

# Mid-market solutions

Giving people the confidence to achieve their ambitions

Made possible  
 QBE



## Mid-market solutions

**As businesses explore new markets and new opportunities, the risks they face become more complex and diverse.**

**Our mid-market insurance solutions offer protection from every angle, giving growing businesses the confidence they need to pursue their ambitions.**

**Our focus is on supporting you as a broker to partner confidently with QBE, providing maximum clarity across our entire proposition.**

### **Defining mid-market**

There are around 350,000 medium-sized firms in the UK employing between 50 and 250 employees. Collectively they account for around 13% of private sector employment and 15% of turnover.

Our offering is about making the process easy and quick for brokers, however you choose to trade with us. Whether that's putting a relatively simple case through e-trade, or speaking with product expert decision-makers when customers have large or complex insurance needs.

Typically, our mid-market solutions focus on businesses with an annual premium spend of between £10,000 and £250,000 – businesses who need broad and flexible cover for their evolving operations.



## Support through changing times

Global trade wars and persistent uncertainty around Brexit are creating significant unpredictability for businesses today. Longer-term trends like climate change, transformative technologies, and an ageing population mean uncertainty is here to stay.

Depending on size, location and sector, different businesses experience this uncertainty in different ways. Manufacturers and retailers might fear trade or supply chain disruption. Service companies are more likely to worry about regulation and cyber risk.

With firms under increasing pressure to manage volatility and prepare for the unexpected, sophisticated risk management is key. Business owners increasingly recognise that high-quality data on risk is crucial to scenario planning and managing future uncertainty.

## Choose QBE

At QBE, we focus on keeping up with the changing nature of insurance through:

- Our expert team of underwriters, whose technical expertise provides you with solutions fit for today's risks
- Broad coverage and wide appetite, with seamless coverage between sections of lines of business
- Extensive regional office network and an understanding of local markets and trade sectors
- Effective risk management solutions as well as flexible insurance products





# Sector focus and expertise

We work hard to understand the full range of issues that businesses face, and we thrive on finding solutions for those with challenging requirements.

For you the broker, we offer ease of administration and solutions with the flexibility to meet customers’ needs in full, regardless of sector or specialism.

**Charities and caring professions**

There are over 200,000 registered charities in the UK, plus an estimated further 100,000 smaller charities that are exempt from registration because of their size and turnover. Charities can have diverse insurance needs, and our expertise in the sectors means we can provide tailored cover for even the most challenging situations.

**Construction and engineering**

We have been supporting construction and engineering firms for more than 30 years. We work with many of the leading firms in the sector; for example, we have long-term relationships with 15 of the top 20 UK construction companies. Customers look to us for our technical expertise, our understanding of the industry, and our global reach.

**Manufacturing**

We have a long history of supporting manufacturing companies of all sizes, protecting customers through their entire life cycle, from product inception to manufacturing, sales and delivery, with insurance cover across Property, General Liability, Employers’ Liability and combined policies.

**Technology, media and telecoms**

We have supported the technology, media and telecommunications sector for more than 30 years, working with many of the world’s leading companies. We offer a range of relevant products for this sector, including Professional Indemnity, Cyber, General Liability and Employers’ Liability.

**Motor industry**

We have been providing insurance to motor manufacturers, dealerships, financial institutions, trucking companies, fleet operators, maintenance service companies, and parts and equipment suppliers for nearly 20 years. We offer a wide range of relevant products, including our market-leading Automotive Protection affinity products, and Motor Fleet and Motor Trade covers. We have long-standing relationships with worldwide automotive customers, including Ford, Mercedes, BMW and Audi.

**Real estate, rental and leasing**

We provide cover to investors in commercial and residential property, pension and trust fund managers, and owners and managers of property portfolios, including banks, real estate investment trusts, financial institutions and government bodies. We count some of the biggest property owners in the UK and Europe amongst our customers.

**Professional, scientific and technical services**

Perhaps the most vital cover for professional services firms is Professional Indemnity (PI). We have particular expertise in this area; for example, we are the leading solicitors’ PI insurer in the UK, leading programmes for 13 of the top 20 law firms. We also provide specialist PI to professionals in areas such as construction, technology, media, telecommunications, management consulting, accountancy and insurance broking.

