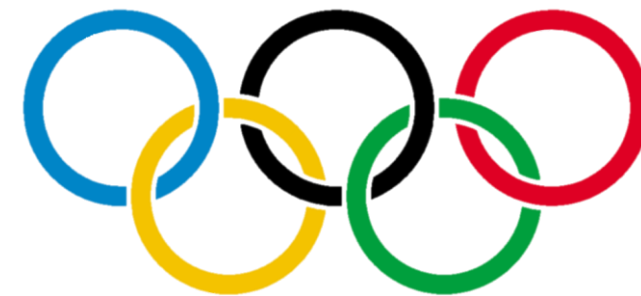


Hello again everyone,

Would you believe that its been almost two months since our first Local CII update. Its been a strange few couple of months, with the easing and removal of most lock down restrictions and some great weather for us all to share. But we know things haven't been as simple as that for a lot of us, with some real trepidation in venturing out with friends or back in to an office.

We hope that we can navigate through these next few months and all being well have some opportunities to catch up in whatever capacity suits your needs.



In this edition we'll be taking a look at some regional and national stories and also continue with an external lens on the industry as we speak to our friendly contact , Phil , at Prestige Recruitment

As always , we're really keen to receive any feedback on how you think this update has worked and anything you would like to see in future . Please either contact myself (Joseph_Carr@ajg.com) or reach out to James Almond (James.almond@directlinegroup.co.uk),

In the two months since the last communication, I've been extremely busy professionally, as I'm sure you all have. Gallagher Liverpool has welcomed staff back into the office and it has been great catching up face-to-face with colleagues.

The IIL council have continued to meet via Zoom and we look forward to meeting up as soon as possible. We have begun our online CPD programme and we continue to work towards delivering a virtual careers event for secondary schoolchildren. We're delivering revision course for members currently undertaking professional qualification in August and October.

Unfortunately, our scheduled social event in August had to be cancelled and we hope to deliver a similar event in the not too distant future.

In my capacity as president, I've accepted an invitation to the Liverpool Law Society Annual Dinner in November and I look forward to attending.

As a broker, the market conditions continue to be at the forefront of discussions with clients. The hard market has shone additional light on the importance of trading relationships with insurers.

The feeling is mutual and this is reinforced by the following Insurance Times article

Click the Gold to view article



As always, the ILL council will continue to do our best to support the membership over the coming months. If you have any queries, or would like to get involved with council, please reach out to myself or another council member.

Take care and enjoy the remainder of the summer.

Key Business Updates

The summer period can be notoriously quiet across the Financial Sector, but there have been a number of interesting moves and planning for the months ahead.

FCA Pricing Reforms

Have you heard about the FCA's recent review of pricing in the Home and Motor insurance market? Its reforms have an enormous potential impact on the way prices are offered to customers by insurers in the industry – it's a complex issue.

Why did the FCA think a review of pricing in the home and motor insurance market was needed?

In September 2020 the FCA's market study into Pricing Practices found that whilst the UK insurance market is extremely competitive, the best deals are usually available when a customer first buys from a provider. These prices inevitably need to increase over time as these new business prices are not sustainable – this is also referred to as price walking. Whilst this works for the majority of customers, the FCA found that for those customers who rarely shop around, they could be at risk of getting a consistently worst deal, and hence the market as it works at present may not deliver fair outcomes for everyone.

What measures is the FCA putting in place to address this?

The FCA has implemented a package of remedies to change the nature of competition and make the real cost of Home and Motor insurance more transparent for all. This includes new rules so that renewal quotes for Home and Motor insurance consumers are not more expensive than they would be for new customers.

The measures being put in place mean that insurers will be required to:

- Offer renewing customers a price that is no higher than they would pay as a new customer. This aims to stop price walking.
- Give most consumers easier methods of cancelling the automatic renewal of their policy
- Do more to consider how they offer fair value to their customers
- Report data to the FCA so that it can supervise the market more effectively.

When are the measures being introduced?

The changes to IT systems, controls and product governance have to be in place by 1 October 2021. The measures that change pricing, auto-renewals, premium finance, and data reporting come into effect on 1 January 2022.

What products are affected by these measures?

The pricing rules predominately apply to Home and Motor insurance (But will effect general insurers also) taken out by customers for all domestic property and motor vehicles.

