



97% would use our service again (83% - 2020)



94% were satisfied or very satisfied (82% - 2020)



91% found us highly responsive (80% - 2020)



91% would recommend our service to others



63% of the respondents were from new advisers, who have used us for less than a year

WHAT OUR ADVISERS REALLY THINK ABOUT THE TOWERGATE REFERRAL SERVICE

Here at Towergate Referral Service, we put our Advisers at the heart of everything we do. We understand that your life is busy, so it is important to us that our service works for you, providing a quick and easy way for you to make referrals and delivering great service to your clients.

Last year we updated our website to streamline the referral process, we also increased and improved the level of communication once the referral was made, so Advisers and Clients were kept up to date throughout the process.

To make sure we were on the right track and to find out what areas needed further improvement, we commissioned a survey to the Advisers who used us in the last few months – this produced some great results.



UP TO TOWERGATE'S REFERRAL SERVICE



MORE DEALS

MANY HERE'S WHAT SOME OF OUR ADVISERS SPECIFICALLY COMMENTED ON:

"Amazing communication, friendly team, competitive rates, actually do what they say they're going to do!"

Joe de Vivo (Oakhill Financial Services)

"Great service and best referral company I've dealt with."

Daniella Dixon (Start Mortgages)

"My original adviser was Steph, since she left Ben has been my go-to adviser. I like the option of having a named go- to adviser."

Isobel Cunning (Cunning Financial Services)

"Fast and efficient service. My client was very happy with service provided."

Adeola Oladapo(dvms)

We were delighted to hear that so many of Advisers love using our service and would recommend it. We are continuing to look at ways to increase our satisfaction levels so that more and more Advisers like you are confidently using the Towergate Referral Service.

(source survey undertaken in March 2021 to 100 advisers)

RECOGNISING AND APPLYING YOUR KNOWLEDGE

Whether you have successfully found a mortgage for them, arranged their protection or helped them with their investment portfolio, you know so many details about them – their occupation, their investments, their income they receive. This key information is a great foundation for starting discussions about their commercial and non-standard insurance. Your client will benefit from our expert professional advice and you will have confidence that you have introduced them to a safe pair of hands, to a firm that will work with you and not against you.

SETTING EXPECTATIONS AND DELIVERING

You can rely on us to deliver an extensive range of insurance services to your clients. We're not scared of complicated cover and never overcomplicate things. We make it easy for you; Here's how:

- **It's just a referral** – There is little to no effort required from you and more importantly we take on all the regulatory responsibility and issue all documentation.
- **Ease** – Simply refer your clients on our portal www.towergatereferrals.co.uk and we give updates when we have quoted.
- **Commission** – We pay commission to you¹ for the life of the policy². We issue all renewals and deal with mid-term adjustments.
- **We won't cross sell any protection insurance** – We don't offer it.

OUR COVERS

Towergate Riskline offer a wide range of commercial and non-standard insurance. Covers include –

- Shops and Offices
- Self Employed Tradespeople
- Public liability and employer's liability
- Contractors Insurance
- Professional indemnity
- Commercial Property Owners (including properties in a LTD company name)
- Property portfolios of any size

[For full list – click here](#)

WHO ARE WE?

Towergate is one of the leading insurance intermediaries in the UK who provide a specialist range of SME insurance products, designed for business and properties. Our team of dedicated advisors are highly trained and will handle your client's enquiries confidentially. We offer suitably priced products from a range of carefully selected insurers.

Finding out more

If you would like to find out more about how to refer your clients, visit our website www.towergatereferrals.co.uk or for further information email craig.powell@towergate.co.uk or call on **01883 719675**

1. Commission is paid on the premium net of Insurance Premium Tax at 12%,
2. For as long as you are part of a regulated firm or network with a valid Towergate Terms of Business Agreement. The commission percentage may vary when policies requiring placement through a Lloyds broker or similar specialist market may differ

Towergate Riskline is a trading name of Towergate Underwriting Group Limited. Registered in England with company number 4043759. Registered Address: 2 Minster Court, Mincing Lane, London, EC3R 7PD, United Kingdom Authorised and regulated by the Financial Conduct Authority



**Towergate
Riskline**