



Bringing it 'back to the broker'

Seventeen guests from brokers in the London area, seven members of the Plum team, a brick and a bowl of sugar were just some of the ingredients in the first of our 'Back to the Broker' events which took place at Bedales Wine Bar in London's historic Leadenhall Market on 22nd June.

'Back to the Broker' is a key part of our commitment to working closely with intermediaries, listening to what they say and using their feedback to create an ever improving service. It's designed to provide a relaxed setting where members of our team can provide information on technical and business developments and where brokers can have their say not just on what Plum is doing now but, as importantly, what they would like to see us doing next.

For this first event the technical focus was on our Flex contract. David Hole (Claims Manager) and Mahben Quddus (Operations Manager) used the subject of subsidence – with the brick and the bowl of sugar providing a surprisingly effective demonstration of the problem – to describe how we write non-standard business and just what makes Plum's approach 'far from standard'. A short quiz (just for fun although a bottle of wine was up for grabs) followed and then, for the next hour, attendees were invited to express their views on everything from our premiums, through to the sustainability of our terms.

Proceedings concluded with a drinks reception and buffet at which we were joined by Andrew Cross (Chairman), David Whitaker (Managing Director) and other members of our underwriting team. 'Back to the Broker' will now be taking to the road and further events will be taking place around the country over the next twelve months.