

“ We love being
your **flexible**
partner ”



We like **people** like you

It's hardly surprising, with customers having more choice than ever, that brands offering financial services are facing more and more competition for new business. From growing new revenue streams to adding value to existing propositions, they need to work harder to stay ahead of the competition – and fast.

Yet, for many, the complexities involved in developing and implementing change can be a distraction from their core business. Constraints, such as product development times, inexperience of new markets and servicing customers in specialist areas, are powerful reasons why many look to partner with a third party. But only a third party who can deliver.

For over two decades we've been designing bespoke insurance solutions for our partners. In that time, we have built an enviable reputation as one of the UK's leading providers of specialist insurance solutions for leading UK brands.



“ Over 120 individually
tailored schemes ”

We like **fussypants**

At FirstAssist Insurance Services, we enjoy working with clients who have high expectations, because it means we get to delight them by delivering everything they are looking for. As experts in creating innovative specialist insurance solutions, we can help you enhance your product range and deliver that all important point of difference your customers are looking for – helping you find more ways to generate additional income.

It's our flexible, modular approach that sets us apart. Working in partnership with you, we will work to deliver a bespoke solution to meet your requirements and budget. Whether you want a full-service white-label solution or something a whole lot simpler, we can tailor our comprehensive service to meet your business needs. We offer a wide range of services on a retail or wholesale basis, as stand-alone solutions or which can be added to existing products.

What may be specialist for you is core business for us. So you can be sure experts at FirstAssist will work hand-in-hand with you to deliver impressive results.

Talk to FirstAssist about how we can help you:

- increase revenue
- build greater customer loyalty
- create competitive differentiation
- outsource non-core activities
- enhance customer engagement with your brand.

We think **size** matters

For over 20 years we've worked with some of the UK's biggest and most demanding financial services, consumer and affinity brands. But that doesn't mean we're ever complacent. Our heritage, combined with a dynamic management team, has enabled us to become one of the fastest growing players in our chosen market.

As a focused, independent company, we're able to operate without corporate distraction to provide award-winning levels of customer service to over 2 million customers, whilst handling around 100,000 claims a year. Our in-house capability to handle high volume sales and servicing, across a range of distribution channels, is driven by our expertise in developing modern products and services which are relevant, appealing and valued by our clients' customers.

But our commitment to delivering the highest levels of service isn't just evident with your customers – it begins with you, our client. By partnering with us you'll have access to expert resources in direct marketing, underwriting, claims, product development, policy servicing and technical support, to ensure we're maximising your returns from your customers and prospects.

“ Over 2 **million** customers ”

We love **challenging** briefs

By letting us deal with your specialist product areas, you can focus entirely on delivering results for your core business. You define your requirements and we will design and deliver a fully-regulated and compliant solution that meets the needs of your customers. And because we're big enough to deliver, yet small enough to react, we can respond quickly to your timescales.

Many of our major blue chip clients look to us to implement an end-to-end, white-label solution, leveraging our extensive marketing and administrative expertise. Other clients (who do not require a fully outsourced solution) may choose to manage the sales and customer administration processes themselves, taking advantage of our competitively-priced and tailor-made products.

Whatever the right solution is for you, rest assured it will be seamlessly integrated as an extension of your existing activity.



We love it when **you're** different

With over 120 individually tailored schemes with major brands, we know one size does not fit all. From the commercial arrangements to the regulatory relationship, from a full service stand-alone product proposition to wholesale risk provision, we will custom-design the perfect solution to meet your brief.



Clients who do not require any tailoring or who want to expand into new revenue streams can benefit from recently introduced 'off-the-shelf' ecommerce solutions. With implementation possible in a very short space of time, it clearly demonstrates the speed and flexibility of FirstAssist's propositions.

Call us today to find out how working with FirstAssist can help your business and your customers.

You know **who** to call first

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TRAVEL

PROTECTION

BUDGET HEALTH

LEGAL PROTECTION

SMALL BUSINESS

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Authorised and Regulated by the Financial Services Authority