

Case Study

Customer Service Proposition



Aggregate & Grab Hire Sector

“Exceeded our expectations!”

The Problem

Struggling to find supportive broker!

We understood that our client needed not only the right insurance coverage but also a supportive and responsive team to help them navigate the complex insurance marketplace.

The first step we took was to explain the challenges in the marketplace and how to achieve the best results.

This included:

- Conducting a fact-finding meeting
- Reviewing their previous arrangements
- Bitesize market review

We also provided insight into the key risk management features that need to be embedded within the business and the optimum time to approach insurers.

www.haulageprotect.co.uk to find out more!

The Outcome

By putting customer service at the forefront of our approach, we were able to provide our client with a market-leading solution that perfectly fits their requirements, while exceeding their expectations in terms of support and communication.

The Client

“Our previous experiences with national brokers were frustrating and unhelpful in finding the right insurance coverage for our business. We were referred to Steve, and the whole team exceeded our expectations, the outcome was a tailored policy for our needs.”

Meet Steve!



Logistics Expert

A seasoned connoisseur in the realm of logistics insurance. Originally from the brisk winds of the Northeast, Steve has made his home in the South.

Insurance is not just a policy for Steve; it's peace of mind for his clients. Specialising in freight forwarders, goods in transit, and niche motor fleets, he knows that the devil is in the details—from RHA, CMR, and UKWA compliance, to the specifics of loading and unloading procedures.

He insists on crafting coverage that fits like a glove, through a detailed understanding of each client's unique needs. He's your on-call 24/7 specialist, ready to delve into the complexities of your situation and ensure you have the right cover, without the risks that come from impersonal online purchases.

Please contact me today on **07719 069 267** or by email **steven.gillespie@ascendbroking.co.uk**