

COVERNOTES

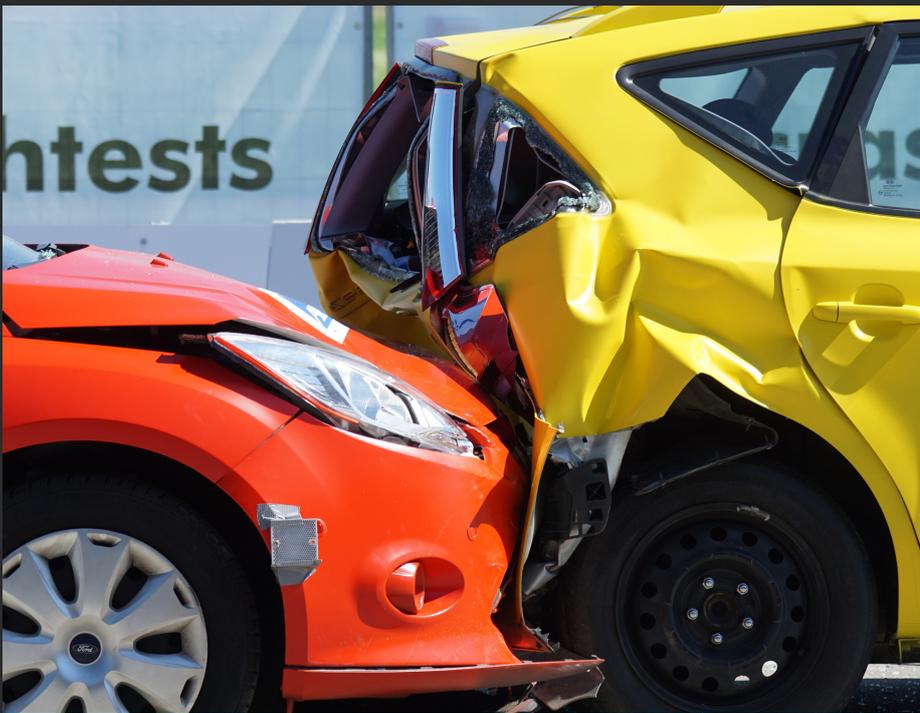
A FLINT INSURANCE COMMUNICATION

WELCOME TO THE AUTUMN EDITION OF THE FLINT NEWSLETTER

Autumn is underway, leaves are falling and the nights are getting both colder and darker than we have been used to for the past several months. Something about the autumnal weather says *change* more than the other seasons, but in 2020 we have been so used to change that it has crept up on us without much notice.

With all the changes we have experienced this year, in large part due to Covid-19 the lockdown and social distancing rules, you'd be forgiven for thinking that anything about this year would feel the *same* ever again. So we have been busily working on pulling together some news and resources for this months *Covernotes* in order to put some normality back in the lives of our clients and readers.

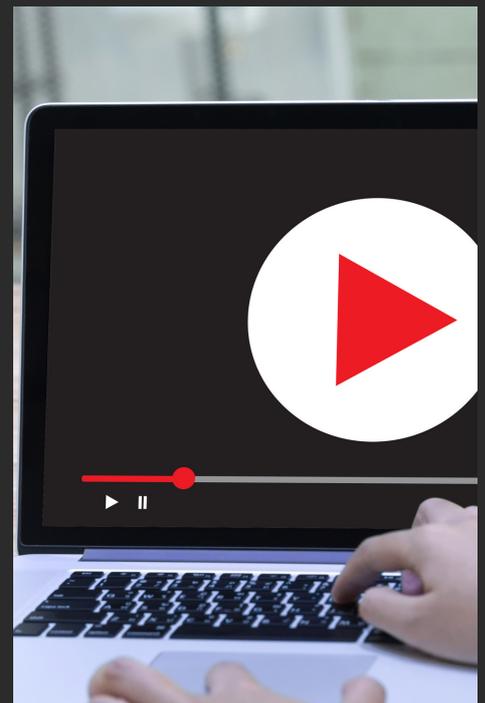
Having said that, one thing that never changes in British retail is the fact that as soon as we go from September to October, the Christmas decorations are on the shelves before the Halloween ones and already everybody is preparing for the harsh winter months before we have even gotten started on Autumn, so there's the first piece of normality for you! Santa and the Elves, sitting on the good old british shops shelves!



NEW CLAIMS NUMBER - PERSONAL MOTOR



FCA JUDICIAL REVIEW



OUR LATEST VIDEOS



SUPPORTING IGS & GRASS ROOTS FOOTBALL

COVERNOTES

NEW CLAIMS NUMBER LIVE FROM 25/09/2020



A new claims service for our Personal Motor Clients

We have partnered with Kingsway Claims to provide our Personal Motor clients with exceptional claims handling and management services with the new service going live on 25th September and the new number now being active for a little over two weeks. Our Operations Director, Paul Walker said "Partnering with Kingsway enables us to offer enhanced claims handling capabilities to our clients without the need to make any other changes to the way their insurance policies work or impact their coverage". Our Personal Motor, Van, Travel and Motor Trade Clients can now process claims by calling **0800 021 8022**.

The FCA have released their latest 'test case' update

On the 14th September the High court published their decision on the judicial review of the 8 insurers and 21 policy wordings, brought into question by the FCA. This is a complex judgement that is over 150 pages and will take some time for us to fully review. Those clients who have been affected by COVID-19 should see this as welcome news. We will be contacting those who have let us know that they have been affected. If you think you have been affected but have not contacted us yet please get in touch. **Click here** to visit the full story on our website.

