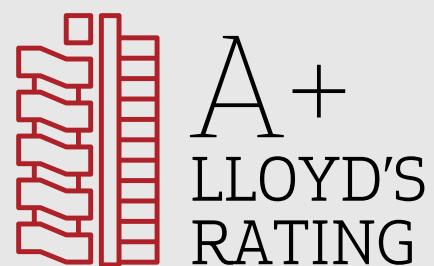




PRESTIGE

Going the extra mile for
your Prestige Clients

You can depend on us



Every ERS policy comes with an A+ rating and is honoured by Lloyd's, so you and your customers can rely on us.

Find out more at ers.com/lloyds



Introducing our Prestige service

As other insurers close down product lines and shy away from specialisation, our appetite for prestige risk continues to grow. That's why we launched a new claims service that's built especially for your prestige clients – from sports professionals and celebrities to supercar lovers – to provide a tailored and efficient claims experience at the moments they need us the most.



Our new claims service will ensure you get access to prestige experts at every touchpoint, courtesy of a dedicated team based in our Swansea office and complimented by our specialist underwriters. The team will guarantee that every claimant receives a dedicated claims handler skilled in the specifics of dealing with prestige cases and able to hand-hold your customers through the claims process with speed, care and attention.

We are confident that this investment will ensure continuity of service and, critically, make sure that your clients' prized vehicles are repaired to the highest standard and returned to their rightful owners as quickly as possible.

We look forward to working with you all in 2020.

Annie Ward

Prestige Product Manager

Our dedicated Prestige claims service



Fast, efficient access to a dedicated
Prestige claims handler



Nationwide repair network with genuine
OEM parts, built for Prestige cars



Available for our Supercar, Sports &
Entertainment and Overseas products

A dedicated Prestige claims team

Since we expanded our specialist prestige business three years ago, we've been on an amazing journey with our brokers, getting to the heart of their customers' passions, while understanding their pain points around all motoring matters.

Through the 1,000s of prestige vehicle policies we've underwritten and the subsequent experience of the claims journeys with our brokers, we've seen first-hand just how important these vehicles are to their customers. This has allowed us to build a claims process that gives them absolute confidence from the outset that everything will be done to restore their vehicle to working order, with minimal disruption caused to their busy lives.

Confidence begins with efficient service. That's why we've reduced our guaranteed response times by two thirds; when you call us to report a claim, we promise to take the call in under a minute. It's why we've employed dedicated claims handlers – a

single point of contact for the entire claims process who is fully fluent in the language of high-end vehicles and therefore understands what matters most to your customers.

Your choice of repairer

Furthermore, we have expanded our network of approved repairers across the UK, meaning no unnecessary delays for your customers as their vehicle is being assessed and repaired. If your customers have a preferred garage outside of our network, then we can work with these repairers too – perfect for rare or modified vehicles.

We will make it our business to give you an update every three days regarding the status of ongoing repairs or restorative work, even if the work is being undertaken outside of our approved repairer network. And we'll get you an estimated completion date from the outset so that you can give customers a clear sense of when their vehicle is likely to be returned to them.

How to make claim



Report the claim using the new
Prestige dedicated claims number:
03300 945 326 (option 1)

- Once you have reported the claim to us, we will respond with confirmation of the claims process, your allocated claims handler, and their contact number.
- Please use your allocated claims handler's details for the duration of the claim.
- Once you have been advised of the claim number, please e-mail any correspondence to **claims@ers.com** and quote the reference number in the subject field.
- In the unlikely event that you're unable to get through, please e-mail any new claims to **prestigeclaims@ers.com**

Meet the Prestige team



Annie Ward
Prestige Product Manager



Gary Tuppen
Senior Underwriter



James Neild
Regional Underwriter–North



Sam Prever
Underwriter



Jodie Carter
Underwriter



Lyds Channon
Underwriter



Mike Davies
Underwriter



Alex Lewis
Assistant Underwriter



Stuart Rose
Assistant Underwriter



Simon Midwinter
Prestige Claims Handler



Tom Jones
Prestige Claims Handler



Melanie Slood
Prestige Claims Handler



Rachael Collins
Marketing Manager

Your ERS specialist network nationwide

With over 700 staff in Swansea & London, supported by a UK wide network of Development Managers, we’re here to help you get the most out of ERS.

