



ASSURANT  
Solutions



## Specialist Protection Insurance

Payment protection and personal property cover

For Financial Services Professionals only



## Home...

Owning a home is the ultimate goal for many. And, the high cost of property means this is undoubtedly the largest financial commitment your customers will have. This is all the more reason to have the right protection in place and Assurant Solutions is an expert manufacturer of mortgage payment protection insurance.



## Focus:

# on being the leading insurer of niche protection solutions

### What we do

Under the trading name of “Assurant Solutions” we manufacture and underwrite a range of protection insurance products through our regulated entities Bankers Insurance Company Limited and Bankers Life Assurance Company Limited. Our core lines are:

- Mortgage Payment Protection
- Income Protection
- Loan Payment Protection
- Credit Card Payment Protection
- Personal Property Protection
- Extended Warranty Programmes

### Who we work with

Our products are available through various distribution networks and we understand your demands for quality service. We can work in partnership with a range of leading distributors including:

- Banks and building societies
- Mortgage and insurance brokers, networks and packagers
- Retailers
- Affinity groups

### Why we're different

We know our niche protection markets exceptionally well, in fact it is all we do. We do not believe these are markets where ‘one size fits all’ approach is appropriate. So we strive to design innovative new products that suit your customers.

When designing a solution that works for your business, we aim to understand your customers as well as your business needs. It is through our consultative approach that we can develop truly tailored solutions.



## Scope:

# to deliver the right products, systems and service for your needs

Plenty of insurers will talk about service. We insist on getting it right.

### **Relationship Management**

Part of the Assurant Solutions difference is having a dedicated Client Relationship Manager to act as your principal point of contact. They will work with you as the product is developed, through implementation and to grow its potential. Ongoing account development support is provided to maximise the opportunities of the programme. We operate clear service level agreements so you know what will be delivered. And, by anticipating market trends and through developing an in-depth understanding of your business, we can help you launch new products and establish a customer-focused market presence that sets you apart from the rest.

### **Experts at your service**

Because we are specialists, our people understand the technicalities of protection insurance. We have strong in-house teams of underwriting, claims, compliance, marketing actuaries and telephone service experts.

Technology improves efficiency and accuracy. We use this in tandem with personal service to ensure you benefit from a leading edge proposition. We have our own software application system – under the Assurant Solutions brand – which is fast and intuitive to use. It is constantly being developed to keep abreast of market developments and aims to assist our clients with a compliant sales process.

### **Suitability: the key to satisfied customers**

In a regulated marketplace, transparency and treating customers fairly matters. It is vital customers are sold cover which meets their needs, is good value and gives them the confidence that they have a product against which they can claim. Assurant Solutions is committed to producing the clearest documentation and product information. We have also developed products that make it straightforward for our clients to ensure they meet policyholders' needs.



## Income...

There is no such thing as a job for life. Payment protection cover from Assurant Solutions means your customer can continue to receive an income if they are unexpectedly made redundant or suffer an illness or an accident. Our insurance allows valuable breathing space for your customers as they seek new employment or spend time recovering.



## Possessions...

Many valuable items may not be covered under a home contents policy. We manufacture cover that fills the gap and offer a comprehensive range of products which can protect possessions such as mobile phones, jewellery and electrical goods. We also provide a range of extended warranty products.

## Scope:

# to exceed your expectations

Assurant Solutions has a wide range of clients, all with different needs. So, we offer choice and flexibility when it comes to our products.

You select which of our core products is right for you and then, after a thorough consultation to assess your needs, we will design the right offering for your customer base.

It is about working together. Our clients play a key role in product development, helping us to understand their customers' needs. Some of the areas you may want to think about include:

- *Do you want pared down, core cover or a policy that is top of the range?*

We can manufacture products that are focused only on the essentials or those that have differentiating added-extras

- *What amount of choice do you want to offer consumers?*

With our Matrix product, there are thousands of permutations

- *Do you want to sell online or will you be selling face to face?*

We have the technology and documentation to suit whatever channel(s) you select

### Core products

#### Mortgage payment protection

Our flagship product offering is the Matrix, a tailored mortgage payment protection insurance product. It offers over 250,000 unique policy combinations, based around a core product. For example, customers can be covered for accident and sickness and/or unemployment. They can have a choice of single or regular premiums, choice of excess, and purchase cover for other expenses on top of mortgage costs, with benefits available for up to 24 months.

