



**A charity insurance  
broker that makes a  
difference**

100% of our profits donated  
to charity.





**We make sure you have the  
right protection in place so you  
can continue to make a positive  
difference to the lives of others.**



# Who we are

## Our heritage

We're owned by The Scouts, a leading charity. Our knowledge of charity insurance is built on decades of experience serving the sector. We've arranged charity insurance for over 80 years and have over 10,000 not for profit clients.

We understand how charities operate and the many challenges they face. We keep on top of new and emerging risks and how we can help charities manage them.

## Our corporate social responsibility

As a social enterprise, we don't just arrange insurance for the sector, we support it too by giving all of our profits back to charity.



# What we can do for you

## Making a difference to our clients is the single most important thing we do.

As a specialist charity insurance broker, we understand that the charity world is all about making a difference to others.

We know that your organisation's work is as important to you as it is to the community you serve.

We recognise the diverse services and activities provided by charities and not-for-profits.

## The right protection through appropriate insurance

We arrange specialist, cost effective, and flexible insurance solutions that are tailored to your needs.

Our experts will work with you to identify your risks and recommend solutions to protect you, now and in the future.

# Our approach and service

**Our friendly team are driven by several guiding principles that ensure you always receive the very best service from us:**

## **Keep it simple**

Jargon and small print can mystify and mislead. We give clear explanations and take care to give you accurate information and the most appropriate insurance.

## **Never miss a detail**

Small things can make a big difference. That's why we spend time getting to know the details so we can present your organisation to insurers in a way that best protects you.

## **Insurance with ideals**

We only partner with insurance companies who genuinely understand and share our values and ethos.

## **The best cover**

We want to ensure your charity is always well protected. We scan the most suitable cover options available and design a specialist policy just for you.

## **Reassuring support**

We believe a friendly approach and being able to speak to a person is key. As our client, you will receive support from our professional and empathetic account handlers who are dedicated to provide excellent service.



# Our insurance capabilities

## Specialist cover

Our unique status means that we can call upon specialist underwriters for the sector. We are partnered with a number of key market leading insurers.

As a Lloyd's cover holder, we have access to the Lloyd's of London underwriters, while being a member of Broker Network gives us access to a wide variety of insurers.



Coverholder at

**LLOYD'S**



# What our customers say

In our latest survey, 84%\* of our customers said they were very satisfied or satisfied with the service from us.

\* based on 301 replies to our surveys from September 2020 to August 2021.

*“From initially sending the inquiry, a response came within a few days and covered all our needs.”* TRENTHAM CANOE CLUB

*“Very professional coupled to great customer service.”* FARTHINGSTONE FOOT FEST

*“Understood what it was that I needed and went through everything thoroughly and quickly.”* MSHAURI

**We look forward to showing you how we can be your trusted business partner.**



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