

Welcome to this month's edition of Network News. We took a couple of months off from publishing as we're sure you all had other, more pressing, matters on your hands. In this issue we speak to team member Stuart. We also focus on a couple of the many products we can offer and provide, this is a regular inclusion in our newsletter to highlight some of the many competitively priced optional extras available to you through us.

We also have an article on how the recent pandemic has affected how we operate at the Network along with how we can assist you as we all start to find our 'new normal'.

General Update

We've been continuing to work closely with a new brokerage who joined us earlier in the year and has already hit their first milestone of £500,000 GWP. Clearly, even during these challenging times, they have proven that with the right people, system and vision that even a new business can flourish. They have managed to adapt, with help from us where needed, and are already taking on additional staff three months after starting up.

We have continued to operate as normal throughout the lockdown to ensure services were uninterrupted for our members. But also taken the time to update some of our comms infrastructure.

Why not have a look at our all new website with more information about what services we offer. We will also be sending out a copy of our brochure to all members soon. Visit www.1answernetwork.com

We are always here to help you, we will be starting to carry out more conference calls with you soon as we do understand that many won't want us visiting your offices, even as the lockdown rules are eased.

*Experience
Expertise
Independent
Innovation*

Focus on Stuart Avery



Known to most of you as Stu, Stuart has worked in the insurance industry over 30 years, starting as a trainee writing out manual covernotes and doing the filing. Over time progressed through the ranks to head up the acquisitions team, negotiating the purchasing of other brokers. Also setting up a High Net Worth team focusing on non-standard and high value property insurance.

After that business was ironically acquired, by a large national brokerage, Stu was made redundant and joined 1 Answer Network a couple of months later to look after the Helpdesk. 7 years have now passed and he is our Head of Operations.



Stu has 2 'young adult' children and, having grown up by the sea, loves nothing better than a walk along the shoreline after work. He's also lucky enough to have access to open countryside nearby for walks in the sunshine.

We asked Stu a few questions so you can get to know him a little better.

Q. Favourite pastime?
A. Walking or Decorating

Q. Guilty pleasure?
A. Call of Duty (PS4)

Q. Favourite meal?
A. I do love a Chinese takeaway

Q. Best Holiday ever?
A. Alvor, Portugal, 2019.
Just me and the kids relaxing and people watching for a week.

Q. Favourite film?
A. Men of honor or Toy Story

Q. Claim to fame?
A. Rescuing 2 young children (not mine!) from the sea.

Q. Worst job held?
A. None, I've been lucky.

Q. Favourite music?
A. Queen or The Beatles

Having used the CDL Classic system all his working life and having been in broking until joining the Network, Stu understands the challenges you as brokers face and tries to assist you in any way possible.

If you have any needs, in terms of products you think we may be able to help you with, then call Stu on 01323 819231 or email stuart.avery@1answernetwork.com.

