



Guardcover
Seriously good insurance

Unoccupied Property Insurance Proposal



PART OF \ **pib Group**



Unoccupied Property

Flexible cover for properties
awaiting probate, sale
or refurbishment

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Intro



Guardcover is a leading brand of specialist insurances, focussed on fulfilling the insurance needs of property owners, cyclists, musicians, photographers and pet owners since 1998, bought to you by Thistle Insurance Services

We have built our reputation on understanding the needs of our customers to support the development of our product range whilst delivering great service and support throughout the insurance journey.

Our in-depth knowledge across the property market spans over 20 years serving the insurance requirements of our partners and thousands of professionals and direct customers, delivering great service and value for money.

Our experience ranges from tenants contents, property portfolios, high net worth portfolios, commercial property and unoccupancy due to probate, deputyship, extended holidays, renovations and many more.

In an increasingly expanding and evolving property world we have built a reputation for providing a range of insurance covers tailored to be as unique as you and your client's individual needs, from product to service delivery.



Thistle Insurance Services

Thistle Insurance Services was one of the first acquisitions made by PIB Group.

As a company, we concentrate our specialist resources on the development of innovative and cost-effective insurance solutions. We are small enough to provide every client, every transaction and every relationship a dedicated team approach, yet have the scale to successfully handle large and complex transactions.

We recognise that our key strength lies in the people that we employ. Our objective is to be the broker of choice for clients

and the employer of choice for insurance professionals. This means that we employ the best, providing our partners and their clients with the necessary intellectual capacity to ensure their expectations are exceeded.

PIB Group

PIB Group, our parent company, is a rapidly growing Insurance Broker aiming to create a leading position in the provision of specialist insurance solutions across the UK market.

Founded in 2014, PIB Group is backed by investment from Apax Partners. Currently employing over

2,200 people in over 40 offices throughout the UK, Channel Islands, Ireland, Germany, Poland, Denmark and India we are now regarded as one of the top 10 brokers in the UK.

The initial rapid growth via acquisition soon led to a strong focus on organic growth, leveraging our standing in the market and broad capabilities on behalf of our clients.

PIB offer a range of specialist expertise, products and services to existing and new clients, where our aim is to continue to build expertise and market insight, to enable PIB to continually evolve the service we deliver to niche segments of the market.

Our commitment to you

“

Our aim is to build a strong and lasting relationship and we are committed to working with you to build a partnership in which you can have complete confidence

”

Our partnership strategy is based upon a service led proposition, where we ensure a comprehensive policy is delivered through the intelligent translation of you and your clients' needs.

Our experience has enabled us to develop a broad range of successful and mutually beneficial partnerships providing "best in class" service to our partners and their clients.

We place a high degree of importance around the need to demonstrate value in both the delivery of our products and the purchasing of insurance at the right price. We are committed to continually evolving our products and proposition, drawing upon the experience gained from working with over 500 Firms and direct

customers who have chosen to use our range of insurance solutions.

Your partnership will be managed by a designated account manager who will be responsible for providing you and your Firm with access to the products and service we provide. Our aim is to build a strong and lasting relationship and we are committed to working with you to build a partnership in which you can have complete confidence – one where we use our knowledge

and experience to ensure the successful development of the scheme.

Upon appointment, each member of our internal teams will be briefed on all aspects of the partnership, including structure, personnel, insurance cover and administration. Our aim will be to exceed you and your client's expectations from the outset.

The chart details an overview and our service proposal is explained in full in the following pages:



DEDICATED ACCOUNT MANAGER



SALES & SERVICE



MARKETING



UNDERWRITING



COMPLIANCE



CLAIMS

Unoccupied Property Insurance

Over 20 years of experience has gone into development of our service, working in partnership with many Law Firms, Local Authorities, Charities and direct customers to continually evolve our product and proposition.

Selecting our Unoccupied Property insurance policy for your clients will support you in providing comprehensive and bespoke cover, meeting the individual needs and requirements during what can often be a very difficult time.

Many standard household policies will apply stringent terms and conditions, restricting cover with many simply providing cover for Fire, Lightning, Explosion & Earthquake (FLEE) or even automatically cease cover when a property becomes unoccupied, this is where Guardcover can help. Our aim is to make a real difference to your requirements through our combined skills and experience.