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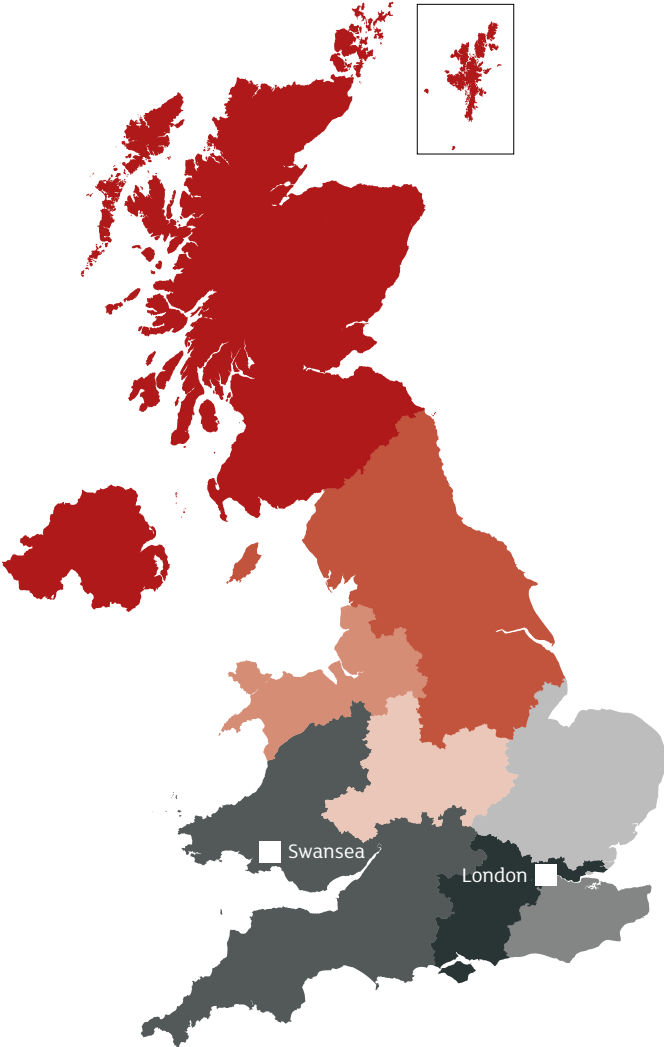
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ERS Prestige insurance: features & benefits

SUPERCAR

We take a bespoke approach to design each policy to the policyholder. We can offer the level of excess and cover to suit every need. Available through a closed panel of brokers, our product is truly exclusive and is designed to make things simple.

FEATURES & BENEFITS

 Choice of repairer	 Agreed value	 Flexible excess available
 Cherished plate covered up to £10,000	 Key loss and lock replacement as standard	 Unlimited cover for driving in Europe
 Stand alone breakdown cover available	 Premium courtesy car	 Comprehensive cover to drive other cars
 Enhanced legal expenses cover	 Multi vehicle cover	












APPETITE

- Supercars and Hypercars e.g. Lamborghini, Ferrari, McLaren and Bugatti valued over £75,000
- Luxury brands and prestige vehicles valued over £75,000 (i.e. Rolls Royce, Bentley)
- Cover arranging from comprehensive through to laid up (ADFT/FT)
- Drivers aged 17 to 80 (subject to experience)
- SDP, commuting, personal business use
- Modified or imported vehicles considered

SPORTS & ENTERTAINMENT

We know how to deliver the right cover for high-profile clients. We look at each policy on an individual basis to make sure every client is fully covered. We manually underwrite every policy to meet their needs.

FEATURES & BENEFITS

 Choice of repairer	 Agreed value	 Flexible excess available
 Cherished plate covered up to £10,000	 Key loss and lock replacement as standard	 Unlimited cover for driving in Europe
 Stand alone breakdown cover available	 Premium courtesy car	 Comprehensive cover to drive other cars
 Enhanced legal expenses cover	 Multi vehicle cover	

APPETITE

- Persons engaged in all forms of sports and entertainment including connected occupations
- Everyday vehicles to high value, prestige and sports cars
- All driver ages
- All cover basis; commuting, company business use and SDP
- All postcodes throughout the UK

For bespoke, tailored quotes for supercars, overseas vehicles, sports stars and entertainers, contact us at prestige@ers.com or call **0330 053 9157**.

OVERSEAS

We can create specialised insurance for your clients who bring their supercars over to the UK from overseas and provide you with everything they need so, should they get stopped while cruising through town, they can get on their way quickly.

FEATURES & BENEFITS



Choice of repairer



Agreed value



Multi vehicle cover



Key loss and lock replacement as standard



EU & UK cover



Short-term cover up to 6 months



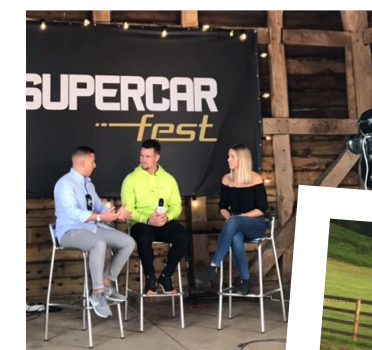
Stand alone breakdown cover available

APPETITE

- Supercars, hypercars and prestigious vehicles
- Drivers aged 18 to 80 with a full international licence
- Vehicles valued over £50,000
- SDP and business use

Non-stop supercar action in 2019

It's been a very busy and exciting year for ERS Prestige. Here's a round up of the spectacular supercar events our experts have invited our prestige brokers to – from the very first supercar themed festival, Supercar Fest to the new pitstop for car enthusiasts, Caffeine&Machine.



Watch our latest supercar films on our YouTube channel at [youtube.com/ersmotor](https://www.youtube.com/ersmotor)





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specialist insurance cover?**

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Development Manager



ming.wan@ers.com



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**Do you have a Prestige
risk that needs specialist
underwriting?**

Contact our Prestige team



prestige@ers.com



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