



Tokio Marine HCC
Professional Indemnity



TOKIOMARINE
HCC

tmhcc.com

The state of the market

The Professional Indemnity (PI) market, across most trades and occupations, has been volatile for some time. Rates have increased, appetite has reduced, and in some cases, capacity has exited the market completely.

We know that all of this makes it incredibly difficult for brokers to find the cover, reinsurance and security that they and their clients need.

But there is an alternative, a refuge from the PI storm.

That refuge is Tokio Marine HCC.



The evolution of our appetite

At Tokio Marine HCC, we prize quality over quantity and that has never changed. To be honest, it never will.

But as some sanity returns to the market after years of unsustainable rating, the range and size of the risks we underwrite is increasing every day.

We knew rates in the market just couldn't cover the risk exposure in the long term. Scale could be achieved but only at the expense of profitability and that is something we will never consider. But now that rates are more in line with the risk posed, our ability to underwrite more in the PI space is increasing.

Our appetite hasn't changed – the market has just caught up with us.

Our appetite

We know that Tokio Marine HCC is probably front of mind when it comes to Design and Construct risks, but the reality is our appetite is far wider than that.

Aside from IFAs, solicitors and insurance brokers – sectors where we have never had an appetite - we are willing to look at most risks. Our priority has always been securing quality so whether it is accountants or architects, engineers or estate agents, film production or media and technology, we are willing to consider them.

In fact, our appetite is so broad and varied that there are almost too many to categorise. So much so, we have created a Miscellaneous category that contains over 360 trades.

But our core appetite can be summarised as follows:

Accountants

Architects

Business and management consultants

Design & Construct

Engineers

Environmental consultants

Estate agents

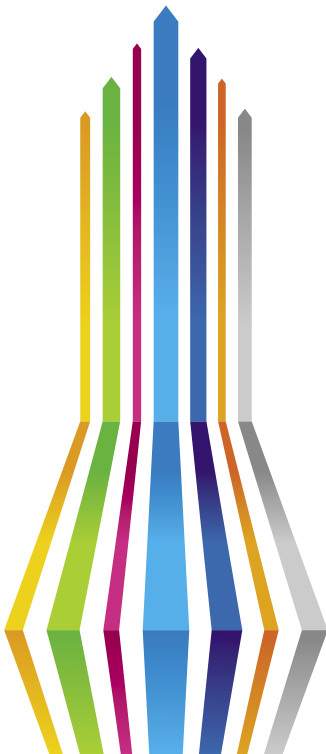
Film and TV

Technology

Media

Recruitment consultants

Surveyors



[To view our PI brochure please click here.](#)

Our underwriting philosophy

We don't want to be the biggest PI underwriter in the market. We're happy being the best.

While we may not have the largest book of business, we do have one of the largest underwriting teams in the market and that is entirely intentional.

We know you treat your clients as individuals and the size of our team allows us to treat you in exactly the same way.

And the experience of our team is hard to match. The average tenure of a PI underwriter at Tokio Marine HCC is seven years and when that experience is aggregated, we are able to place over 300 years of PI underwriting experience at your disposal.

With that level of experience, we trust them to get on with the job. Referral is a rarity at Tokio Marine HCC, so more often than not, when you make a submission, you'll get a quick, clear decision, whether that is yes or no, from your first point of contact.

And when it is a yes, we don't hang about getting your client on cover and their policy issued. All of our underwriters take responsibility for managing the full underwriting process – from acceptance of the risk, to negotiating commercial terms, right through to issuing the policy.

One underwriter managing one process to find a result that works for everyone involved, as quickly and painlessly as possible. It's an approach that has resulted in us being classed as a five star PI insurer by Insurance Business Magazine.

Our distribution philosophy

Unlike many PI providers, we don't take a London-centric approach. Yes, we are headquartered in the City, but we don't believe that all the experience and expertise of the London Market should be the preserve of the big boys.

We know there are great brokers supporting strong businesses with good risks all across the country which is why we work with over 1,750 brokers up and down the UK. Our heartland is the regional broker market which is one of the main reasons we produce such consistently strong underwriting results, year after year. This consistency means that regardless of what is happening elsewhere in the market, you know where you stand with TMHCC because we do what we said we would do, without exception.

And you don't have to provide a minimum number of risks to get our attention. Whether it's one or a hundred, the most important thing is quality. Our philosophy of quality over quantity applies to everything we do, so even if you only have one risk to place and you think it's a good one, we'd love to hear from you.



Our claims philosophy

This is the most important element of any policy which is why we make it a core aspect of our underwriting approach.

Our claims and underwriting teams work very closely together. The claims team inform the creation of our policy wordings and our underwriters assist claims handlers in their interpretation of policies.

They may belong to different divisions, but the reality is, they work as one team to ensure that if your client has to make a claim, cover is clarified quickly and accurately, first time.

Our commitment to you

We know that efficiency and speed of response is crucial to brokers which is why we have imposed upon ourselves some of the most stretching response time targets in the sector.

We aim to respond to 85% of broker submissions within two days. That may sound like a big ask but we never make commitments we can't keep. In fact, in the last 12 months,

our team has managed to respond to 89% of submissions within two days and 97% of them within five.

We're pretty proud of that performance but we'll keep working hard to get as close as we can to the magic 100%.

Your carrier of choice for PI

The risks we write can be complex, but our approach never is. We know that you might not be an expert in this sector, but we are.

This is why we provide you with a dedicated point of contact who will take the time to talk you through the risk and our processes to ensure you and your client are clear on what is and isn't covered and on our mutual expectations. And we prefer to communicate with you in simple, straightforward language over technical, legalistic jargon.

We think all of this makes Tokio Marine HCC the Insurer of choice for all your PI risks, simple and complex, large and small, across hundreds of trades and occupations.





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