

The image features a large, stylized graphic on the left side, composed of overlapping curved shapes in shades of orange, red, purple, and dark blue. The background is a faded, grayscale photograph of an industrial facility, showing a tall cylindrical tower, various pipes, and structural steel frameworks. The overall composition is modern and professional.

Mactavish

**INSURANCE  
GOVERNANCE  
SERVICES**

# MACTAVISH ARE INDEPENDENT INSURANCE EXPERTS.

---

Our Insurance Governance services provide corporates with leading edge technical support and assistance – significantly enhancing the value provided by the broker and insurer.

## WHAT DOES THIS BROCHURE COVER?

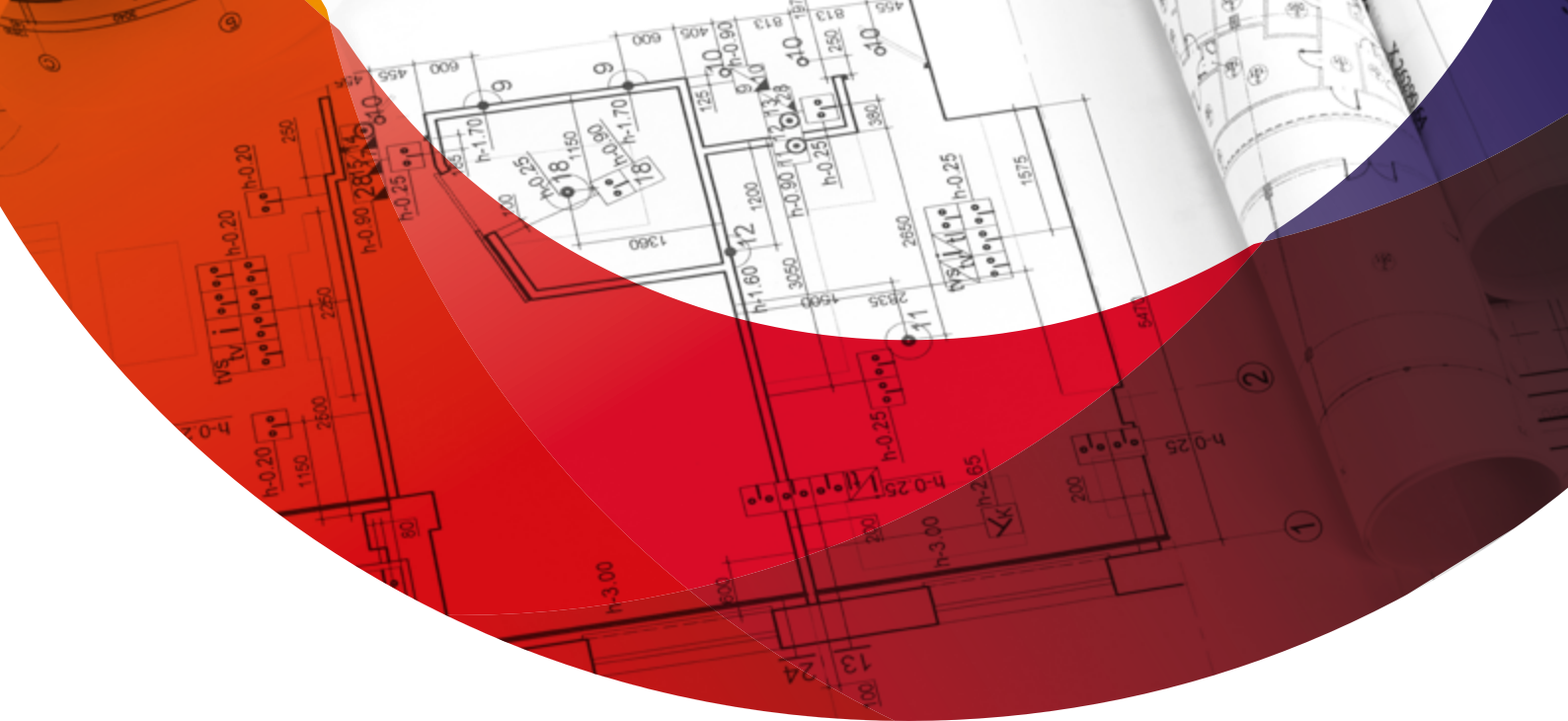
This introduction and the Service Offering table below summarise the key elements of our Insurance Governance services.

Mactavish also provides Insurance Claims Governance services to support corporates if they suffer a strategic loss and a separate document is available explaining this service.

