

Who do I speak to if I have a question or problem?

As previously, please contact your local Hiscox office.

Will my relationship with my local Hiscox office change?

There has been no change to any of the roles in our offices, you will continue to speak to your usual Hiscox team and underwriters.

Who do I contact for new business/MTAs/renewals?

We have recruited additional underwriters who will be focusing on our new business quotes and service, however there are no further changes.

We plan to start issuing renewal invites on our new wording(s) from June 25th onwards, inviting eight weeks in advance of renewal date. We will be updating our regional contact page on www.hiscoxbroker.co.uk. This contact page details all of the underwriters who support your account, but we ask that you continue to submit your business in the usual way and the appropriate underwriter will contact you.

What are the benefits of Hiscox+?

- We have introduced unlimited cover for 606 on buildings and general contents
- updated and improved our 606, travel and motor wordings
- Hiscox Home is now available to our broker clients
- new underwriters have been employed and are focused on improving our new business service.

What are the changes in cover?

Changes to the products, including copies of the wordings are available by clicking the links on the email.

Unlimited Cover?

We will now provide the majority of our new customers with the added peace of mind of having unlimited buildings and general contents cover. Of course, we are also delighted to be able to offer our existing clients the option to switch to unlimited cover at renewal.

Unlimited cover provides your clients with cover for buildings and general contents with no overall cap on the amount insured. Their outbuildings, tenants' improvements, art and collections, plus their jewellery, watches and valuable items will be covered as they are today on an amount-insured basis.

Will there be changes to existing Hiscox policies?

We plan to start migrating policies onto the new product wordings on June 25th over a 12-month period as they fall due for renewal. Each policy will include a summary of change that needs to be notified to clients.

Why have I received two account statements?

This is a short-term requirement while the changes we are implementing take effect.

What are you expecting me to do differently?

We are not asking you to do anything differently however, over time we hope that you will notice the benefits of the changes we are making.