Having access to a product without unnecessary terms to comply with, could improve the service that you already provide, adding increased value in supporting your client's requirements.

**Flexible policy terms**

Policy terms of 1, 3, 6, 9 or 12 months available, along with flexible options to renew

**No inspections**

Where possible, our cover can exclude regular, documented property visits

**Non-restricted cover**

In most cases, our cover will extend beyond limitations of many standard providers

**Security discount**

Our pricing will automatically include a discount based upon levels of security in operation

**Non-standard construction**

Cover for non-standard construction types including timber-framed, pre-fabricated and flat-roof dwellings

**Variety of circumstances**

Designed to cover properties going through probate, deputyship and power of attorney and Buy To Let gaps in residency

**Contents cover**

With an increased risk of vandalism, theft or access by squatters, we will provide additional contents cover

**Wide range of cover**

From malicious damage and eviction of squatters, through to replacement of locks and escape of water



Unoccupied Property Insurance

Cover vs Home

If a property is unoccupied whilst in probate, it is essential that the most valuable asset is fully protected with a comprehensive insurance policy. Often standard home insurers reduce or refuse to continue cover, where as our policy is designed with this risk in mind.



Cover	Standard Home Insurance	Guardcover
Fire, Lightening, Earthquake & Explosion	✓	✓
Theft & Attempted Theft	✗	✓
Malicious & Accidental Damage	✗	✓
Escape of Water & Burst Pipe/s	✗	✓
Subsidence	✗	✓
Storm & Flood	✗	✓
Legal Fees & Expenses for Evicting Squatters	✗	✓
Tree Lopping	✗	✓
Fly Tipping Removal	✗	✓
Contents Cover	✗	✓

We offer two options for the same covers, warranty and warranty free.

Warranty Free

This option removes all of the requirements to visit the property, drain down the water and turn off the utilities. This is useful when you or your client do not want to incur the added expenses or inconvenience of regular visitations.

With Warranties

If you or your client are able to comply with the inspections every 15 days and are able to turn off the utilities Guardcover will apply a 40% discount within the first year.

Service Delivery

“

Trying to find insurance cover for an unoccupied property can be a minefield of restrictive covers, with complex terms and conditions to undertake. Selecting Guardcover for your Firm will enable you to provide a more rounded solution, combining expert Knowledge with tailored policies for individual needs and requirements

”

[read more >](#)



Anyone within
your Firm will have
the option to access
our service once
set up.

Our aim will be to reduce the time
that your firm spends dealing with
insurance, enabling you to focus
upon the service you provide to
your clients.

We will provide a high quality,
personalised and bespoke service
to your clients throughout our
partnership.

Your clients will be supported by
a team equipped to deal quickly,
professionally and expertly with
queries, as well as being able
to work pro-actively to foresee
problems and forestall them.

Your Firm will be able to access our services via a route which will compliment your existing model, whether this is via a proposal form, online, or over the phone, where a quote can be provided in less than 10 minutes.

The two routes include:



Phone

You will be able to access our sales team in Gloucester directly over the phone, where in most cases cover is confirmed and in place instantly.

Payment of a policy can be made via credit/debit card, cheque, or BACS via an invoice up to 28 days later.



Email

We have created an interactive application form, which can be submitted to us via email at a click of button.

Once completed this automatically emails your clients details to our sales team to set up, we in turn will send through the confirmation.

This has the added benefit of being used as a tool to gather information from your client.

Regulation

Due to the ever-changing regulatory landscape, we work closely with the Financial Conduct Authority (FCA) to ensure that as your insurance provider, you or your client as the consumer are protected adequately.

We must make sure that we are providing you with the tools to make an informed decision whether the quotation offered is right for the individual requirements. Whether you have direct responsibility as executor for the property or you are acting on behalf of your client, we have three simple options, enabling you to access our service:



Acting on behalf of the Executor

Acting on behalf of the Executor, you can source a quotation, sharing with the Executor to make the decision upon whether to proceed.



As the Executor

Undertaking the role of the Executor will enable you to source, receive quotations and instruct cover for the property.