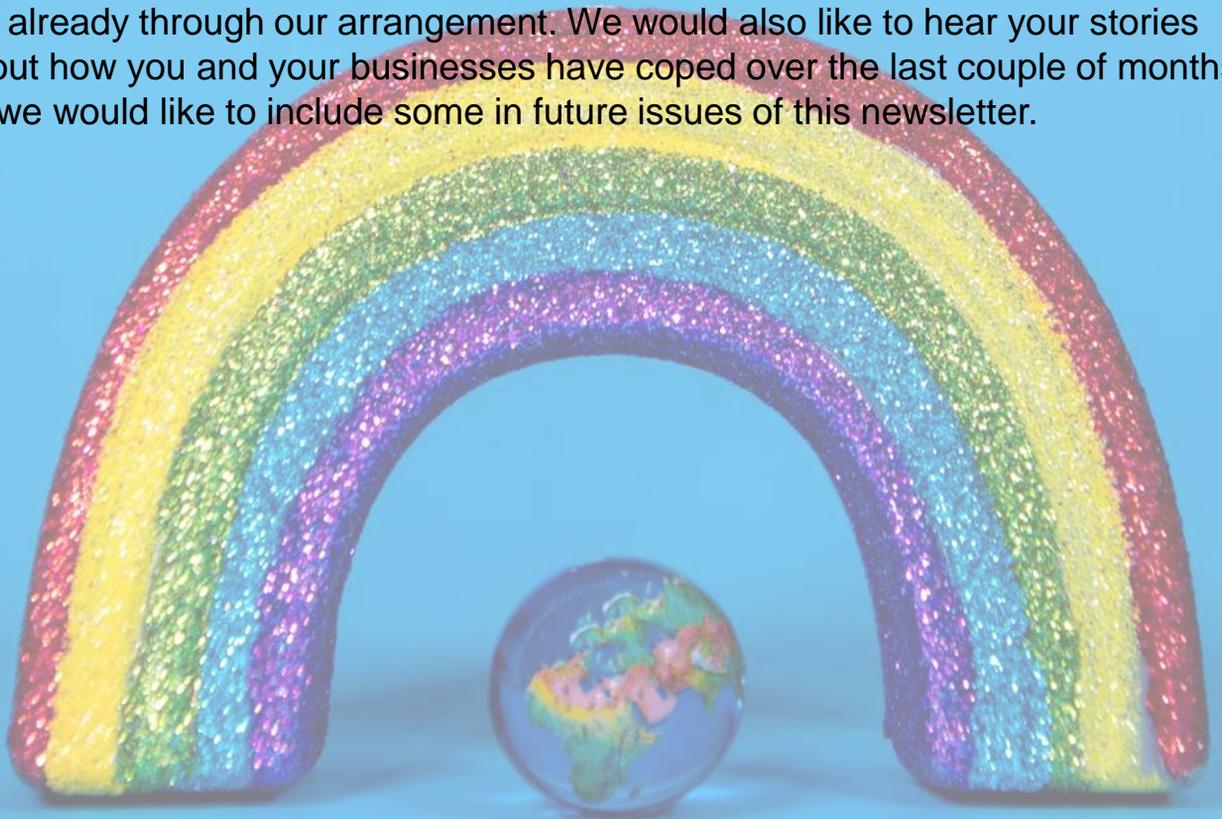
COVID-19

As the global pandemic started to unfold we had internal discussions regarding what, if anything, we needed to change and what support we could provide our members with.

Firstly, we assessed our own business to see if we posed any risks to our colleagues or members. We took the decision to cease all face to face meetings immediately and ahead of the official lockdown. You will also probably be aware that most of us already worked from home, so we were able to continue to provide uninterrupted support to you when you most needed it. The few staff we do have based in an office were very quickly set up at home so that we could continue some of the back office functions.

It was obvious early on that working from home was going to be the only solution for some time, so we very quickly setup and tested a solution with Amazon Web Services (AWS) to allow our members to connect remotely through to the secure CDL servers that we host. Several of our members have taken up this facility and are pleased with the results. Please let us know if you would like to discuss this.

As we all work our way out of the current pandemic we want to hear from you with any suggestions you may have that could help you operate more efficiently, or products that you feel there is now a need for. Now is an excellent time to review what products you offer along with if we could review your funding rates if you are not already through our arrangement. We would also like to hear your stories about how you and your businesses have coped over the last couple of months, as we would like to include some in future issues of this newsletter.



If you want to know more about working from home and AWS then please do get in touch with us on 01323 819260 or email helpdesk@1answernetwork.com.

We're here to help

We want to help you out of this pandemic in any way we can and as we're sure you know, we have a whole host of products and services available to you to use or subscribe to.

Here are just a few suggestions:

- Help with leaflets to promote optional extras to increase your income. We may also be able to help with the cost
- Electronic Documentation (email) system for CDL to improve communications with customers
- SMS Application, direct from your desktop, to remind customers of important issues, such as renewal or your current opening hours
- Secure CDL access for Homeworkers
- Lead generation to help boost your sales
- Are you on our Funding deals? If not then we can review that with you
- Online compliance training portal, ideal for homeworkers
- Full review of the optional extras you currently use and may benefit from offering
- Optional extra promotions and introductory offers.



I Can't

**Call Stuart Avery today, on
01323 819231, to discuss these
or any other ideas you may have**

Don't let a little engine trouble spoil the day out

As people take to the roads once again, for work or just a trip to the seaside, then they may want to make sure they have adequate Breakdown cover to ensure they can get home safely. No one wants to be hanging around longer than necessary at the moment.

Our Motor Breakdown product has various levels of cover for those looking for just roadside assistance, to those needing full European cover. We also have products available for classic cars, vans, campervans, Taxi and Courier drivers.

All of our optional extra products are fully integrated into CDL, this ensures documentation is generated seamlessly with your new business or renewal letters. We also take care of the monthly account reconciliations, saving you time, and just issue you an invoice to settle.

If you want details on any of our Breakdown products please do get in touch on 01323 819260 or helpdesk@1answernetwork.com

