



Charles Taylor  
Adjusting boss  
Joe McMahon  
on his globe-  
trotting career.  
Page 10

AIG rebrand: UK CEO  
Lex Baugh on the  
Chartis name change. Page 2

IIWG report: RSA UK  
CEO Adrian Brown  
sings its praises. Page 15

**POST**  
**MAGAZINE**

[www.postonline.co.uk](http://www.postonline.co.uk)

## Brit replaces Vodafone as England sponsor

BRIT Insurance has agreed a four-year deal to replace Vodafone as the principal sponsor of the England Cricket side.

The contract, believed to be on the same terms as Vodafone's £4m-a-year deal, begins in January 2010 and will see the Brit logo displayed on the kit of the England men's and women's cricket teams, as well as the England Lions and England disability teams.

Brit chief executive Dane Douetil said: "We are delighted to become the principal sponsor of the England team — it is a logical next step in our brand development strategy."

"Those who follow the sport will already know us and will have seen our commitment to the game over the past six years."

England & Wales Cricket Board chief executive David Collier added: "With

an established brand and excellent reputation within the sport we are looking forward to working closely with them over the coming four years."

Brit also sponsors Surrey County Cricket Club, the Oval cricket ground and is the official insurance partner to the test match grounds.

As part of the deal, Brit will be advertised in grounds and will be able to use members of the teams for marketing.



Charlotte Edwards, captain of England women's team, and Andrew Strauss, captain of England men's team, at the Brit Insurance Oval.

# Towergate set for North-east showdown after defections

BY SARAH HILLS

THE boss of one of Towergate's first broking acquisitions has left the firm with a group of senior staff and defected to a rival.

Jonathan Willett, together with his sister Emma Simkins and three other senior figures, have left what was previously known as Willett & Ross and are understood to be opening an office for Leeds-based Henderson's on Teesside.

Stockton-based Willett & Ross was acquired by Towergate — then known as Folgate — in October 2002, representing its fourth 'hub'



Henderson: aware of covenants.

broker after Leeds-based Smithson Mason Group, Surrey-based Duncan Pocock and Bedfordshire-based Bervale Mead.

The business was renamed to Willett & Ross Risk Solutions in April 2005, and has been known as Towergate Risk Solutions Teesside since August 2005.

Joe Henderson, chief executive officer of Henderson Insurance Brokers, told *Post* Mr Willett and Ms Simkins were not set to start for another five months and he was conscious of Towergate's strict restrictive covenants. He refused

to comment any further.

Towergate refused to be drawn on the clauses that had been written into the departing employees' contracts, with a spokesman telling *Post* that it would not comment on the situation.

The consolidator has taken a firm stance on covenants in the past, including a high profile case against former Chartered Insurance Institute president Bob Beckett who left Towergate with a number of employees to form Insurance Risk Solutions in Bury St Edmunds at the start of 2007.

That resulted in Mr Beckett and the defendants paying £825,000 for damages and costs, as well as picking up their own legal costs, after breaking the terms of their covenants on leaving Towergate.

Mr Willett joined Willett & Ross, the firm founded in 1970 by his father Mike Willett, in May 1998. At the time of buy-out, Willett & Ross handled in excess of £13m gross written premium.

It is understood Mr Willett and his colleagues resigned from Towergate Risk Solutions Teesside a month ago.



Baker: stop inappropriate behaviour.

CREDIT hire organisations and insurers will pay to sign up to the general terms of agreement for the first time

## Credit hire dispute resolution body is welcomed

following changes to its governance arrangements.

The technical committee behind the protocol has agreed a 2.75% increase in the maximum rates charged, the appointment of an independent chairman and secretary, and a new dispute resolution facility.

The body has also agreed signatories should contribute £500 towards setting up the new governance structure. In a letter to subscribers, Matthew Young, policy adviser for liability & motor and risk & regulation at the Association

of British Insurers, which facilitates the agreement, said: "It does cost a significant amount to administer the GTA and we will now have the costs of an independent chairman and secretary to cover. It is intended to introduce a modest annual charge for subscribing to the protocol."