FCA JUDICIAL REVIEW - LATEST CASE UPDATE



NEW SPONSORSHIP DEAL ANNOUNCED



New sponsorship deal with IGS (Invicta Gold Stars)

We are pleased to announce that Flint Insurance have agreed to become Sponsors of IGS (Invicta Gold Stars). A grass roots football team playing in the Maidstone & Mid-Kent Sunday Football League (MMKSFL) Premier Division, having been promoted in the 2019/20 season for the third consecutive year. Next seasons looks set to be another good one too!

For more details on the sponsorship deal and to read the full press release please **click here** to visit the news article on our website.

We've added all of our latest videos to the website

Welcome to our videos page, where you can view a selection of our latest video adverts which we regularly publish to social media and display within our offices. We welcome feedback on all our publications, whether it is our video or other content media, such as brochures, banners, online and offline advertising – please direct all enquiries to our Press Office, **click here** to get in touch via email.

To visit the new videos section of our website, simply **click here**

NEW VIDEO SECTION ADDED TO OUR WEBSITE



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RESTARTING YOUR BUSINESS DURING THE COVID-19 PANDEMIC



Our teams have been putting a lot of information and resources to the test and into a concise set of articles that you can use to make sure you are well prepared for reopening.

Since the original 'lockdown' period commenced in March 2020, the main UK insurers have all been allowing some extra flexibility on their policy coverage; whether they have been automatically extending cover for contents in the homes of employees, agreeing to maintain full cover on unoccupied property and/or loosening their stance on policy clauses such as cessation of works, this added flexibility has been intended to help protect clients in a period of huge uncertainty.

To find out more about re-opening your business during and after lockdown, [click here](#) to view the full web article.

COVID-19: YOUR QUESTIONS & ANSWERS

We are committed to continuing to provide the great service our clients have come to expect, especially in these turbulent times. We've received many questions about how different parts of insurance policies will respond to COVID-19 and insurers are starting to formulate their responses, which means we are now in a position to better inform you. To help you navigate through some of these we have put together a high-level response to some of the more frequently asked questions, which we hope will help you. For more specific queries or for further clarification please don't hesitate to call or email our Commercial Account Handling Team who remain ready to answer all your questions.



We also have a dedicated 'COVID-19' section of our website which acts as a repository for all information and advice/support resources that we have been publishing throughout the 'lockdown' period and beyond. To visit the dedicated section [click here](#).

How do I find out more? In addition to our own dedicated resources and support, we recommend that you also refer to the official Government and BIBA (British Insurance Brokers Association) websites for up to date information and advice.

[Click here](#) to read all of the questions and answers on our website and get access to all our Covid-19 support and advice.

CALLING ALL CLEANING BUSINESSES

This has been a challenging time for all Cleaning businesses with so many offices closing during this pandemic and the social distancing rules needing to be met to operate safely it has hit the sector more acutely than perhaps anyone had imagined. The light at the end of the tunnel appears as more businesses prepare for their return to the new 'normal' and in doing so, they want to ensure that premises are safe for those returning to them. This has created an increase in demand for specialist forms of cleaning that some cleaning businesses may not have performed before.



We are specialist insurance brokers who can provide cover for all aspects of cleaning, with access to a wide panel of insurers and underwriters ensuring that our solutions are varied and that the products we are providing our clients with are both compelling and competitive. Our Insurers have not all adopted a consistent approach to cover for this cleaning activity as this will be dependent on the specific elements of your requirements, therefore it is always advised that you make contact with us to discuss your exact requirements. [Click here](#) to read the entire article.

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Flint Private Clients - Your Personalised Insurance Concierge Service from Flint Insurance

Our Private Clients receive a full insurance 'concierge' service like no others in the market - because we deliver expert support and resources as well as efficient and competitive premiums so that you aren't paying over the odds for cover which is either inadequate or absolutely unsafe to have in place.

A concierge approach to home insurance that includes such things as automatic security appraisal, agreed values for possessions and sums insured, guaranteed rebuild values and much more.

One of our Experts, Rachel Ewing, has always had a knack for exceptional customer service, brilliant insurance broking skills and a second-to-none personable approach that gets the job done and leaves our clients with a sense of pride to be looked after by a quintessential insurance broker with traditional values and a modern approach. One of Rachel's clients' has recently completed a review of their experience and said; "*Client testimonial text goes here, Client testimonial text goes here*".



New Clients

We would welcome the opportunity to have a confidential discussion with you about your requirements. We understand that you don't just need an insurance provider, you need a concierge service that you can call on for anything from cover solutions to practical advice and support such as home and personal security. This is why we are the chosen trusted advisors for so many discerning clients who put their trust in us to make sure that we help them prepare the known and the unknown risks that the future may hold. Get in touch with us today for a no obligation quote. Confidentiality is as standard.

[Get A Quote](#)

Existing Clients

As always, our Private Clients team are here for you when you need us and even when you don't. We are not only your insurance provider for the things you cannot always put a value on, we are here for you on any matter - insurance related or not. So please give us a call if there are any matters you feel you require further advice or support on. We also provide practical support in a confidential manner, so every conversation you have with your Account Manager is always held in the strictest of confidence and you can rest assured that we will always put you first, every time.

[Make A Claim](#)

[CONTACT FLINT](#)

[VISIT FLINT](#)



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Company Registration
Number: 01639696

