



www.coversure-oxford.co.uk



Chairman's Introduction

The strength of any business lies in its people and having the right person working in the right place. When Coversure started in 1986 I realised that we needed to ensure that we had the most experienced and capable people running our local branches, using their extensive knowledge to give advice and support to the community. The only way I could ensure that we attracted people of the highest quality and who were motivated to deliver the finest service, was by franchising the business. Every Coversure branch therefore is a franchise, with each franchise holder being an experienced insurance professional, dedicated to servicing their clients' needs.

Thanks to having such high calibre people and a branch network that has now grown into a nationwide group at over 80 locations employing well over 300 staff, we have been able to arrange unrivalled insurance facilities and discounts that are passed on directly to our customers.

Our franchise holders, as business owners, understand only too well the demands and needs of running a business and the importance of protecting that business and its assets, be it from accident, disaster or deception. They can also advise on protecting against the expense and disruption of civil action.

I am very proud of the very high standards Coversure has been able to achieve, our high regard in the insurance industry and the many awards we have received.

Finally I would like to confirm that Coversure is independent and you may rest assured that, in the event of a claim, we will always put your interests first and support you in your position.

Mark Coverdale, Chairman



History

Established in 1986 by Chairman, Mark Coverdale, Coversure Insurance Services is one of the UK's largest independent general insurance intermediary groups.

Keeping internal costs to an absolute minimum has enabled us to develop long-term relationships with many of the country's leading Insurers, resulting in an ability to provide our customers with a wide range of insurance products at some of the most competitive prices around with the added bonus of an ability to provide a local, face to face service.

As a local business, we are fully committed to understanding and meeting the insurance needs of the local community. You will always be able to speak to a suitably qualified insurance professional and you will always be made welcome at our branches. All policies are based on your personal needs and requirements and our experienced and friendly staff will ensure that you receive the best possible advice at all times.

Our Promise

As an Independent Insurance Intermediary, authorised and regulated by the Financial Services Authority, we are fully committed to ensuring that all customers are treated in a well-informed manner, with fairness, courtesy and with respect for all their insurance needs.

“As a local business, we are fully committed to understanding and meeting the insurance needs of the local community”

Personal Insurance

When considering personal insurance our staff will assist you in finding the best cover at the most competitive prices. We can provide cover for all your personal insurance needs from motor, travel and home to breakdown and private medical insurance.

A 24-hour claims help-line is also available to all Coversure motor clients.

As introducers to a firm of Independent Financial Advisers we are also able to help you with investment and retirement planning.

Commercial Insurance

At Coversure we know that every business is different, which is why we are dedicated to working closely with our clients to develop the right package to meet their particular insurance needs.

We offer a range of policies for small to medium sized businesses and can also assist with risk management to help keep you and your staff safe and your insurance costs low. A number of flexible payment options are also available.

Understanding our client's needs is the key to a successful working relationship and our experienced staff will handle all of your business insurance requirements with care and attention to ensure your peace of mind.



**...we are dedicated
the right package**





Affinity Business

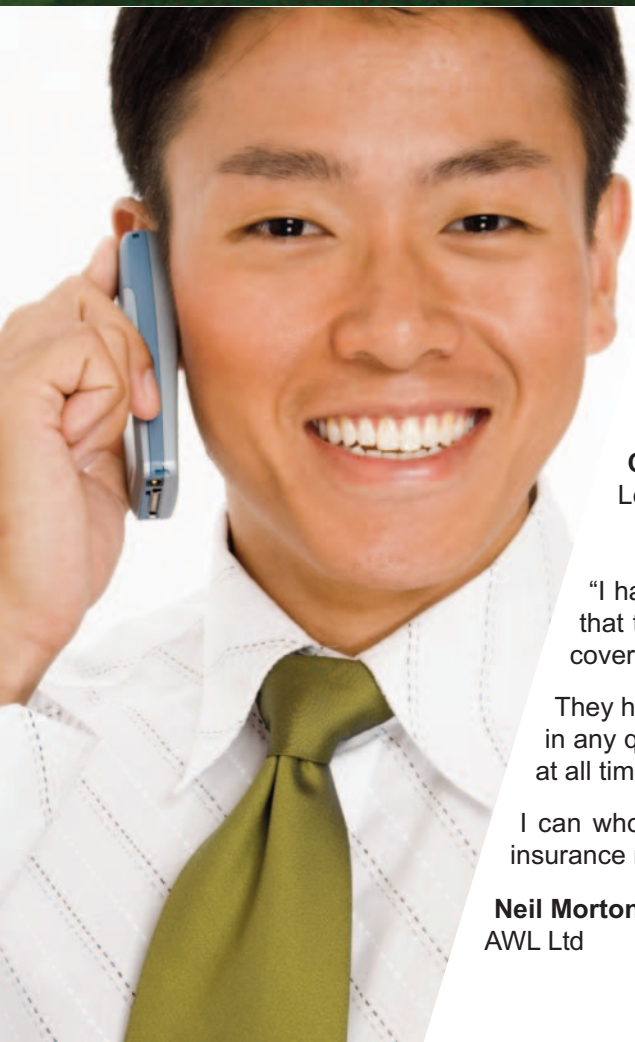
When it comes to providing insurance services to affiliation groups and trade associations we have a specialist affinity division located at our head office in Huntingdon.

We can offer a complete outsourcing and development service, which provides dedicated insurance facilities, enabling you to concentrate on your core business activities, whilst remaining confident that your members and associates are receiving a professional service.

The service offers cost and resource savings as well as providing you with an additional income stream. We are fully committed to working in partnership with our clients and guarantee that the interests of your members and associates are paramount.

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A word from some of our customers

"I have been a customer of Coversure Insurance Services for many years and have always found they offer a highly professional and efficient service. They have always advised and provided me with the right insurance to fulfil my requirements, whether they are personal or commercial. In addition, the after sales service is second to none, with equal attention to detail being provided throughout the life of the policy.

I would certainly recommend Coversure Insurance Services as an exceptionally well-organised and professional insurance provider for any circumstance."

Chris Lett - Proprietor
Lett's Delivery

"I have been a Coversure customer for 8 years now and can confidently say in that time they have always provided my business and me with the right level of cover at a very competitive price.

They have saved me money on a variety of policies and are always happy to assist in any queries that I have, as well as ensuring that I am fully covered and protected at all times.

I can whole-heartedly recommend Coversure as a complete solution for anyone's insurance needs."

Neil Morton – Managing Director
AWL Ltd

Treating Customers Fairly - What it means for Coversure clients

The standards and service which we commit to provide:

1. Integrity, openness and good faith
2. Skill, care and diligence
3. Best possible advice
4. Clear communication
5. A wide range of products and services
6. Recommendations appropriate to your needs
7. Quick and fair resolution of mistakes
8. Accessible and qualified staff
9. A “One-stop” service for your insurance needs
10. Always putting our customers’ interest first





Contact us

For further information on our full range of products and services, please feel free to visit us on-line.

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