



Update from the Key Insurance Group: **Personal insurance**



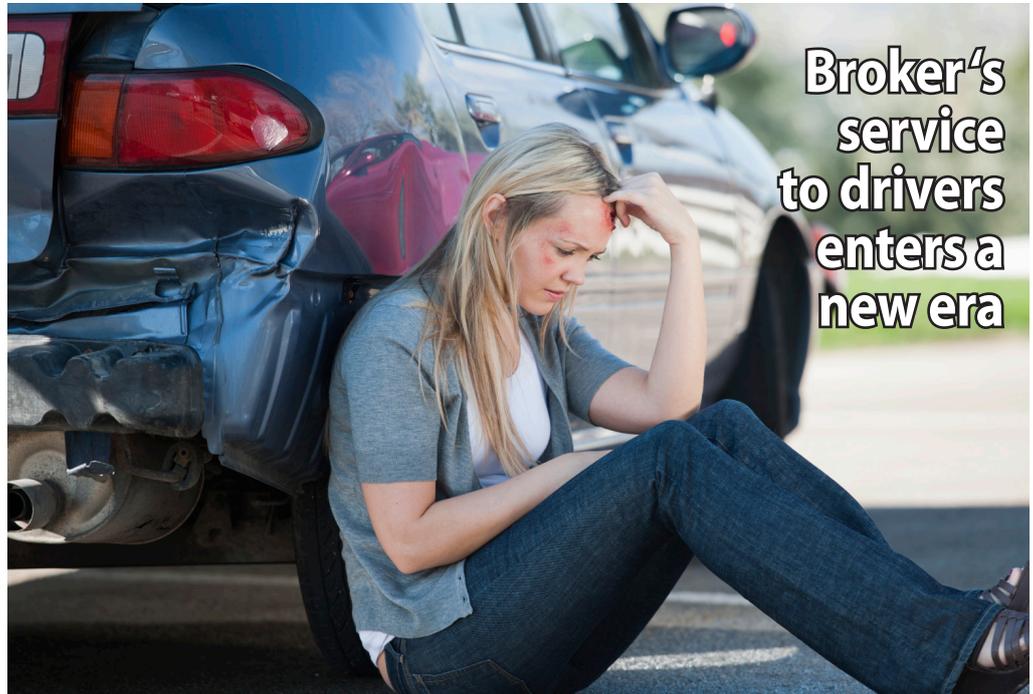
## PEOPLE

Clive Turner, owner,  
Key Insurance Group

Clive started work in the business in 1982 after gaining a degree in genetics from Birmingham University. He studied to become an insurance broker and bought the company 10 years later. Clive's interests include bridge, war-gaming, walking, sailing, Ballroom and Latin American dance and classic cars. He was born in Preston, spending his first 20 years in Penwortham before moving to Longridge 14 years ago. Something no-one knows about Clive is that he entered a junior International Bridge Pairs competition between England, Sweden and Iceland and won outright – much to his surprise!

### BE PREPARED

Recent legal changes make it much harder to find 'No Win, No Fee' lawyers for personal injury claims. So get your motor legal expenses insurance **BEFORE** any accident. Key Insurance will be happy to advise.



Broker's  
service  
to drivers  
enters a  
new era

## POLICY MAKERS

Forget the big insurers – now you can have a certificate for your car from Key Insurance itself. And if you've queries or problems, you can access round-the-clock help. Chairman Clive Turner has spent nine months assembling his own branded motor insurance policy. From September, when your car insurance is renewed, it'll have Key's name on it. Clive said a client survey identified five top concerns in choosing car insurance:

- Extended opening hours

### CAR INSURANCE

- 24-hour claims help
  - Choice of payment options
  - Quality insurers
  - Customer service
- "These are what the new arrangement delivers," he added. "We have done this to offer our clients both competitive premiums and enhanced service levels." A big frustration in the past was insurers dipping in and out of the market, with fluctuating prices meaning Clive had to advise people to swap insurers.

The new policy, backed by a panel of insurers including Equity, Ageas, LV=, Markerstudy, AXA and Covea, stops this see-saw. Initially, premiums stay the same and the new service has extended hours of 8am-8pm, Monday to Friday, 8am-12pm, Saturday, 10am-3pm Sunday, via 0800 011 3451. Clive said an external team would deliver the out-of-hours service. "Coupled with our high street presence and our team of six, we continue to provide our clients with the best possible service."

## WHAT WE OFFER

### PERSONAL INSURANCE

- Car
- Home
- Travel
- Pets
- Events
- Buy-to-Let



### COMMERCIAL INSURANCE

- Shop
- Property
- Office
- Tradesmen
- Hotel & guest house
- Commercial Combined

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