- Vans and touring caravans
- Static caravans and house boats used for residential purposes
- Holiday lets where the policy is taken out by a consumer
- Individuals who let a room or their property out on an informal basis
- Bespoke products such as antiques, art, jewellery, classic cars or large houses.

The rules for making it easier for customers to cancel auto-renewal apply to all retail general insurance products except private healthcare and medical, and pet insurance.

If you would like any further information upon this subject, please contact James Almond

Motability Contract

RSA Motability staff, based in Liverpool, are set to transfer over to Direct Line Group with the latter having agreed a takeover of the partnership.

RSA has held the 600,000 customer, £500m gross written premium partnership with Motability since 1995.

The [Motability scheme](#) assists people with disabilities who have a mobility allowance to lease affordable cars, wheelchair accessible vehicles, scooters and powered wheelchairs.

DLG updated recently that the partnership is expected to grow its motor customer base by around 15% to over 4.5 million, adding scale to its claims management service.

The arrangements are expected to take effect in around 18 months and last for 10 years. DLG will reinsure 80% of the risk back to Motability Operations via Motability's reinsurance captive, in what DLG described as a "similar" structure to the scheme's current guise.

DLG CEO Penny James said: "Our digital capabilities and strength in vehicle repair, combined with Motability Operations' fleet of modern vehicles, means together we are ideally placed to deliver a first-class service at a time of rapidly changing motor technology. We look forward to welcoming the colleagues from Liverpool who will be joining us to deliver that exemplary customer experience."

Motability CEO Andrew Miller added: "As well as future-proofing our service, the new insurance proposition will offer the potential to grow the scheme and provide increased flexibility to customers. We are confident these arrangements with DLG position us well to support the continued delivery of worry-free motoring and value for money to our customers."

It is understood that RSA's Motability team members, pegged at around 550 staff, are expected to transfer to DLG, with the insurer confirming that a central Liverpool base will be maintained.

RSA commercial lines managing director Rob Gibbs, who was himself RSA's Motability director from 2014 to 2017, told *Post*: "We are all incredibly proud of the first class partnership – spanning more than two decades – we have shared with Motability Operations, and I'm delighted that the people, their expertise, and their passion for doing the right thing will continue to benefit Motability's customers."

"While all of us at RSA will be sad to see them leave our business, I know they will continue to thrive and put Motability's customers at the core of everything they do as we pass the baton to Direct Line Group. Until transition in 18 months' time, we look forward to supporting the team to do what they do best."

Look ahead - Dates for Diary

As the kids venture back in to school, there's a number of upcoming events and items to be aware of .

Some of you may of taken part in the previous events hosted by MSP, pre COVID it was great fun and the team at MSP have been in touch again to see if we would like to support and partake in the upcoming event. Take a look below

LIVERPOOL A TO Z TEAM STEP CHALLENGE

Join in and Feel Good – complete a virtual A to Z tour of Liverpool with your colleagues by adding up your total steps over 21 days.

Work together with a team of up to 10 colleagues and support each other to complete our virtual 202 mile tour of the Liverpool. You'll start at Aintree Racecourse and go through some of the city's beautiful green spaces such as Croxteth Hall Park, Stanley Park, Sefton Park and the Mystery.

Every single step that you do inside and outside of work counts towards your team's total, and there are some great prizes to be won too!

By taking part you can:

- increase your energy
- boost your confidence
- feel less stressed

The Step Challenge starts on Monday 13th September. Find out more and register your team today at www.merseysidesport.com/lpoolstep

Be sure to book on to appropriate supporting revision days, run by Chris Glasgow. These are a great aid to anyone studying . The training day will include active revision of the R01 syllabus with multiple choice exam practice and key tips on dealing with the different questions that may be presented. It is intended that as many of the R01 learning outcomes are covered as possible. Dates are scheduled for the 12th and 26th October respectively , both starting at 9.00 am . Be sure to check out the CII home page for further details

Click the trainers to view article



Prestige Update

Building on from last months update we're really happy to see a lot of businesses fully reopening their doors, but that does mean surges in recruitment. We are seeing a variety of bottlenecks appearing across the sector, We've consulted our clients and got some great feedback to share

Take a look, we hope this helps.

Click the Torch to view article



Thanks for reading everyone, we hope you found this useful , and different in terms of content. If you have the time, we would love to get your thoughts of what you liked, and what we can improve upon in our next edition.