Tony Baker, Accident Management Association director general, told *Post*: "This is a positive step and will better service the needs of both insurers and credit hire organisations."

"In the past, the running

costs of the GTA were not met by subscribers — if we needed legal advice the technical committee had to pay."

The committee has not set a deadline for filling the two new roles.

Commenting on the introduction of dispute resolution, Mr Baker said: "This will bring some finality to decisions made in the GTA. Previously, if there was a breach of the GTA there was no mechanism available on that sanction. Now we are no longer awaiting unanimous decisions and it will stop inappropriate

behaviour from either side."

The rate increase for cars, commercial, motorcycle and private hire/taxis came into force on 1 July.

Ecclesiastical technical claims manager Andrew Brown told *Post*: "It's encouraging the GTA technical committee is devoting more time and energy to resolving difficulties through the appointment of an independent chairman and secretary. There's no doubt we'll still be fighting in years to come, but at least insurers are showing determination to agree on more reasonable territory."

**Recruitment:** Check [www.insurancejobs.co.uk](http://www.insurancejobs.co.uk) for all the latest career opportunities in the insurance industry.

## NEWS IN BRIEF

**Fraud awards shortlist**

The shortlist for The Insurance Fraud Awards 2009 has now been announced. Winners will be revealed at a special awards ceremony on 1 October in London, following *Post's* established Fraud Management Briefing. The Insurance Fraud Awards have been introduced to recognise excellence in general insurance counter-fraud and fraud prevention and to help spread the wider adoption of best practice across the insurance industry. View the shortlist at [postonline.co.uk](http://postonline.co.uk).

**New Citymain office**

Insurance third-party administrator Citymain, has opened a new office in the Lloyd's building. The office opens for business on 1 August and will handle sales and marketing operations. Citymain has designed and administered white-label insurance solutions since 1985.

**Claims online survey**

*Post* is conducting a major new online survey of insurance company claims managers views of the industry's vast array of claims service providers. This comprehensive non-attributable and confidential research of claims manager's views will look at how third party service providers are performing and help us identify and campaign to close the gap between expectation and delivery. To take part or for more details contact [sajeeda.merali@incisivemedia.com](mailto:sajeeda.merali@incisivemedia.com).

**MIB workflow system**

The Motor Insurers' Bureau is using a new workflow management system using a range of databases to help tackle fraudsters for risk avoidance. It collates frauds across a range of industry sectors, including banking, financial services, insurance and mail order credit. The MIB hopes the system, Sira, will help it target repeat fraudsters and fraud gangs.

**IGI joins the LEIG**

Specialist UK general insurer, IGI Insurance Company, has joined the Legal Expenses Insurance Group. The LEIG was established in 2006 by a number of legal expenses insurers and intermediaries to help protect and advance the rights of claimants to justice and fair levels of compensation.

**Argent eyes space in Manchester and Leeds**

SPECIALIST loss adjuster Argent is eyeing up possible new office space in Manchester and Leeds, after moving into larger premises in Leicester to keep up with its growth plans.

Argent, which currently has eight UK offices, moved its Leicester operations last week and is now looking to recruit more staff. The move comes after the company opened a new office in Hatfield in June.

Argent managing director Neil Ventris told *Post* the company was hoping to bring in two new regional teams and a number of high-profile senior employees in the coming months.

He said: "We don't tend to go for rapid uncontrolled growth. We have steadily added to our headcount, we have had three new people in the last 12 months. The more people

you add the more capacity you have and the more you can improve."

He added: "By virtue of becoming established and being seen as a safe pair of hands, we are being approached by staff who see us as an employer of choice and clients who see us a partner of choice."

The company also has a presence in London, Croydon, Bristol and Glasgow.



