

# RENTGUARD

YOUR INSIGHT INTO RENTGUARD – THE INSURANCE SPECIALISTS

# NEWS

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## BIBA EXHIBITION

# A big success for Rentguard



**R**entguard were proud to be among the **175 companies** who exhibited at **BIBA 2013** last week. We'd like to say thank you to everyone who visited our stand and helped make the experience so special.

The two day conference and exhibition at **ExCel London** brought together insurance brokers from across the full range sectors, giving them a chance to build trading relationships, as well as sourcing new business.

The conference provided an excellent opportunity for us to share our knowledge and ideas with our agents, it was great to see so many familiar faces, as well as meeting plenty of new agents and brokers we are excited at the prospect of working with.



If you saw us at BIBA and would like to discuss things further with one of our team, then please do not hesitate to get in touch with us on **0208 587 1060**.

Our **iPad mini prize draw** also proved extremely popular and we will be announcing the lucky winter on our website on **3<sup>rd</sup> June**.

They will also be contacted shortly after via e-mail.



*"Experiencing BIBA for the first time was a lot of fun, I enjoyed actually meeting and interacting with our existing brokers, as well as meeting potential new ones. It was also a good opportunity to gather information and get feedback to further improve our services"*  
- Farah Chaudhry, Relationship Manager.

## A new direction

We are pleased to announce the promotion of **Baljit Sodhi** who takes up the position of **Director, Client Services**.

Baljit joined the company 5 years ago and most of you will already know her as she has previously held senior management positions in our accounts & client services departments.

She has recently returned from a 9 month break, having taken time off to rest and celebrate the exciting arrival of her twin boys.

Her new role she will be directly responsible for the on-going development of client & customer services, delivering products and services and managing daily systems requirements.

With Baljit's promotion comes the promise of even **better customer care and support for our agencies**. Also an increased focus on making sure our rates are the most competitive on the market, new

specialist products, and the chance to maximise your profits by working closely with us.

"I am working closely with all staff to ensure that we deliver a service that meets market expectations. I am delivering a more focussed and target driven approach and we are already receiving very positive feedback to our revised account management and customer service" said Baljit.

"We will be bringing in some new products and I am making it my primary objective to offer the best value for money in the market today".

"I fully understand that this is about you the client and we are here to help you get the best potential out of your business".

Please call Baljit and let her know your individual requirements.

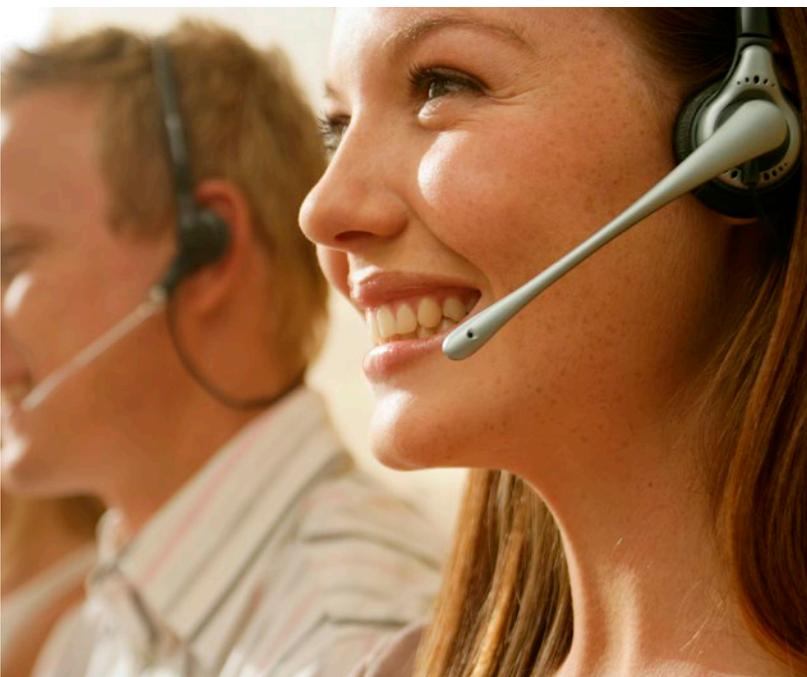


## Don't rule out DSS tenants



It has come to our attention that some brokers and letting agents were unaware that we can offer quotes to landlords with tenants claiming housing benefits. Our range of Buildings & Contents Insurance products cater for all sectors, including **DSS individuals and couples**, students, asylum seekers, and even multiple tenancy types. If you require further clarification on who we can and can't cover, please do not hesitate to give us a call.

## A good call - Quoteline hours extended



Our **Quoteline** will now be open until **7pm Monday to Friday** with immediate effect.

At Rentguard we understand that it is important for you to be able to speak to someone instantly when you need to, and that some things cannot wait until the next day, that's why we are extending the opening hours of our Quoteline.

This will allow further opportunity for our customers and clients to be able to speak to one of our friendly team and receive a quote on the cover they require.

As always, we aim to answer all of your calls within three rings. Calls which will be answered by one of our friendly, knowledgeable staff who will be happy to help find the right product to meet your needs and requirements.

Please see below our revised opening times:

Mon to Fri: 8:00am – 7.00pm  
Sat: 9:00am - 4:00pm

## Going green phase one now complete

As part of our on-going drive to be as environmentally friendly as possible, we have now completed phase one of our 'going green' campaign. In our efforts to reduce **carbon footprint**, we are no longer sending out physical copies of our policy documentation and all documents are now sent via e-mail instead. This includes all cancellations, renewals and other customer correspondence.

This step, as part of our revised service, will also have the added benefit of making sure our brokers receive all policy documents immediately.

In addition to this, we are now operating in an almost entirely paperless office, only printing when absolutely necessary, liaising electronically at all times, both internally and externally, and recycling all paper waste.

Our simple online process will not only **save customers time and money**, but also help reduce the waste of natural resources, as well as eliminating the need to utilise the sometimes-unreliable postal system. Please ensure that your email contact details are fully up to date with



ourselves, as we look forward to corresponding with you in this way going forward.

Should you require any further information, or need any assistant, please call **0208 587 1060**.

### HINT & TIPS

#### YOUR WEBSITE - YOUR BRAND!

We offer a '**white labelling**' service of our quote and buy system to your business. Within **24-hours**, you can have a bespoke version of our online quote form embedded on your website allowing customers to get an **instant online quote**.

We know that your **brand identity** is extremely important to you, so this can also be customised to match your website's colour scheme, include your company logo, and choice of banner.

With this service get the benefits of a fully-integrated selling platform, but without the hassle and expense of developing, maintaining, and updating it.

Let us do the leg work, so you can just enjoy the benefits.

Call white labelling services now on **0208 587 1060**.

### IMPORTANT NOTICE

#### WE NOW REQUIRE D.O.B. FOR ALL OWNER OCCUPIER POLICIES

With immediate effect, we will require the **date of birth of the policy holder** for all owner occupier insurance policies. This is for identification purposes only, please rest assured that no policy decisions will be based on a customer's age. As usual all personal information will be treated in strictest confidence and not sold on to any third parties under the terms of the Data Protection Act.

### UNTIL NEXT TIME



Rentguard remains focused on providing a quality service to its business partners, their clients and customers.

In order to reinforce our commitment to excellence, we welcome feedback and suggestions from our partners.

Please email [info@rentguard.co.uk](mailto:info@rentguard.co.uk) with your views.

We wish you and your business a bright summer, and look forward to bringing you even more exciting developments in the next Rentguard newsletter.

**James Castell** - CEO