

WILLIS PROPERTY INVESTORS DIVISION APPOINTS BROKING DIRECTOR

NOVEMBER 2011



We are pleased to announce that with immediate effect Adrian Hastie assumes the role of Broking Director with responsibility for all aspects of insurer engagement on behalf of Willis Property Investors Division (PID). Adrian brings to bear 11 years of experience in the property investors sector and, prior to that, a career as a Lloyds broker spanning four decades and many challenging insurance disciplines.

Adrian is held in high regard by colleagues and underwriters, and is widely respected for both his professionalism and his tenacity. Clients who have experienced his passion for delivering effective solutions for their business will recognise that this appointment is a potent enhancement to our service proposition.

What will happen to Adrian's existing clients?

Existing clients whose accounts are managed by Adrian have no reason to worry about change; we have created headroom for Adrian to take on this additional role without having to compromise any current client responsibilities.

Why are we doing this now?

- **Continuous improvement** – We are driven to constantly challenge ourselves to improve client service standards. As the focus of property investors and financiers on risk intensifies in this difficult economy, this appointment will ensure the most effective and consistent insurance market response is always delivered.
- **Hardening market** – Whilst we do not anticipate a hardening market until 2013 at the earliest, it would be complacent in the extreme not to expect a change at some point; through this appointment Willis will be fully prepared and equipped when that change comes to serve its clients to best effect.

Property Investors Division

Willis Limited, Level 11, The Willis Building, 51 Lime Street, London, EC3M 7DQ, United Kingdom.

For further information or advice, please contact your usual Willis Property Investors Division representative or any of the following contacts:

John Dilley
Managing Director
Tel: +44 (0)20 3124 6233
Email: dilleyj@willis.com

Ian Kennett
Director of Sales
Tel: +44 (0)20 3124 6330
Email: kennetti@willis.com

Mark Landau
Business Development Executive
Tel: +44 (0)20 3124 6204
Email: landauml@willis.com

Mike Carolan
Construction Director
Tel: +44 (0)20 3124 6229
Email: carolanm@willis.com

Paul Turnbull
Client Service Director
Tel: +44 (0)20 3124 6253
Email: turnbullp@willis.com

Matthew Hellyer
Business Development Executive
Tel: +44 (0)20 3124 8354
Email: hellyerm1@willis.com

Fraser Pratt
Business Development Executive
Tel: +44 (0)20 3124 8778
Email: fraser.pratt@willis.com

Should you require further copies of this newsletter, wish to receive future editions by email or notify us of any changes to your address please contact Kirstie Blyth on +44 (0)20 3124 6656 or by email: blythk@willis.com

Copyright Willis Limited 2011. All rights reserved.

Willis Limited, Registered number: 181116 England and Wales. Registered address: 51 Lime Street, London, EC3M 7DQ.
A Lloyd's Broker. Authorised and regulated by the Financial Services Authority for its general insurance mediation activities only.

FP1213/10261/11/11

What will Adrian's new responsibilities include?

- Lead PID engagement as principal contact with the market.
- Lead all aspects of relationship management, from insurer quarterly meetings to ad hoc 'market intelligence' gathering and troubleshooting.
- Liaison with the Willis National Broking team and attendance at the Broking executive chaired by Paul Maynard.
- Overview of market trends, pricing, insurer strategies and alternative markets to supplement and enhance our offering.
- Engagement with the market on development of new products facilities/binders and solutions for our clients.
- Direct line management responsibility for PID Broker resources. Adrian is particularly charged with responsibility for Kate Harrington, mentoring her and developing her knowledge, capabilities and skills.
- Overall responsibility for our claims partnering model, monitoring service standards, solving problems, monitoring audits and negotiation with insurers in order to develop and enhance the scope and responsibility of our claims partner.

Will my service team stop talking direct to insurers?

No. It is a vital part of our client offering that the service team led by the Account Executive engages direct with insurers, at renewal especially, to present the clients' needs to the underwriter at first hand. However we want to add further value by ensuring that we bring the whole of our account influence to bear most effectively and Adrian will fulfil this.

Adrian lives in Leigh-on-Sea, is married to Debbie and has two lovely daughters. He is passionate about his rugby, now as a spectator having retired from playing, but only very recently! He is a keen but self confessed lousy golfer, and he enjoys skiing and sailing.

During his long insurance broking career Adrian has had responsibilities in areas as diverse as fish farms, livestock and architect's professional indemnity. In the past, completion of renewal of a Lloyd's market facility for pig farms would culminate in Adrian hurling a stuffed pig across the office to mark his success in overcoming another seemingly insurmountable broking task; unsurprising then that previous generations in Lloyd's still refer to him affectionately as The Pigman!