## WHAT DO MACTAVISH DELIVER?

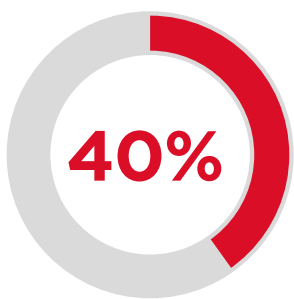
- Tangible improvements to insurance arrangements
- Protected business value and decreased business risk, by reducing the potential for insurance claims to be delayed, discounted or disputed
- Full compliance with insurance policy requirements and statutory obligations
- The knowledge, insight and execution capabilities to enable an improved standard of service from both brokers and insurers
- Independent analysis and empirical evidence to facilitate enhanced decision making at all levels, enabling corporate risk teams to be more efficient, effective and save money



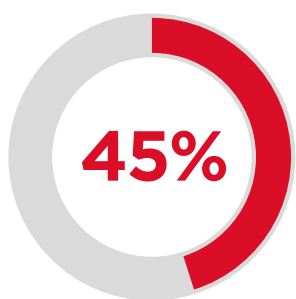


# WHY ARE THESE SERVICES NEEDED?

- Poor standards of technical delivery in the insurance industry today leave businesses unnecessarily exposed in the event of a large claim
- This leads to a high incidence of insurance claims disputes. On average: 45% of strategically significant claims are disputed, these disputes take almost 3 years to resolve, and dispute settlements are 60% of the amount originally claimed
- The Insurance Act 2015, which applies from August 2016, creates benefits for businesses buying insurance but only if the significant associated compliance challenges are met
- Without investing in expert technical input to improve standards, high-value and complex claims are likely to be disputed, delayed or discounted



of insureds reported a large or significant claim over a 4/5 year period



of these claims were disputed by insurers



the average claims settlement figure on disputed claims compared against the initial claim value

**3**  
**YEARS**

average length of time to conclude dispute

# WHY MACTAVISH?

---

1

## INDEPENDENCE

Free from the conflicts affecting many large law firms, who act for insurers, we are a true, independent advocate for high technical placement standards.

2

## EXPERTISE

Based on our many years of experience within the insurance industry and our wide range of satisfied clients who state we have created value for their organisations.

3

## THOUGHT LEADERSHIP

As industry thought leaders, we were instrumental in the creation of the Insurance Act and have conducted the most comprehensive contemporary research programme into insurance market practices, giving Mactavish unrivalled insights that we can leverage for your business.

4

## SUCCESSFUL IMPLEMENTATION

We are uniquely successful in implementing improvements, making Mactavish the recognised market leader in negotiating contract changes and building compliant practices.

5

## UNIQUE SKILLSET MIX

Our team of experts includes experienced insurance lawyers, expert barristers, risk analysts and management consultants, so we understand the interaction between your processes, risks, compliance and contracts.

# MACTAVISH'S LEGAL OFFERING

---

Mactavish accesses expert barristers and QCs direct from the Bar. This unique model allows us to provide a complete end-to-end service for our clients, including drafting changes to policy wordings and broker contracts.

Mactavish oversees the entire process but the final contracts are signed-off and certified by the barristers, who assume liability for the reliability and quality of the contracts.

This ensures that our clients get the very best legal drafting possible, as part of an integrated Mactavish service offering.



# SERVICE OFFERING

INSURANCE POLICY RELIABILITY & COMPLIANCE	DISCLOSURE / FAIR PRESENTATION COMPLIANCE	BROKER MANAGEMENT
<p><b>RISK PROFILING, COVERAGE DESIGN AND WORDING REVIEW</b></p> <p>Starting off with risk profiling to understand your risk and coverage requirements. Followed by detailed policy wording review and analysis – identifying and explaining coverage gaps, documentation errors and onerous terms that undermine the reliability of the contract.</p>	<p><b>DISCLOSURE REVIEW &amp; SUPPORT</b></p> <p>Review of risk information and submission materials to identify concerns and provide guidance to help businesses meet their disclosure and Fair Presentation duties.</p>	<p><b>BROKER CONTRACT REVIEW</b></p> <p>Detailed broker contract review (including TOBAs, SLAs, letters of engagement or equivalents, as applicable) identifying areas where broker responsibilities need to be enhanced.</p>
<p><b>POLICY RE-DRAFTING</b></p> <p>Executing high-quality, actionable solutions to the issues identified by the wording review, by delivering a bespoke barrister redrafted policy.</p>	<p><b>FAIR PRESENTATION ADAPTATION</b></p> <p>A detailed diagnostic assessment based on review of existing processes and risk information and consultations on potential additional data sources.</p> <p>Preparation of a bespoke Compliance Plan for your business, taking the findings from the diagnostic assessment to set practical recommendations to ensure compliance with the new Duty of Fair Presentation, the key challenge of the Insurance Act 2015 for policyholders and their brokers.</p> <p>Follow-on implementation support can consist of execution assistance in agreed areas.</p>	<p><b>BROKER CONTRACT RE-DRAFTING</b></p> <p>Working with expert barristers to draft revised broker contract terms and fix issues identified at the review stage above.</p>
<p><b>NEGOTIATION SUPPORT</b></p> <p>Supporting and driving the negotiation and agreement of improved policy wordings with insurers, drawing on Mactavish's unrivalled experience of these negotiations and holistic expertise spanning coverage, legal and policy operation matters.</p>	<p><b>RISK ANALYSIS</b></p> <p>Primary research driven analysis of critical risk exposures to inform coverage requirements and improve risk information. Consisting of documentation review work and detailed risk interviews to build bespoke content, which reflects the operational realities of a business not a preconceived off the shelf template or default information set.</p>	<p><b>BROKER CONTRACT NEGOTIATION SUPPORT AND CERTIFICATION</b></p> <p>Supporting the negotiation and agreement of the contract between you and the broker, based on unrivalled experience of these negotiations.</p>
<p><b>POLICY CERTIFICATION</b></p> <p>Certification of final policy wording as providing effective protection by the expert barrister or QC.</p>		<p><b>BROKER TENDER SUPPORT</b></p> <p>Embedding an enhanced standard of service at the centre of the broker tender exercise, requiring brokers to really differentiate themselves. Assistance ranging from running the entire process to inputting into key stages: the tender design, reviewing bidder responses, facilitating broker presentations, appraising bidding brokers and supporting final contract and service level negotiations to reflect enhanced requirements.</p>
<p><b>OBLIGATION COMPLIANCE</b></p> <p>Tools to assist operational compliance with policy obligations and complex terms to ensure policy protection is maintained.</p>		

