Inspection services carried out by our network of competent, technically-experienced Engineer Surveyors located throughout the UK and Ireland
- UK and Ireland-based arm of HSB Group, the equipment breakdown insurance and inspection market leader since 1866
- Part of Munich Re, a world leader in risk solutions, consistent risk management and financial stability
- Financially strong and stable - rated A++ (Superior) by A.M. Best Company
- A member of the Institute of Customer Service, demonstrating our commitment to continually improving customer service performance and professionalism



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