

THE TEAM

Dan Grigg — Dan has been working in the London insurance market for the past 14 years, latterly providing consultancy services to various London-based entities. Dan takes the lead on marketing and operations, particularly focusing on client delivery.

dgrigg@wordingsplus.com
t. 07904 211945

Richard Pentelow FCA — Richard is a chartered accountant and has been providing technology-led solutions to the market for over 20 years. Richard looks after our technical infrastructure, ensuring the delivery of optimum performance to our clients and expert team.

rpentelow@wordingsplus.com
t. 07747 796376

Richard Newman has achieved 'wordings expert' status over 34 years working with brokers, risk carriers and service providers. Richard is responsible for the technical insurance delivery, making sure our work is up to the mark, every time.

rnewman@wordingsplus.com
t. 07967 108161

THE DIFFERENCE

We specialise in wordings. In fact we don't do anything else. If you want expertise in wordings, whether it is PBQA, policy drafting, legacy resolution or just good advice, then come to us



Small highly focused team that takes real pride in its work



Bespoke software solution built by experts for experts. Use measurement to drive your improvement



Innovative pricing mechanisms that reward long term commitments



No "client managers". No "customer relationship managers". Just experts at the other end of the phone, interested and knowledgeable.



Owner-directors with a real incentive to make sure all of our clients are kept happy

WordingsPLUS+

Wordings Plus Limited
5th Floor, 120 Fenchurch Street
London EC3M 5BA

Tel: 020 7096 6542
www.wordingsplus.com
dgrigg@wordingsplus.com
Mobile: 07904 211945

BROKER SERVICES

EXPERT IN EVERYTHING WE DO

WordingsPLUS+



WordingsPLUS is a specialist London insurance market service. Employing the latest repository technology in conjunction with a pool of experienced wordings experts, WordingsPLUS offers you and your clients the expertise to efficiently handle all wordings requirements.

THE SERVICES

WordingsPLUS quality assessment

“Right first time” is the key to improving efficiency and reducing costs in the London Market. In the first instance, WordingsPLUS addresses this issue by providing a contract review service. The immediate benefits are obvious, but we offer more services than just giving contracts a simple clean bill of health:

- **Measurement:** We use all of the Lloyd’s QA tool checks, but in addition we use our own checks. We report everything we find to be incorrect, detail the steps needed to correct them and add comments where improvement is desirable, if not essential.

See opposite for details of our Contract Checker software

- **Feedback and training:** We provide on-line and in-house briefings on the specific areas you need to address to drive improvement. WordingsPLUS does this by using measurement techniques to identify issues on an ongoing basis, and then filtering this knowledge back to the production team. We believe that one key to improving wordings performance is technician training. However it has to be firmly based on operational issues. We use our measurement data to tailor training to the specific areas that need attention.

- **Ask WordingsPLUS:** Our website features our Ask WordingsPLUS page. This is provided as a free market service, but we also offer clients a full support service with guaranteed turnaround times.

Policy drafting

We have experts in just about every class of business. They are available to draft bespoke policy wordings and will work closely with you (and your clients if required). One WordingsPLUS expert recently drafted unique aviation wordings for a brand new product within the London Market. They are available now to help improve your product offering. WordingsPLUS will also review existing products to see if any improvement is possible in view of legislative or other market changes.

Pre-bind quality assurance checking

In addition to our Contract Quality service, we offer a straightforward PBQA service that can turn around your contracts to agreed service levels.

Wordings consultancy

Our experts are available to provide advice on all the key issues surrounding the reform process. Our rates are negotiable and can be substantially discounted for volume business.

To find out about how WordingsPLUS can improve your performance and reduce your costs, please contact us via the details on the back page.

THE SOFTWARE

Contract Checker

WordingsPLUS believes that measurement is vital to the process of improvement required in the London Market. Our own experts were involved in the development of our Contract Checker software, a tool that improves the checking process without slowing it down.

Contract Checker incorporates the Lloyd’s QA tool rules, and then goes much further by allowing additional checks to be incorporated.

Crucially it captures data that is often overlooked when running contract checks; a full record is kept of every check for every contract, and sophisticated analysis then provides the information needed to improve performance. If you prefer, you can receive the raw data and carry out your own analysis.

Needless to say, our experts all use Contract checker, and they continue to add more relevant checks as they come across situations that suggest them.

If you would like to see how you could use our system as part of your operations, please look at our web-site where a brochure is available for download, or contact us for a briefing or trial.

WordingsPLUS repository

Our secure document repository allows our clients to easily “drop off” contracts for checking or other services, and see the status of any work at any time. Our built-in workflow process allow users (or groups) to be notified of work as it is carried out. In fact we can tailor the workflow process and resulting notifications to whatever the client requirements demand.

Notification of workflow progress is normally by email which contain links to the documents being checked. Want to link your document management system to our repository? Not a problem. In fact at WordingsPLUS we like to work more quickly, cleverly and cheaply by using the most advanced technology available. See our website for more details.

Visit www.wordingsplus.com for more details.

