



BROKER QUICK REFERENCE GUIDE

Risk Appetite, Acceptance Criteria & Contact Details

RISK APPETITE		
Homes	Services	Service Users
Single Locations Multi Locations/Groups Care Villages/Closed Communities Hospices (inc. retail outlets) Care 'Hotels'	Residential Nursing Palliative Supported Living Day Care	Elderly & Adult Dementia/Alzheimer's Learning Disabilities Mental Health (ex. Secure Units) Physical Disabilities Sensory Impairment Pre & Post-Operative Care Respite Care End of Life

ACCEPTANCE CRITERIA
<p>Priority will be given to risks rated Good (CQC), Good (Scotland), Compliant (Wales) or better and the regulatory report is less than 3 years old</p> <p>We will not consider risks with a regulatory report which is Inadequate (CQC), Weak or Unsatisfactory (Scotland), Non-Compliant (Wales)</p> <p>New Ventures only considered for existing Clients with at least one regulatory report per Priority above.</p>

ACCURO CONTACTS			
Name	Position	Direct Tel	Email
Melissa Thornton	Care Underwriter	0151 318 2396	melissa.thornton@accrouw.co.uk
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Caroline Kirkham	Underwriting Support	0151 318 2395	caroline.kirkham@accrouw.co.uk
Chris Bowe	Claims	0151 318 2394	chris.bowe@accrouw.co.uk
Maureen Godfrey	Accounts	0151 318 2397	maureen.godfrey@accrouw.co.uk
Jon Evans	Agency & Compliance	0151 353 3886	jon.evans@accrouw.co.uk
Steve Pugh	Managing Director	0151 353 3865	steve.pugh@accrouw.co.uk
Generic	Generic	0151 318 2390	mail@accrouw.co.uk

INSURER (CLAIMS) CONTACTS			
Type of Claim	Insurer	Claims Line	Comments
All other than below	Aviva	0800 015 1498	24/365 availability
Legal Expenses – Helpline	Markel	0345 013 3171	Helpline 24/365 availability
			Claims 9-5 Mon - Fri