

### Peter Simmons

National Sales Manager - Broker



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## A warm welcome!

Welcome to the first issue of our Broker Bulletin. Its aim is to showcase Auxillis' broker sector service, as well as provide background information about Auxillis and new developments in the insurance sector - we'd also welcome any suggestions you may have about topics we should cover.

I'd like to introduce myself, Peter Simmons - National Sales Manager at Auxillis for the broker market. I've worked in the insurance sector for over 30 years, spending most of my time in senior business development roles for several major companies providing services to the broker and insurer sectors.

I'm excited to be taking on the challenge of growing Auxillis' broker business, especially knowing that Auxillis is already one of the leading providers of out-sourced services for the insurance and broker sector with the ability to provide a full spectrum of services in-house, at un-matched scale and service quality. And as you'll also read, we're FCA regulated and well prepared for the new Consumer Duty environment.

I hope you'll take a few moments to skim through the bulletin and that it may just prompt you to find out a bit more about how we could support the continued success of your business.

## Consumer Duty Regulation

**Introduction of the Consumer Duty regulations by the Financial Conduct Authority (FCA) has brought new challenges for brokers.**

The new guidelines replace the Treating Customers Fairly (TCF) approach and aim to provide more protection for customers, whilst pressing companies to better understand customers' needs and to focus on outcomes. For brokers, where outsourcing key elements of the service provided is a necessity, there is now a need to ensure these elements meet the new Consumer Duty requirements.

Whilst only small parts of the services Auxillis provide fall under FCA regulation, our approach is to view all services as if they are regulated, and the steps we have already taken to meet TCF guidelines - has helped us ensure we meet the Consumer Duty obligations.

As part of our approach Auxillis has introduced a simple Customer Charter, 6 short, easy to understand principles that everyone in the business follows when assisting customers directly or indirectly through support services. As part of our Consumer Duty training programme the new Customer Charter has been rolled out to all colleagues. If you'd like to find out more about our approach to Consumer Duty compliance and how we can help your business contact - [Peter Simmons](#).



### Customer Charter

#### ✓ Communicate simply

We'll try to keep all customer communication simple and easy to understand

#### ✓ Listen, advise and respond

We'll take time to understand customers circumstances and needs, advising and tailor services to them

#### ✓ Keep customers informed

We'll make every effort to keep customers informed from start to finish of service provision

#### ✓ Deliver what customers need

We'll deliver what we say, guiding customers through their options, no hidden extras, no hidden costs

#### ✓ Take ownership

Our Colleagues will always take ownership of customer issues or any assistance they require

#### ✓ Expert delivery and care

We'll work to develop high quality services and deliver them with expertise and care



## Auxillis for the Broker Sector

Many providers claim to offer a full range of broker services, but behind the scenes they often hand off work to third party companies where there are gaps in capability or coverage - increasing friction and diminishing the customer experience.

Offering FNOL, a full range of claims

handling, comprehensive vehicle hire services, vehicle repair as well as supporting insurance products and legal services - with a single operating system, at scale and with a true national capability - **Auxillis can deliver a full spectrum service.**

Auxillis' operations are seamlessly integrated with FMG Repair Services

and NewLaw Solicitors – all of which are part of the FTSE listed £1.49bn revenue mobility solutions business Redde Northgate - to provide a leading 'one stop' proposition for large and medium sized brokers as it relaunches its broker market service.



**“There are few businesses that can truly deliver a comprehensive integrated broker solution under one roof – and Auxillis is unique”**

## Capabilities

**UK wide branch network coverage with a convenient employed delivery and collection services**



**70 UK wide Branches**



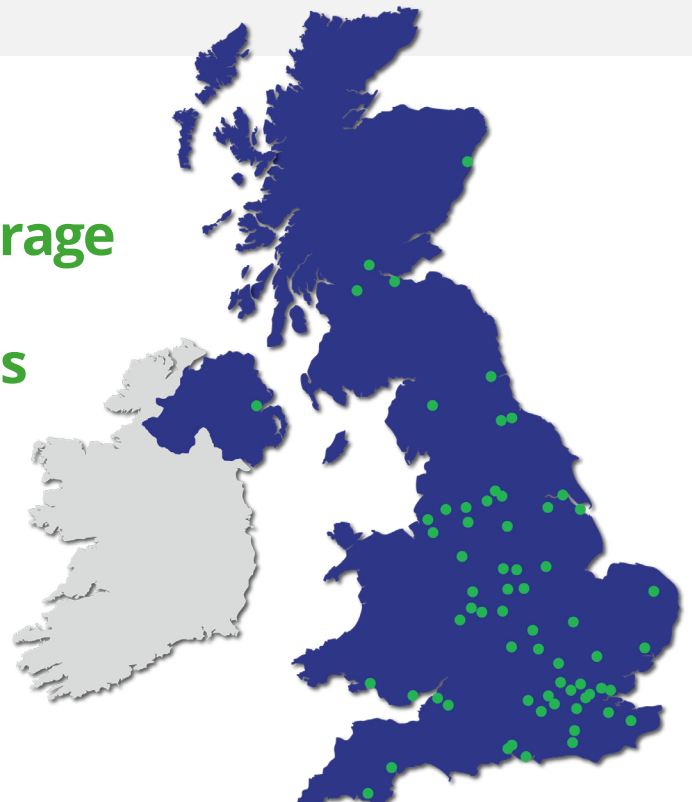
**13,000+ Owned Fleet**



**2,000 EV / Hybrid vehicles**



**500+ Employed Drivers**





## With market leading expertise and service levels - the Auxillis broker proposition can provide your customers with a seamless, integrated claims solution:

FNOL; market leading fault; non-fault and mobility services - delivered by market leading providers Auxillis.

Operating a Fleet of over 13,000 vehicles across 60 vehicle classes, our directly employed, uniformed drivers deliver and collect all vehicles from our national network of 36 branches - vehicles can also be left at bodyshops and automatically off hired.



A comprehensive range of repair solutions are delivered through a UK-wide repairer network as well as through FMG Repair Services' owned bodyshops, mobile and windscreen capabilities – each underpinned by an unrivalled internal and independent engineering capacity.

Specialists in personal legal services provision - NewLaw Solicitors, provide a range of supporting services to broker customers, from personal injury to motoring related legal assistance. NewLaw services are fully integrated with the complete broker proposition, delivering a seamless customer and partner service and experience.

Supporting these services, Auxillis can also provide a range of vital ancillary insurance products including: legal expenses; excess protection; replacement vehicle; vehicle breakdown and personal injury.

Our specialist team also work with brokers to develop both new and tailored products.

At the heart of delivering services seamlessly is Auxillis' integrated operating system and Customer Portal. The award winning online Portal enables customers to approve documents and access services quickly and easily, at their convenience 24/7, 365.



Furthermore the hire vehicle can be monitored throughout the hire period as can any associated repairs to the customer's own vehicle. Auxillis' own operating system supports the management of each aspect of the service provided - with many elements automated - ensuring an optimised and unbroken experience.



**Are you considering a new service provider, or simply interested in discovering more about the services and how Auxillis provide them?**

**Call or email Peter Simmons**

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