

TELEGRAPH

INVESTMENTS | PENSION PLANNING | PERSONAL INSURANCE | BUSINESS INSURANCE | MORTGAGES

Welcome to our Winter Newsletter



The Alan Boswell Group is continuing to grow across all Divisions through a combination of additional clients and increased

trading, particularly in our Financial Services division where we are delighted to report increasing involvement in the Professional Connections sector.

This growth enables us to expand the services we can provide (eg specialist divisions for Mortgages and Risk Management), but just as importantly helps us to attract and retain some of the best qualified and experienced staff in the region. This, in turn, means that we can achieve our aim of providing first class service to our clients.

Along with this newsletter you will notice that we are updating our brand image. Our aim is partly to bring our style more up to date, but also to recognise that the service we provide across our various divisions is all part of our Group strategy. We hope that you like our new look.

All that remains is for me to extend a warm welcome to our new clients, and say thank you to our existing clients. We do value your business.

If you would like to discuss any of the points raised in this newsletter please call me or send me an email.

ALAN BOSWELL ACII
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In this issue:

- Hire Plant theft has reached an all time high... are you sure you're fully covered?
- Advice on important Health and Safety issues
- Report states 4,500 young workers seriously injured or killed last year
- Specialist Care & Retirement Home insurance
- Review of client feedback

You could be digging into your own pocket as Plant theft soars to new levels...

If you're hiring plant make sure you're aware of these important insurance cover issues:



For further details on either of the above please contact
David Tuttle 01603 218014
email dtuttle@alanboswell.com

Check out the small print

It has recently come to light that many of the companies that hire out plant do so under HAE (Hire Association of Europe) conditions which makes the hirer totally responsible for replacement on a new for old basis should the item be lost or damaged.

This potentially leaves a serious gap in insurance cover as some insurer's policy wordings only allow for hire under CPA (Contractors Plant Association) terms which provide a lesser level of cover – based on second hand values. The hirer may therefore not be covered for the difference between the new and second hand values of the plant in the event of loss or damage. In the case of expensive items of plant and equipment this difference could amount to thousands of pounds.

It is very important for clients to let us know if plant is hired in under HAE or similar conditions.

Plant theft soars to £43m

Recent statistics indicate that Plant theft has soared – with over £43 million value of plant and equipment stolen last year. Thefts of Excavators and Dumper Trucks feature strongly. While some stolen equipment finds its way abroad, the vast majority stays in the U.K. and ends up being insured again.

It is possible to register owned and stolen equipment with the National Plant and Equipment Register www.ter-europe.org and this is likely to be increasingly encouraged by insurers in order to combat the growing level of plant theft.

Specialist team for Care & Retirement Homes



Please contact Mike Young
on 01953 458831 or email
myoung@alanboswell.com
for further details

It is widely recognised that the insurance and risk management responsibilities of the care sector are increasing year on year so a review of insurance cover for care and retirement homes is absolutely essential.

Alan Boswell Insurance Services has a specialist division concentrating on Care and Retirement Homes. A bespoke Care Home Product is available which provides many special features such as:

- Cover for abuse, infectious diseases and the personal liability of residents.
- A free building valuation service.
- Discounted 'value added' services such as purchasing and training.
- A superb claims service.
- Access to Risk Management advice.



**Commercial Vehicles
No Smoking
Signage in
Scotland**

Commercial vehicles must also display this sign for the benefit of passengers in or approaching the vehicle.

NO SMOKING

These are no smoking premises, it is an offence to smoke or knowingly to permit smoking in these premises.

Driving Ban

Not everyone will be aware that the recent introduction in Scotland of legislation that bans smoking in most enclosed public and work places, extends to most categories of business motor vehicle. In addition 'No Smoking' signs must be displayed in business vehicles, public transport vehicles and taxis.

It has been confirmed that the law applies to any relevant vehicle irrespective of its country of origin, whilst it is in Scotland.

You have been warned!

750,000 Residential Buy-to-Let mortgages and the market is still growing

Borrowing sets new record: Council of Mortgage Lenders

Property continues to be attractive to investors despite the reduced short term income return – taking into account expenses such as mortgage interest and management charges – and the absence of immediate short term capital gains.

According to figures from the Council of Mortgage Lenders, buy-to-let borrowing set new records in the first half of 2006 with lenders advancing over 150,000 loans worth £17.5 billion. There are now apparently over 750,000 residential buy-to-let mortgages in the U.K. worth a staggering £84 billion.

Over the same period our Landlords and Property Owners Division has maintained its impressive growth with approximately £80 million of additional property added every month. Operating nationally, we're providing solutions to a range of individuals and businesses including estate agents, mortgage providers, managing agents and landlord associations.