The Matrix is accessed through Assurant Intermediary, our proprietary software, which allows our clients to provide their customers with fast quotations and the most appropriate cover for their needs, while assisting with a compliant sales process.

### Income protection

This provides income to cover bills and helps maintain your customer's lifestyle. It can cover monthly repayments on loans, credit and store cards as well as your customer's mortgage. The product from Assurant Solutions provides a high degree of flexibility, allowing customers to choose the level of cover they need to meet their regular monthly outgoings.



### **Loan and credit card protection**

Our protection products also cover other primary financial products such as unsecured personal loans and credit cards.

### **Personal property protection**

A key added value insurance often favoured by retailers, this cover protects against accidental damage, theft or robbery and can also include mechanical breakdown. A wide range of goods can be protected including:

- MP3 players
- Electrical goods
- Jewellery and watches
- Bicycles
- Cameras

Cover is flexible and the products can be offered on a repair or replacement basis.

### **Extended warranty**

Tailored to meet our clients' requirements, this insurance product provides cover for breakdown after the manufacturer's warranty has expired. It can also cover accidental damage and theft.

### **Credit card purchase protection**

This protects purchases made with a credit card against accidental damage, theft and robbery for a set period of time after the date of purchase. Cover is typically included within a credit card package.

### **Credit card price protection**

It can be frustrating to find that an item that has been bought for one price is available for less in another shop – or subsequently on sale for a lower price where it was originally purchased. This cover refunds the difference between the two prices and is typically included within a credit card package



## Health...

No one knows what the future holds. But, if your customer becomes sick or has an accident and is unable to work, it could be a struggle for them to meet their mortgage and other financial commitments. Cover from Assurant Solutions is available on a flexible basis. It allows your customers to seek treatment and recover before they return to work.



## Strength:

# in our expertise, reputation and corporate values

Assurant Solutions has an excellent understanding of the protection insurance marketplace. By working with us, you will benefit from our wealth of experience. We can help our clients meet their regulatory requirements and policyholders benefit because they are covered by an insurer that is committed to excellent service.

Working in partnership with Assurant Solutions means you benefit from our core competencies.

### Technology solutions

Through the Internet and high-speed communications we service our clients and their customers from our dedicated contact centre. We also develop our own software – such as Assurant Intermediary – to ensure our clients have access to the most efficient business systems.

### Product and marketing management

Our in-house market research facility drives our product development. We understand consumer needs, how they affect our market and what the latest trends are. And the research we produce also provides our clients with timely management information. Using the latest data mining techniques we can help to boost the penetration of our clients' databases.

### Client Relationship Managers

Each client has an experienced and dedicated account manager who acts as their first point of contact. They will drive the growth of your business, streamline processes to ensure an efficient working relationship, act as the conduit between our clients and us and make things happen.

### Legal and regulatory support

We employ experienced legal and compliance personnel with in-depth knowledge of financial services. We want to make sure that our clients are meeting their regulatory requirements and will look to provide support and guidance where necessary.

### Risk management

In a competitive, regulated market, it is vital to use experts who can manage risk correctly. We have the product knowledge, industry experience and ability to think ahead when looking at credit, market, operational, liquidity and insurance risks. Our aim is to ensure profitability while offering superb value.

### Operational support

Superior service is among our key differentiators. We look to provide our clients with the complete answer to their needs. This means we can create and set up schemes, collect premiums, make mid-term adjustments, handle renewals and provide a start to finish claims service.

Customer service is paramount to us. Our customer contact centre operates extended opening hours seven days a week. This ethos extends to claims handling where we aim to pay claims as quickly as possible. We also take combating fraud seriously by using detection measures – this helps keep premiums keen and means honest policyholders are not penalised. Claims are authorised by phone wherever possible to ensure the fastest service.

Our commitment to quality is further emphasised by the ISO 9001:2000 accreditation attained by our Cork office.



## People:

# creating an empowered culture - valuing our associates

Assurant Solutions operates in an open non-hierarchical environment, which provides our clients with access to senior personnel in the organisation.

We work hard to ensure that associates are competent in performing their roles and have access to extensive training and development facilities. We believe this allows them to offer superior client service.

We work within our brand values – Integrity, Change, Urgency & Excellence (ICUE), which are

ingrained within the organisation and help us to recognise our associates' commitment to the business.

We have achieved Investors in People in the UK and Excellence Through People in Ireland which means our continued investment in our employees has been independently audited.