Ventris: steady growth.

**Heighway moves to IPRS to promote legal services**

BY LEIGH JACKSON

REHABILITATION provider IPRS has appointed Morag Heighway to help boost the company's profile in the legal services sector.

Ms Heighway, formerly rehabilitation manager at Aviva until June 2008, most recently worked as a standards consultant for the UK Rehabilitation Council. She has been appointed to the newly created post of sector development manager.

As part of the role, Ms Heighway will promote IPRS to legal



Heighway: developing understanding in her new role.

services firms and develop new opportunities for the company.

Ms Heighway told *Post*: "I've been recruited to develop IPRS' understanding of the legal services sector, which, traditionally, is not one in which the company has operated in any major way."

"I have been given a blank sheet to try and develop opportunities. We will try to influence the delivery of rehab services within the sector wherever we can."

She said that she has been interested in working with IPRS for some time adding: "I've seen them grow and develop into a leading edge company over the past few years."

Ms Heighway is currently reviewing IPRS' links with the legal community over the past three years, where it has been operating a whiplash treatment programme for motor insurers. The company also hopes to raise the profile of evidence-based approaches to rehabilitation.

**TCF appoints ex-Aviva staff**

OUTSOURCED fraud management company TCF Corporate claims to have seen 42% growth in turnover across the group in the past 12 months, with further significant growth envisaged following a restructure.

The company rebranded from Absolute Fraud Management in March and branched into new areas beyond its motor expertise (*Post*, 19 March 2009, p4). It launched separate subsidiaries covering motor, home, training and professional services and lifestyle.

Chief executive Stuart Dennis claims it is currently in discussions with its insurer partners about extending its agreements to cover new lines.

The company added it had bolstered staff numbers by 26% during the last year and envisages taking on more recruits over the next six months as it diversifies into more areas.

Among the latest additions is former Aviva claims manager James Herbert, who



Herbert: joins from Aviva.

has joined TCF Household as investigation team manager, after 13 years with the insurer. Terri Bucher also joins as head of complaints following five years with Aviva, where she was responsible for resolving complaints for a corporate partner. And Nick Munroe has also joined the company as head of compliance and technology at group level from Associated Press Television News.

Mr Dennis commented: "TCF is known for its highly responsive and best of breed approach to service. These new team members have been specifically recruited for their passion, drive and technical ability to anticipate and deliver against our customer's needs."

**BNP councillor faces court after Zurich fraud attempt**

A BRITISH National Party councillor could face criminal charges after falsely attempting to claim up to £30 000 in compensation from Zurich Insurance.

Derek Dawson alleged that his severely fractured ankle, sustained in March 2003, was caused by Zurich customer Stephen Hargreaves who, it was claimed, struck a ladder while driving that hit Mr Dawson, injuring his leg.

The civil judgment handed down this week at Burnley Crown Court held that the injuries sustained could not have been caused in the way indicated and upheld that the men colluded to try and gain £30 000 from Zurich.

Commenting on the case, Zurich claims fraud and

investigations manager Scott Clayton told *Post*: "It shows some people will stop at nothing to try and achieve compensation for something that the evidence shows did not happen in the manner suggested and that even includes taking it through the courts."

He added: "When you consider the time and effort of the medical experts and engineers, all of them who have had to comment on whether this could have happened, it has turned out to be a monumental waste of time."

Zurich is now looking to pursue both parties for contempt of court and costs. The insurer has referred the case to the attorney general's department for criminal prosecution.

**ZURICH FALSE ALARM COURT CASE**

The managing director of property broker Dylan Harvey, Toby Whittaker, and managing director of Bellit Security and Blackburn Alarms, Stefan Halenka, have been charged with conspiracy to defraud Zurich Insurance. The charges relate to false alarm activation records following a reported burglary at Mr Whittaker's home in Burnley. The men have been bailed to appear at Preston Crown Court, with the case scheduled to be heard in October.