

Facts about Ecclesiastical

# Best charity insurer

VOTED AS THE BEST CHARITY INSURER FOR THE LAST 7 YEARS\*

We understand the not-for-profit market – we're owned by a charity and are a top 10 charity donor.

(Source: UK Guide to Company Giving 2013/2014)

# over 125 years

PROTECTING THE NOT-FOR-PROFIT SECTOR SINCE 1887

# rated A

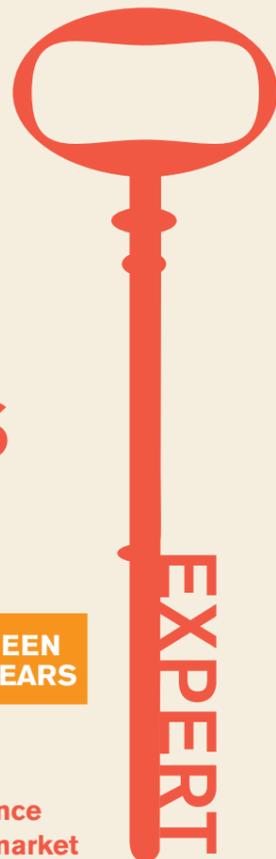
WE ARE STABLE, SECURE AND RATED A STABLE BY A.M. BEST AND A- STABLE BY STANDARD AND POOR'S

# £55m Donations to charity

25% OF OUR PRE-TAX PROFITS HAVE BEEN DONATED TO CHARITY IN THE LAST 5 YEARS

As one of the largest British-owned insurance companies in the UK, we understand this market

\*FWD research 2007 – 2013 Insurance Brokers voted us best.



To find out more about how Ecclesiastical can help you protect your charity or organisation, talk to your insurance broker or visit: [www.ecclesiastical.com/charityinsurance](http://www.ecclesiastical.com/charityinsurance)



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# Charity and Community Insurance

SPECIALIST INSURANCE COVER



# Our expertise

Ecclesiastical has been helping protect not-for-profit organisations for 125 years, and the fact that we're owned by a charity and give a large proportion of our profits to charity only adds to our understanding. Our knowledge and insight means we've been consistently voted the best charity insurer for seven years running.\*

\* Research carried out by FWD, an independent market research company. 2007 - 2013 Insurance Brokers voted us best.

## OUR DIFFERENCE

- Our heritage and the way we operate coupled with our years of experience give us a firm grasp of the issues you face in the not-for-profit sector.
- We work closely with key charity sector bodies and organisations to support the sector on issues and to stay close to emerging risks.
- This knowledge enables us to provide guidance and cover that you really need to run your organisation safely – from running events to protecting staff and volunteers.
- We also campaign on issues affecting the sector such as public liability claims, and again offer practical advice to help reduce your risks.
- We're proud that 97%\* of customers are satisfied with our claims service, but we know when to defend our customers from unfair claims, to protect them and the wider sector.
- We also offer a free buildings valuation\*\* to many of our customers from our in-house survey team to protect against under or over insurance.

\* Ecclesiastical claims satisfaction survey 2013

\*\* Terms and Conditions apply.

# Our cover

Our products are developed using ongoing research from charities and brokers and by keeping a close eye on the sector to offer the cover that's really needed. It can include:

- Trustee and Management Liability
- Professional Indemnity
- Liabilities (Public and Employers' Liability)
- Legal expenses
- Buildings, contents and stock
- Fidelity guarantee
- Money with assault section
- Loss of income and/or additional costs following a claim
- Equipment breakdown
- Goods in transit
- Personal accident
- Loss of Registration/License cover
- Medical Malpractice

Voted  
Best  
Charity  
Insurer



## MAKING A CLAIM

Our claims philosophy is to look for where you are covered, understand the best way we can help you and to keep the claim simple. If we can resolve the claim when you first contact us we will. But if it is a little more complicated, we'll make sure that you know what is going on.

Our people provide expertise, empathy and flexibility. Our handlers operate in small teams, allowing us to provide a personal service. We are committed to continually improving your experience. In 2013 our overall results showed 97% of our customers were satisfied with their overall claims experience and 89% were either very or extremely satisfied\*.

\*Ecclesiastical claims satisfaction survey 2013

## WHO WE COVER

Our insurance covers a wide range of charitable, community, not-for-profit and social enterprise organisations including:



## OUR CHARITY CUSTOMERS' EXPERIENCES

“ Ecclesiastical offer us invaluable charity sector expertise. They've shown a keen understanding of the way in which we, as a large fundraising charity running several events, through the year, work. They've helped tailor risk assessments, given specific advice on some unusual ventures and have made dealing with insurance issues so much easier for us. ”

**Great Ormond Street Hospital Children's Charity**

“ Thank you again for your support and direction in navigating the case. We are so pleased that your insurers saw fit to defend this case with the backing of a robust and superb team... a huge hurrah is due to ” our insurers.

**Bidwell Brook Foundation, Life Works UK**