Introduce your client to Guardcover

If your client wishes to arrange the insurance directly, you can simply introduce the Executor to our team, who in turn will provide a quotation.

Although your firm is likely to be exempt from FCA regulation, depending upon which of the models that you adopt, as the insurance provider we have to perform checks to protect both your firm and our organisation.

This would only be the case if you were sourcing and providing unoccupied property quotations to your client where they are the Executor and arranging the cover.

If you wish to undertake this role as an intermediary, as the provider of the insurance we must make sure that you are not advising your client incorrectly and/or on the incorrect basis, whether known to you or not.

This is where Guardcover will support you and your Firm – you can rest assured that the models that we have designed to enable you to access our services are robust, providing both you and your Firm with the reassurances required.

Sales Process

We have designed a robust and compliant sales process to protect your Firm, the customer and our organisation.

The process below lists out the steps that our sales team will go through with a member of your Firm to provide a quotation and incept cover on a property.

- 1 Establish Client Needs** > Understands the needs of your client (why do they need insurance, your help sourcing and arranging cover)
- 2 Information Gathering** > Obtain information from the client correctly (use our interactive proposal) Source quotation (via email or phone)
- 3 Convey Relevant Information** > Supply quotation to your client (documentation we supply covers the demands and needs and written documentation)
- 4 Cover Acceptance** > Confirmation from client to proceed with cover (written or verbal confirmation documented by Firm)
- 5 Written Documentation** > Provide policy documentation to your client (all documentation we provide is relevant to your client)

Partnership Support

Marketing

Drawing upon our experience of the property market, our in-house marketing team have created a range of supporting collateral to share with your Firm and your clients.

Each of these are designed to simplify the processes you currently have in place, whilst also providing clear and factual information at all stages of the journey. Examples of these include:

Executors Guide

This can be shared with both your clients and colleagues, detailing the differences between typical home insurance and specialist unoccupied property insurance, common perils and the restrictions and/or conditions that could be applied should they simply advise their insurer of the unoccupancy, and how you can access our service.

Deputyship Guide

This was developed as a helpful guide for you and your clients, detailing the flexible policy options available, whilst you or your client are trying to establish whether there is insurance in place/valid cover, to ensure that the property is covered adequately.



Launch Pack

This will support in providing further product knowledge, how you can access our service, the information we require and a series of frequently asked questions.

Helpful Information Guide (HIG)

The HIG was designed as a tool which can be shared across teams, containing information required to obtain a quotation, how to access our service, the processes used to obtain key information, the discounts we can provide and the difference between our two key products.

Training

To support in providing this service to your clients, we can provide training to your team when we launch the new service and offer a range of supporting documents.

This will support and empower all members of your team, from fee earners through to your support staff. The training offered will outline what our product offers and how to access it, the information they would require from their clients, why we need such information and what they can and cannot do with regards to the regulatory actions in dealing with their client.

In addition to the training, we can share a range of key documents which will support the service you provide >

Partnership Summary

At Guardcover we are unique in being able to offer a completely harmonised solution which is driven by our market experience, whilst incorporating our flexible product design and distribution.



We firmly believe that all parties need to benefit so our partners concerns and opinions are as valid as our own. We work on the strong principle that a successful business model relies upon a successful relationship with our partners, our expertise in delivery and our innovation that drives the perfect solution to satisfy a customers need.

Our service led proposition, is supported by the knowledge and expertise of our people, where our aim is to make a real difference to your requirements through our combined skills, experience and partnership approach.

We work with businesses and individuals, where our partners range from individuals and sole practitioners to small and medium-sized firms as well as large corporations. We know that what is key to any insurance proposition is the delivery of our overall service. As a partner of Guardcover, your dedicated account manager will invest time in understanding you and your Firm, to build bespoke solutions around your unique goals and challenges, to support you in providing:



Access to our range of specialist insurance services



A flexible and tailored approach to servicing you and your clients' needs



The service will be delivered through our specialist insurance teams, based in Gloucester



Bespoke policy enhancements



Regular reporting and partnership reviews



Flexible payment options and terms

A partnership with Guardcover will ensure your Firms brand and ethos is understood and we would welcome the opportunity to review this proposal with you in more detail tailoring our approach to exceed your expectations.