Steve Cox (Telephone 01603 218031 or email scox@alanboswell.com) deals specifically with portfolios with an insurance value of £5 million or more - concentrating on arranging bespoke policies for such clients.



If you would like further information about Landlords/Property Insurance generally please contact Robert Graver on 01603 218005 or email rgraver@alanboswell.com

20% increase in deaths and serious injuries in the workplace calls for better protection for young workers..

Recently Hazards magazine reported that nearly 4,500 workers aged between 16 and 24 were seriously injured or killed at work last year - over 20% more than 5 years ago. Lack of training and supervision was identified as the major responsible factor.

This backs up the recent initiative launched by Britain's top safety body (the Institute of Occupational Safety and Health – IOSH) entitled "Wiseup2work" which aims to make

young people aware of the risks that they face when starting work, apprenticeships or work experience schemes.

The president of IOSH has said that young people do not die or get injured at work because they fool around, all too often it is because employers fail to realise that young workers have not had the experience or training to recognise and manage health and safety risks at work.



If you would like further details please contact John Neil on 01603 218384 or email jneil@alanboswell.com

Risk Management Seminars

John Neil – Alan Boswell Group's Head of Risk Management Services advises on all important Health and Safety issues, and is currently arranging a series of short seminars. Topics include: The Regulatory Reform (Fire Safety) Order and the Noise at Work Regulations. **If you would like further details of the seminars please contact John Neil on 01603 218384 or e-mail jneil@alanboswell.com**



If you would like to discuss how our independent financial advisers could help you contact **John Whitehead** on **01603 218066** or e-mail **jwhitehead@alanboswell.com**

Financial Services Division continues to grow

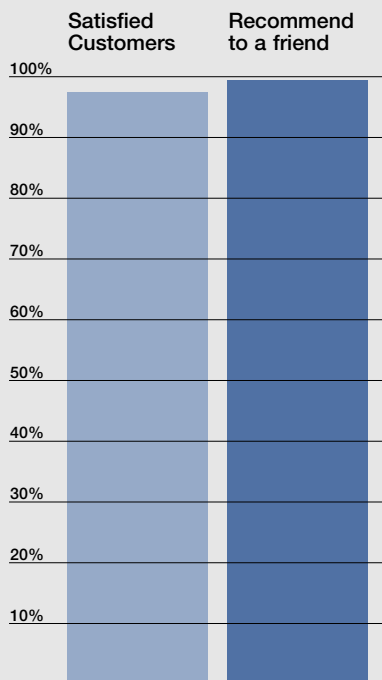
Staff numbers in the Group's Financial Services, Investments and Employee Benefits operation, are set to grow further over the next year in order to allow the Company to fulfil increasing demand for its services.

Recent appointments include Jeff Wilson (pictured) who joined as a Senior Executive in July. Jeff is highly qualified and has previous experience at a number of well known insurers and advisers. More recently Jeff has specialised in UK based and offshore investments and pensions. Further recruitment will follow with priorities being the Employee



Benefits and Mortgage Departments. One area of real growth is our Professional Services operation, which specialises in advising Professional firms such as Solicitors and Accountants in respect of their own staff employee benefits, their own general insurance (in conjunction with Alan Boswell Insurance Brokers) and financial services requirements - as well as advising many of their clients.

98% of our customers would happily recommend our services to a friend



Claims Handling Survey very encouraging

Rod Gibson – Group Compliance Manager – has a background steeped in looking after the needs of clients - he has in the past been Director of Customer Services at two Insurance Companies. Rod's role includes initiating and analysing customer feedback and we regularly contact clients to obtain their views on our services. We also frequently arrange 'mystery shopping' calls to our front line staff in order to double check that they are all providing a pro-active service which is fully compliant with Financial Services Authority and industry benchmark requirements.

Our most recent survey centred on the Claims operation, which is an area that involves high levels of stress and often communication problems – particularly with Insurance Company representatives.

The Survey had 96% of those responding 'happy or very satisfied' with our service and 98% said that they would recommend their Broker to others. Rod points out that 'I am always surprised at just how enthusiastic our clients can be. Apart from the good scores, it is also nice to be able to feedback to staff some of the compliments recorded during the surveys. I am sure it spurs us all on to continue the good work'.

Please do let us know what you think of our service. We really do value your views and believe that feedback is essential in order to constantly improve customer service.

If anyone wishes to register a favourable or unfavourable viewpoint please contact **Rod Gibson** on **01603 218080** or e-mail **rgibson@alanboswell.com**