



## **A REG Technologies Case Study**

REG talked to Kevin Tellis, Business Development Manager, at Property Protector, alongside Esther Fleming, Operations Team Leader, and Jane Holmes, Operations/Accounts Administrator, about their choice to subscribe to REG four years ago and their overall customer experience.

### **About Property Protector**

Property Protector is a trading style of C P Walker & Son. It was originally created to support the many property-owning clients of a prominent East Midlands property group. Established in 1896, the company stems from a business with over 125 years in property and is driven by insurance experts who have strong relationships with insurers.

Property Protector was launched to a wider audience in 2002, to provide a diverse portfolio of Property Owner's Insurance, supported by a panel of the UK's leading insurers. The scheme now has over 5,000 policyholders throughout the UK.

The dedicated team of underwriting staff are committed to an extremely high standard of service, working hard to provide property owners with competitively priced premiums.

# The Challenge

**Timely**

**Processes**

**Lengthy**

**TOBA Issuance**

**Distributed**

**Data**

**Manual**

**Assessment**

Previous experience of trying to source and appoint new brokers, analyse balance sheets, and assess how creditworthy a broker was, historically proved very **“cumbersome”**.

Processes were predominately manual. Agency processes would entail the Compliance Team requesting reports and accounts from the broker with whom Property Protector were seeking to do business. Property Protector would then have to **“trawl through the data”** to assess creditworthiness, complete background checks and evaluate whether a business relationship was viable.

Moreover, TOBA issuance was slow and lengthy. Property Protector would have to physically send out each broker’s TOBA. One by one employees would have to **“open an e-mail, type it to them and look for a response”**. Property Protector would have to extract the sheet and save it somewhere memorable and easily accessible for other key people in the team to access and assess it.

Property Protector sought to utilise a technology solution that would remove the **“hassle”** of manual and inundated tasks that were necessary to onboard new brokers and carry out continuous oversight. A tool that would ensure trustworthy data, which was provided in real-time, was required to improve internal efficiencies and release the burden of multiple teams working with distributed data.

## Dependable

Creditworthiness

## Centralised

Documents

## Accelerated

Onboarding

## Comprehensive

Data Analysis

"It's really thorough and I just like the fact that everything is in one place and you can extract everything"

Since subscribing to the REG Network, Property Protector have tremendously reduced the time previously taken to source and appoint new brokers. Data needed to complete background checks and analyse creditworthiness is now **"all in one place"**. This has **"taken away the hassle"** of collating data that was before distributed in different silos. As a result, the onboarding of new brokers has dramatically increased, with agency processes being completed faster and more efficiently.

TOBA issuance has also seen dramatic improvement. Property Protector are now able to send out TOBAs in batches. Once documents have been received back, the platform stores them in a centralised database indefinitely, as well as being easily downloadable whenever is needed. Property Protector no longer have to figure out where important documents are saved. Anyone in the company who needs to access the information now can, without having to undergo tiresome and overcomplicated processes of tracing documents.

The most important aspect of Property Protector's oversight and compliance is accessing credible and current credit scores. The REG Network provides dependable credit scores, synchronous with current market activities. Instant accessibility allows the Compliance Team to make informed considerations of broker relationships, to allow them to continue trading with their brokers with confidence. The ability to extract this information into a condensed sheet, has also vastly improved their internal efficiencies and reporting capabilities. These features have accelerated the growth of their broker network in a faster, smarter and safer manner.

The REG Network's ability of being able to analyse information meticulously, comprehensively and immediately, has succeeded in making internal communications, decision making and strategic planning easier and reliable. This is due to Property Protector having the tools to be able to **"analyse information fast"**, which **"speeds up the process instead of completing tasks individually."**

Time allocation to other aspects of the business has also been an overriding benefit of utilising the REG Network. Given the increased acceleration of processes, as a result of using the software, Property Protector have been able to focus on nurturing broker relationships without having to worry about continuous manual monitoring of their activities. What once could have taken an hour to set up a new agency, this time can now be used to focus on other tasks.

Ultimately, confidence in knowing brokers' real-time creditworthiness has been profound by using the REG Network. Property Protector have absolute certainty in knowing their business relationships are safe and trusting, through accessing current credit scores supplied on REG Network's dashboard. This has removed any uncertainty experienced before onboarding with REG, where the company didn't have the tools in place to be alerted of adversaries instantly.

**Compliance**

**Confidence**

**Time**

**Allocation**

**Efficient**

**Communication**

**Smarter**

**Decision-Making**

**"We have confidence in knowing we are making an informed decision and doing the right thing and we're doing business with the right people."**

# Customer Relationship

Since starting their business relationship with REG Technologies, Property Protector's experience has continued to be positive. REG's Customer Success Manager is always on hand to help with any queries customers may have. This has also been supported through REG's online live chat facility, which the company has used to enquire about immediate queries, which have been responded to promptly by REG's Customer Support Team.

Property Protector have found the training videos embedded into the platform extremely useful in helping their brokers who haven't used the system before, to understand the REG Network's capabilities swiftly. In turn, this has sped up the process of getting them set up on the system and exchanging documents efficiently.



**Kevin Tellis**  
Business Development  
Manager

**"I'd be more than  
happy to recommend  
REG for all the reasons  
mentioned."**