Appendices



Claims Management

The Key to any insurance proposition is it's claims service.



Insurance is a 'promise to pay' in the event of an insurable loss and we know that individual customers will judge the quality of the policy on our fulfilment of that promise.

Consequently, commitment to the provision of a high-quality claims service forms a cornerstone to our proposition.

The unoccupied property claims team is the only element of our service model which is not fulfilled by PIB, it is managed by our insurer partner.

This is due to their excellent claims handling procedures and dedicated claims handlers, which protects the service levels of you and your clients during a stressful time of making a claim.

[read more >](#)



Find out more about the
Key components of our
claims service.
[read more](#)



“

Internal reviews consistently demonstrate that their claims management team are regularly going one step further for our customers

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Internal reviews consistently demonstrate that their claims management team are regularly going one step further for our customers.

Working with our insurer partner our goals are straight forward – to ensure all claims are handled fairly and quickly, on behalf of you and your clients.

The key components of our claims service include:

- Individual claims handlers, managing the processes from beginning to end to ensure ownership, consistency and accountability.
- Accessing expertise in all aspects of the claim value chain – ensuring delivery through the best possible resources in specialist fields and supply chains.
- Experience and understanding of dealing with specific and unique client preferences and putting into practice interpersonal skills attuned to each situation – never providing a broad-brush approach.
- Working cross-party to deliver speedy resolutions and focussing always on the highest quality outputs and checking client satisfaction at all stages.
- Post-claim follow-up to ensure on-going satisfaction and support.

Further information relating to the claims service Guardcover and our insurer partner provide, is available upon request.

Other Unoccupied Products

Commercial property

We understand that commercial premises can become unoccupied for a range of reasons, from being in between tenants, the tenants have ceased trading or for refurbishments.

This is why we also offer Unoccupied Property insurance for small commercial premises, which include, flat/s over shops, converted residential into commercial premises and small commercial units.

The commercial premises unoccupied building condition differs slightly from the residential unoccupied building condition. The main differences are: inspections are to be carried out at least every 7 days, removal of all waste, combustible materials and gas bottles required.



Land

The need for land insurance is to protect the owners against financial loss were someone to cause injury to themselves within the confines of the area, whether they were allowed to be on the land or not.

We can cover up to 300 acres of land for £2m Land Owners Liability for a flat rate of £25 per month plus insurance premium tax. The flat rate is for any acreage, not per acre.

Land cover can be included where there is an unoccupied property within the perimeter up to a rebuild value of £2m.

Other Products

PIB Group offers a wide range of specialist expertise, products and services to our partners and their clients throughout the UK.

The group strategy is aligned to supporting a range of professional organisations, with a focus upon Firms that practice Law.

To do this, we leverage our insurer relationships to support in product design and service delivery, to exceed expectations across the range of products and services we provide:

> Products



**Commercial
Combined**



**Professional
Indemnity**



**Directors &
Officers**



**Cyber
Liability**



**Employers &
Public Liability**



**Employee
Benefits**



**Business
Interruption**



**Missing
Wills**



**Missing
Beneficiaries**



**Probate
Funding**



What Our Partners Say



The following testimonials*
have been shared by our
existing partners:

*Testimonials provided by Firms that have used our unoccupied property insurance solution between November 2020 – April 2021

“

The service that you provide is very helpful when we are dealing with unoccupied properties especially when we are the executor and we do not always know if the owner had insurance or who the insurance was with.

Whenever I need a quote I can just telephone and I usually get a quote there and then. Also, if I need to amend the quotes at any time I always find it very easy to call the office and get any amendments dealt with really quickly.

”

Member of a National Solicitor Firm

“

The team provide a very efficient service in putting in place unoccupied property insurance policies for our estates. As soon as we are aware of a new instruction, a request is made to Guardcover and within a very short and pain-free space of time the policy is available. As long as the process is straightforward then we are happy.

Members of a National Solicitor Firm

I feel your firm is extremely polite, professional and efficient. There does not appear to be a request too great for you to deal with and even on the cases where the insurers are not willing to provide a quote, I believe your agents have explored all avenues before coming back to me.

”







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