**Educational services**

We provide insurance to educational establishments, whether state funded or independent, through our partners, the universities’ mutual, UMAL, and Risk Management Partners (RMP). Working closely with UMAL and RMP demonstrates our commitment to the sector and our ability to provide cover for even the most challenging risks and situations, such as abuse in secondary schools.

**Wholesale and retail**

This sector faces a range of potential risks that are evolving quickly in a competitive and dynamic market. We are experts in the retail and wholesale sector and work closely with broker partners and customers to maximise resiliency in the supply chain, assess high frequency loss data and evaluate such exposures as cyber and reputational risks.

**Arts, entertainment and recreation**

The insurance requirements are diverse and range from large arts and cultural institutions with many valuable works to small seasonal leisure events in towns and villages. Our broad range of insurance products provides specialist cover for museums and fine art as well as insuring risks such as those with high visitor footfall; employers of creative and seasonal staff; or product risks associated with developing new computer games.

 **Click on each sector for more information**

# Business specialist cover worldwide

Working with us gives you access to market-leading expertise in underwriting, claims and risk solutions – and one of the broadest product ranges in the market.

Our pragmatic solutions-focused underwriters can offer tailored insurance solutions in the form of either a combined or single policy.

QBE’s global footprint means we can provide flexible, multi-class, multi-national insurance solutions tailored to businesses operating in multiple locations around the world.

Property

Casualty

Motor

Professional  
indemnity

Cyber

Accident  
and health

Fine art  
and specie

Management  
liability

Commercial  
crime

Contractors’  
all risks



Click on each cover  
for more information

# Supporting brokers and customers

**Our expert decision-makers around the UK are empowered to think quickly and creatively, and to do whatever it takes to provide customers with the insurance cover they need – when they need it.**

People who partner with QBE find we're professional, pragmatic and dependable.

We pride ourselves on our flexibility and our ability to react quickly when things change. That means we can offer a highly responsive service to brokers and customers alike.

Our teams of underwriters, broker account managers, claims handlers and risk solutions managers will be in regular touch and will make sure you have the support you need to grow your business with QBE.

We regularly host regional events where you can interact with our teams and stay fully up to speed with the latest additions to our product range.

We also issue articles, publications and guidance notes to help keep brokers and customers informed of key business and risk management issues – and help prevent claims arising.

## Our office network



# Risk Solutions experts

Our risk solutions experts help businesses mitigate risk and prevent claims arising.

We offer a wide range of expert advice and support services, including slip safety, manual handling, cognitive performance, emotional health, mental wellbeing, disaster recovery planning, cyber awareness, data protection, and legal compliance.

Our QRisk online tool helps companies understand and manage their risks more effectively.

- Assess current operational risks
- Receive support to help improve your risk profile
- Benchmark practices against industry peers
- Monitor progress through automated tracking and reporting

Through our QRisk Knowledge Centre, customers gain access to a wide range of publications on best practice and guidance on current industry hazards, claims, legal cases and emerging risks.

### CASE STUDY

#### Manual handling claims down by 30%

A customer in the logistics industry was experiencing a large number of manual handling accidents, resulting in lost working time and high claims costs.

We worked with them to devise a new risk management strategy, which included ergonomic assessments. Over the next two years manual handling accidents were reduced by 21% per cent and claims were down by 30%.

QBE customers can benefit from discounted access to our partner risk solutions experts to help mitigate risk





# Claims expertise

At QBE we aim to get claims paid, and get them paid quickly. As soon as we know there's a problem, we'll deliver the right expertise at the right time to minimise the business impact.

We pay more than 100,000 claims a year and have an excellent track record for paying fairly and promptly. So, whether it's initial notification, access to our repairer network, or immediate help in a crisis, you know you can count on us, 24 hours a day, 365 days a year.

## Harnessing the power of technology

We are investing heavily in data analytics to help us manage claims faster and smarter through data-driven insights, thus maximising efficiency, driving down costs, and helping to keep premiums down.

We've recently introduced three robotics solutions, the first of more than 20 we expect to have in place soon to allow us to deliver faster decisions, fair and consistent settlements, and enhanced fraud prevention – so customers don't pay the price for others' dishonesty.

## Proactive rehabilitation

Intervening proactively after an accident allows us to supply the right medical expertise and reduce the impact of workplace injury. The sooner injured employees return to work, the sooner the business can get back to full productivity. On average, our rehabilitation service returns employees to work 13% faster – significantly cutting absence costs.