## INSURANCE GOVERNANCE PROGRAMMES

Blending a mix of the service areas above into an appropriate package of support to improve and maintain insurance quality - with Mactavish picking up the management of the broker and insurers or the captive where needed, to ensure that the programme objectives are achieved. This can range from a specific piece of wording review, redrafting, negotiation and certification - where we liaise directly with your broker(s) and insurers to manage the process and negotiations - to full scale outsourcing of the broker and insurer management to Mactavish throughout the insurance cycle.

# CLIENT TESTIMONIALS

Our clients range from multinational FTSE 100s and global businesses to family owned SMEs and public sector bodies. Detailed testimonials and case studies are available at [www.mactavishgroup.com/clients](http://www.mactavishgroup.com/clients)

“A proven trusted adviser”

**Philip Potter, Group Risk and Insurance Manager  
- Babcock International Group**

“Mactavish are specialists in their field. They deal in detail and are focused on forensic examination of policies to assess areas of weakness and recommendations on how to deliver improvements. The negotiation support with insurers, which Mactavish led working closely alongside our brokers, was also helpful in reaching agreement and navigating the technical challenges.”

**Keith Bishop, Group Insurance Manager - Laing O'Rourke**

“In addition to being delighted about the core service I have also been pleasantly surprised about the focus they place on the unique features of our industry and how these can impact our requirements.”

**Tracey Skinner, Director - Insurance & Risk Financing - BT Group**

“Mactavish combine practical knowledge around the Insurance Act with a deep and sound understanding of market practices and areas where policies can be made more reliable and certain... Their recommendations were practical and added immediate and clear value to the confidence in our insurance programme.”

**Lars Henneberg, Head of Risk Management - A.P. Møller-Mærsk A/S**

“Mactavish's specialist blend of legal technical expertise, risk understanding and coverage analysis has been critical in helping Arcadia achieve the quality of insurance we require. We see Mactavish as a valuable partner with a unique skill set and look forward to continuing to work together.”

**Colin Campbell, Head of Risk & Compliance - Arcadia Group**

“The exercise with Mactavish enabled us to significantly improve the quality of key insurance contracts.”

**Kevin Maguire, Group Company Secretary - Crest Nicholson**

A large, stylized background image of a pair of scales of justice. The scales are rendered in a semi-transparent, light grey color, set against a background of overlapping circular shapes in shades of red, orange, and dark blue. The scales are positioned on the right side of the page, with the central pillar and the two pans visible. The top pan is higher and lighter, while the bottom pan is lower and darker, suggesting it is heavier. The central pillar is a simple, cylindrical column with a decorative finial on top. The pans are connected to the pillar by thin metal chains. The overall composition is clean and professional, with a focus on the scales of justice as a symbol of fairness and regulation.

# Mactavish

Mactavish is authorised and regulated by the Financial Conduct Authority.

**Mactavish Office Address:**

26-28 Hammersmith Grove,  
Hammersmith, London, W6 7BA

**Telephone:** 0208 834 1628

**Email:** [mail@mactavishgroup.com](mailto:mail@mactavishgroup.com)

**Website:** [www.mactavishgroup.com](http://www.mactavishgroup.com)

**Twitter:** @MactavishGroup

**LinkedIn:** Mactavish

Mactavish is a trading name of MH (GB) Limited, a limited company registered in England & Wales, number 4099451. MH (GB) Limited is authorised and regulated by the Financial Conduct Authority.