


Insurance Services Broker Services



Acquisition or Run-off of
broker legacy accounts.
Short or long term service
agreements with cedants
to handle all aspects of
reinsurance recovery.

Insurance Services Broker Services

Providing a full broker service (in the UK) available to cedants, underwriters, experts, administrators and brokers. R&Q has full access to worldwide markets including Lloyd's and London bureaux and employs highly performance driven fee structures.

Our Broker Services cover all of the following business critical areas:

- Broker aquisition
- Broker run-off
- Full or part broker replacement or consolidation
- Assistance with broker liquidations and/or administrations
- Claim and debt collection
- Full broker audit, credit control & cash reconciliation facility
- Commutation preparation

R&Q's activities/services operate under the following 4 divisions:

Insurance Investments

- Purchase of legacy insurance/reinsurance companies/captives
- Liquidity management
- RITC

Insurance Services

- Claims management
- Reinsurance management
- Broker services
- Audit and inspection
- Accounting services
- Credit control
- Exit solutions
- Cover holder services
- Broker performance reporting

Underwriting Management

- Turnkey management
- Delegated underwriting facility
- Capital support

Captives

- Bundled & unbundled management services
- Rent a captive solutions
- Exit solutions

Insurance Services

Broker Services



What we do

R&Q offers a wide range of broker-related services including the following key offerings:

Acquisition of broker legacy

The cost to a broker of managing its legacy portfolio can be a massive burden over many years and a drain on resources. R&Q will consider the acquisition of a broker in its entirety, or any part of the entity that is in run-off; such a sale will bring an end to the broker's involvement and give certainty on future costs. Service standards can be built in to ensure no reputational risk.

Broker run-off

Should a broker elect to retain overall responsibility for its legacy but wish to utilise their resources within ongoing business streams rather than run-off, R&Q can offer short or long term service agreements to handle all aspects of the run-off operation. Key performance indicators and strict service levels underpin the service and ensure both parties commit fully to the contracted requirements.

Broker replacement/consolidation

Utilised by cedants who have become dissatisfied with their broker(s) for whatever reason, R&Q's service is dedicated to improving cash flow for clients by accelerating the collection effort, clearing backlogs and resolving outstanding queries and unreconciled balances. This service also provides the client with a suite of management reports to identify issues or reinsurers who are delaying settlement, as well as expected cash flow using our own tracking systems to obtain current data.

We offer a number of other broker-related services including broker audits, debt recovery and the preparation of commutations.

How we do it

R&Q Broker Services is authorised and regulated by the Financial Services Authority and has access to all worldwide markets and London bureaux including Lloyd's.

The key to all types of broker service is to ensure total reconciliation between the client's and the broker's records. R&Q undertakes this task immediately following an appointment and works diligently, in partnership with the client, to identify, prioritise and clear all outstanding issues and collections.

Each client is treated as a unique customer and allocated dedicated staff, including an Account Executive, to ensure smooth and regular communication with the client and full understanding of the client's needs.

R&Q uses the Brokasure processing platform in common with many London brokers and has purpose-built tracking and workflow systems to ensure clients receive fast and accurate management information.

R&Q's ability to purchase brokers or legacy portfolios and to handle any type of broker replacement project makes the Group the stand-out option for broker services.

Ultimately, successful legacy management requires a good level of expertise and market knowledge together with a determined workforce who are incentivised to produce results. R&Q has the resources and the desire to provide the best-performing service in the market today.

How we charge/Fees

Fee structures vary with each project and are assessed individually. R&Q is happy to deliver services for a flat fee, a contingent commission or a mixture of both types. R&Q welcomes the incentivised approach preferred by some clients to link fees to value provided but is equally happy to work on a flat fee basis with set service standards should the client prefer to know the costs involved at the outset.

Who does it?

The service team has a wide range of skill sets and is very experienced in broker-based recovery work. With staff in UK and USA, R&Q is well placed to administer collections on both sides of the Atlantic.

The management team is expert in broker run-off and broker replacement having provided these services to clients in Europe, USA, Bermuda, Latin America, Australia and the Middle East. The support team boasts an average of 24 years insurance experience.

To discuss your requirements please contact:

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Captives & Exit Solutions

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