Our award-winning team includes experts across a wide range of clinical specialisms, backed by handpicked third-party providers. This protects customers, injured employees, reduces the likelihood and potential value of claims, and helps keep premiums down.





# Claims expertise

## Getting through a major loss

Our major loss team’s collaborative case management approach supports brokers and customers through even the most serious and complex of claims. We provide a fast, effective response across serious and catastrophic personal injury, property damage and product liability losses.

Should the worst happen, within three hours we’ll assign a dedicated claims specialist to understand and support the immediate needs. Within 48 hours, we’ll have made informed assessments on business continuity, legal liability and the appointment of experts, providing a rapid response in the immediate aftermath, with ongoing support and advice through recovery.

## Fighting back against fraud

Our award-winning Special Investigation Unit (SIU) has the skills and expertise to combat fraud effectively. Since 2010, the SIU has identified 50,000 instances of potential fraud, successfully challenged 14,500 fraudulent claims, and saved over £300 million. That’s good news for customers as it helps to keep premiums down.

### Award winning service



Claims Initiative of the Year  
(Insurer)



Commercial Fraud  
Team of the Year



Insurer  
of the Year



Rehabilitation Initiative  
of the Year



Major Loss  
Team of the Year



## Giving something back

Insurance is unique in being a product people buy in the hope they'll never have to use it.

So until customers' premiums are needed to settle claims, we thought, why not use them to do some good in the world?

### QBE Premiums4Good

Until we need the money to pay claims, we invest the premiums customers pay us. Typically, that would be in shares or bonds. Now, through our unique Premiums4Good initiative, we direct a proportion of that investment into vehicles with a socially beneficial purpose, for example: social impact bonds or green bonds.

- When businesses insure with QBE, we ask whether they'd like 25% of their premiums to be used this way
- It's entirely voluntary and there's no risk to the customer, because all the investment risk stays with us
- We provide annual updates on which causes have benefited, which customers can use in their own reports to stakeholders, employees and customers
- Premiums4Good complements customers' other social responsibility initiatives
- Funding goes to projects that reduce homelessness, improve the prospects of children in foster care, and support the school performance of children from 'at risk' households.



# Giving something back

## The QBE Foundation

The QBE Foundation is a global corporate responsibility initiative.

Helping people when they're most in need is what we do as insurers. We see supporting charities as a natural extension of that role.

We do it in four main ways: making grants to charities, matching employee fundraising, encouraging payroll giving donations, and employee volunteering.

Our charitable grants support healthcare, educational and community-based projects across the UK, Europe, Canada and Dubai. These help people overcome disadvantage, develop their abilities, and live more independently and productively.

Each year, our employees select a charity partner as a focus for fundraising activities. In 2018/19, for example, they chose Alzheimer's Society in the UK.

## Since launching the QBE Foundation in 2011

**£7.5m**

QBE European Operations and our employees have donated more than £7.5million to 400 different charities





# Why choose QBE

QBE is one of the world’s leading insurers and reinsurers. We offer hundreds of specialist products and have a truly global footprint. That means we can cover the vast majority of business risks right around the world.

We offer multi-line capabilities across property, casualty, motor, financial lines, commercial combined, contractors’ all risks, and more.

## Financial strength

QBE Insurance Group’s strength and security means customers can be confident we’ll be here for them if they need to make a claim.

With gross written premiums of US\$13.7 billion for the year ended 31 December 2018, QBE Insurance Group is rated A+ by Standard & Poor’s.

## Highly rated

Our strength and security is reflected in the insurer financial strength ratings that QBE European Operations receives.

STANDARD  
& POOR’S

A+ Stable

FitchRatings

A+ Stable

A.M. BEST

A Stable

Company	Standard & Poor’s	Fitch Ratings	A.M. Best
QBE Insurance Group	A+ Stable	A+ Stable	A Stable
QBE UK Limited (“QBE UK”)	A+ Stable	A+ Stable	A Stable
QBE Europe SA/NV (“QBE Europe”)	A+ Stable	A+ Stable	A Stable

## Let’s talk

Start a conversation with QBE today about how we can bring a fresh approach to meeting mid-market customers’ insurance needs.

## Follow us



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