

WHAT'S NEW?

Allianz Cornhill reduces legal panel

Allianz Cornhill has reduced its panel of solicitors from 12 to seven following a thorough review of its general insurance litigation operational needs. The new panel comprises Beachcroft Wansbroughs; Barlow Lyde & Gilbert; Berrymans Lace Mawer; Metcalfe; Berryman Shacklock; ASB Law and Eldridge & Co. All will advise on litigation in motor, employers' liability, public liability and property insurances. Divisional claims manager Roy Hebburn confirms that some solicitor offices with whom Allianz Cornhill enjoyed a relationship for a long time were, through no fault of their own, not viable for the insurer to continue with. "To reflect a general reduction in the amount of litigation, we found that our existing panel was rather larger than we required to ensure meaningful partnerships," he states.



Roy Hebburn

Moorhouse call centre in India

Claimed to be the first outbound Indian call centre to be established by a UK independent insurance broker, a Hyderabad operation expected to generate £18m of new commercial and liability business in 2005 has been set up by Wales based Moorhouse Group. This will also lead to the recruitment of an additional 80 staff in the UK and 100 in India, where the call centre will concentrate on generating



Lyndon Wood

commercial and liability insurance sales leads, which will then be automatically passed on to the existing Caerphilly based operation to complete the transaction and provide customer service and claims handling support. Moorhouse say this new strategy will allow promotion for many of its UK based staff to higher skilled jobs resulting in higher salaries and bonuses.

Group chairman of Moorhouse, Lyndon Wood expects the Indian call centre to generate more qualified leads and provide faster growth than would be achievable with a similar set up in the UK. "I believe the skills available in India are perfect for lead generation, whereas our UK employees are more suited to managing these leads and turning them into profitable long term business."

The Moorhouse Group has been established for over 14 years and is writing more than £600,000 new business each month. It underwrites for insurance companies as well as transacting insurance business with most major insurers via its group companies.



A day at the races

Staff and guests of subsidence repair specialists Withers.net focused their attention on events above ground, rather than below, at their recent sponsorship of the Classified Stakes race at Epsom. Winner of the one mile and two-furlongs race was Impeller, ridden by Stephen Drowne. Withers PLC managing director Rob

Withers was on hand to present the £12,000 prize money to owners Dennis Clarke and Debbie Edginton. "A day at the races is a wonderful way to entertain guests and thank staff for their efforts during the year," he says. "Impeller means to drive or urge forward, so the horse really did live up to his name." Pictured: Impeller - winner.

Swinton expands in East Anglia

Swinton Group has expanded its East Anglia branch network by the acquisition of the non-commercial business of Waveney Insurance Brokers, established in 1964, with an established network of six branches in the region. Most of Waveney's personal lines staff will transfer over to Swinton. In Lowestoft, Great Yarmouth and March, branches will continue to trade under the Waveney brand, while the Ipswich, Norwich and Peterborough sites will be

merged with the existing Swinton branch.

Patrick Smith, chief executive at Swinton says this brings the total number of branch acquisitions this year up to 65. "The deal



Patrick Smith

is evidence of our continuing belief in the value and importance of a local presence on the high-street," he states.