We also have a strong sense of corporate social responsibility and our associates are involved in various projects largely involving charities in the local community.

### Here to support you

We are here to facilitate the growth of your business – but you retain ownership of your customers at all times.

The protection market is changing in the UK. We intend to be at the forefront as it grows and develops, working with our clients to create products that are cutting-edge, transparent and customer friendly.

Share in the future of this marketplace with Assurant Solutions

## Reach:

# around the globe with local focus

We are a global business that is focused on the UK and Irish markets. We have offices in Slough, UK, and Cork, Ireland.

Our underwriting companies are Bankers Insurance Company Limited and Bankers Life Assurance Company Limited.

Assurant Solutions traces its history back over 60 years. Our roots stem from the American Bankers

Insurance Company – which launched the creditor insurance market as we know it today.

They introduced creditor to the UK market in 1972. In 2004, we took on a new name – Assurant Solutions.

Our ultimate parent is Assurant, Inc. and we are a leading insurance company throughout North America, South America, the Caribbean and Europe. Apart from the UK and

Ireland, we have other European offices in Denmark, Germany, Italy and Spain.

Assurant, Inc. is traded on the New York Stock Exchange under the symbol AIZ and has approximately \$US20 billion in assets and \$US7 billion in annual revenue.

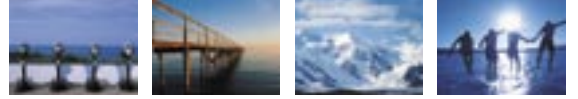
Source: Assurant, Inc. December 31, 2005

A photograph of two men in business suits walking through a modern office hallway. The man in the foreground is smiling and gesturing with his hand while holding a briefcase. The man behind him is also in a suit and appears to be engaged in conversation. The hallway has large windows with horizontal blinds, and the lighting is bright and warm. The image has a slight motion blur effect, suggesting they are walking quickly.

## Customer...

Having the right cover in place from Assurant Solutions can help protect your customers' most valuable assets. Our aim is to build solutions around the objectives of your business and the needs of your customers.

Our approach is based on building a partnership and we would welcome the opportunity to discuss how we could work together.



# Assurant Solutions

Assurant Solutions businesses develop, underwrite and market niche insurance, extended service contracts and other risk management solutions in collaborative relationships with leading financial institutions, retailers, automobile dealers, funeral homes, utilities and other entities. Principal lines of business include debt protection administration, credit insurance, pre-funded funeral insurance, warranties and extended service contracts on appliances, consumer electronics, automobiles, recreational vehicles and boats. They serve clients and their customers throughout North America, the Caribbean and selected countries in Latin America and Europe, including the United Kingdom, Denmark, Germany, Italy and Spain

Assurant Solutions is part of Assurant, a premier provider of specialised insurance products and related services in North America and selected other markets. Assurant, a Fortune 500 company, is traded on the New York Stock Exchange under the symbol AIZ and has approximately \$US20 billion in assets and \$US7 billion in annual revenue.

## Local Offices

### United Kingdom

117-119 Whitby Road,  
Slough, SL1 3DR  
Telephone: +44(0)870 152 6000  
Email: [uksales@assurant.com](mailto:uksales@assurant.com)  
[www.assurantsolutions.co.uk](http://www.assurantsolutions.co.uk)

### Ireland

Cork Business & Technology Park,  
Model Farm Road, Cork  
Telephone: +353(0)21 4800 300  
Email: [irelandsales@assurant.com](mailto:irelandsales@assurant.com)  
[www.assurantsolutions.ie](http://www.assurantsolutions.ie)

## Head Offices

### New York Office

One Chase Manhattan Plaza, New York  
NY 10005 United States  
Telephone: 001 212 859 7000

### Atlanta Corporate Campus

260 Interstate North Circle, SE Atlanta, Georgia  
30339-2210 United States  
Telephone: 001 770 763 1000

### Miami Corporate Campus

11222 Quail Roost Drive, Miami, Florida  
33157-6596 United States  
Telephone: 001 800 852 2244



**ASSURANT**  
Solutions

The information supplied in this brochure is for use by financial services professionals only and should not be relied upon by other parties.

Assurant Solutions operates in the UK and Ireland through member companies Bankers Insurance Company Limited (registered in England no. 2341082) and Bankers Life Assurance Company (registered in England no. 3264844). Both companies are regulated by the Financial Services Authority.