





We provide specialist solutions
to more than 450 highly regulated
and global clients, helping them to
improve service, grow and win.

We provide:

Claims Solutions
Insurance Services
Customer Solutions



Davies Group is a multi-award winning operations management, digital solutions and consulting provider to organisations in highly regulated markets and to global businesses.

Our core services include: Claims solutions, Insurance services and Customer solutions.

We help our clients reimagine their business processes and gain new insights, delivering operations & digital solutions that sit at the core of their business, enabling service improvement, accelerated growth, and increased efficiency.

We invest significantly in our people and their career development. Our team of 2,000 professionals work across Europe and North America with our headquarters in the UK & Ireland, Bermuda, the US and Canada.

Beyond our core team we operate a network of specialist consultants that are deployed within clients' own operations, to execute regulatory and transformation projects.

Our values underpin our culture, they are the core principles that help us put the customer at the heart of everything we do.

We call it our Big IDEA:

Inspire each other

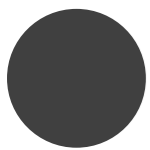
Deliver on our promises

Empower to act

Aspire to be the best

By reimagining the way we do business, and by challenging ourselves to think differently, we will continue to provide our clients with great service, access to professional and qualified staff, and leading business critical solutions.





Claims Solutions



Our claims solutions business spans property, casualty, motor and niche claims, handling more than 500,000 claims per year and helping our clients control and manage more than two billion pounds of annual claims cost.

We work with insurers, brokers, MGAs and corporates to deliver high customer service and improved underwriting performance, through efficient management of the claims process.

We are the leading independently owned providers of outsourced end-to-end claims solutions, often operating on a white-label basis for our clients. In addition to our third party administration services, we provide a full range of loss adjusting, surveying, fraud detection, and supply chain solutions.

We have more than tripled our annual investment in technology and digital transformation, including our Cq claims administration platform, our video and drone claims handling solutions, as well as investing in robotics and machine learning to drive speed and efficiency.

Property Claims

Motor Claims

Casualty Claims

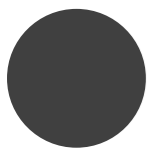
Davies Ireland

Niche Claims

Davies Connect

**Leading Claims Solutions
for MGAs, brokers, insurers,
captives, re-insurers and
large organisations**





Claims Solutions: **Property Claims**



Davies Property Claims is the UK's leading end-to-end provider of innovative property claims management solutions.

We offer services including commercial and household claims handling supported by in-house services, including: desk TPA services, field loss adjusting and surveying services, buildings repair, restoration and drying, fraud investigation, contents validation and recoveries management.

We have over 50 years' experience delivering innovative, flexible and bespoke solutions. Our focus is on delivering an exceptional service to our clients and customers, careful control of indemnity spend and the correct use of added value services.

Our team of over 700 claims specialists are based in our command centres based across the UK and Ireland. Our claims handling services support clients with:

- Field and desk-based claims solutions across all claim classes
- Client specific TPA operations
- Peril specific claims hubs offering unique solutions (e.g. escape of water)
- An external field force made up of experienced loss adjusters, surveyors and engineers
- In-house field and desk based fraud investigation services supported by screening technology
- Building repair network platform, supported by drying and restoration services and in-house provision and management of alternative accommodation requirements

- Tightly controlled workflow, case management and treasury processes, delivering measurable claim cost and cycle time reductions
- Award winning innovation including the use of drones, desk based video and customer portal solutions
- Comprehensive, flexible MI content and delivery as well as web-based client access to claim files and data
- Account management professionals dedicated to understanding client needs by designing and adapting service to meet and exceed requirements

Property Claims

Motor Claims

Casualty Claims

Davies Ireland

Niche Claims

Davies Connect



Get in touch

Darren Coombes

Executive Chairman
Claims Solutions

+44 (0)7764 471340

darren.coombes
@davies-group.com

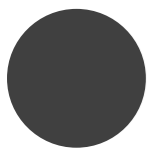
Russell Crewe

Managing Director
Davies Property

+44 (0)7841 673173

russell.crewe
@davies-group.com

davies-group.com/claims-solutions
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Claims Solutions: **Motor Claims**



Davies Motor Claims is the UK's leading motor claims management provider.

We provide tailored, end-to-end solutions to Insurers, Intermediaries, MGA's and fleets by combining excellent service and innovative technologies. Our partnership approach and tailored claims handling philosophies ensure that our clients achieve their business objectives.

Our systems and processes are designed to ensure better reporting, enabling third party intervention and an increased awareness of claims costs.

Our desktop teams provide a fully branded and customised 24/7, 365 FNOL service using telemetry and video evidence to investigate liability and fraud. They process third party capture with market leading capture and cost control rates. Claims are processed with:

- Validation and technical claims management
- System driven workflow to aid investigation and management of claims to negotiated settlement or repudiation
- GTA and non-GTA credit hire management
- Portal retention and average damages solutions
- Dedicated CPR, recovery, high value and complex loss teams
- Pre-agreed rates to reduce downtime

Our repair management team will monitor the repair period keeping duration to a minimum, whilst using our repair network. Our services and operational structure are built upon client specific and nominated skill-set based teams managing:

- First notification of loss
- Vehicle repair via our own in-house network
- Engineering, total loss and salvage
- Downtime management
- Third party intervention
- Technical claims handling (which includes credit hire, personal injury, large loss, counter fraud, third party property and crown property damage specialisms)
- Third party property repair and settlement via our own in-house building repair network and specialist third party property damage teams
- Counter fraud services
- Recovery and uninsured loss recovery
- Fund management

Property Claims

Motor Claims

Casualty Claims

Davies Ireland

Niche Claims

Davies Connect



Get in touch

Darren Coombes
Executive Chairman
Claims Solutions

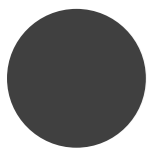
+44 (0)7764 471340

darren.coombes
@davies-group.com

Kim Alcock
Managing Director
Davies Motor

+44 (0)7973 814998

kim.alcock
@davies-group.com



Claims Solutions: **Casualty Claims**



Davies Casualty Claims is the UK's leading provider of casualty claims management solutions, specialising in employers, public and product liability, occupational disease and illness, professional risks and third party property damage.

We have over 50 years' experience in delivering bespoke solutions designed to protect our insurance, corporate and public sector customers from the financial, operational and reputational impact of third party claims.

We have over 150 specialist field and desk-based casualty technicians operating from a variety of locations across the UK and supported by a central administrative team in Birmingham.

Our claims handling services support clients with:

- Field and desk-based claims solutions across all casualty claim classes
- Turnkey TPA models, including high volume desktop capability
- An external field force made up of experienced casualty claims adjusters, skilled in on-site investigation with key industry sector specialisms
- Tightly controlled workflow, case management and treasury processes, delivering measurable claim cost and cycle time reductions
- Market-leading Ministry of Justice EL/PL portal retention, on average 20% above average industry performance, without compromising defence rates
- Comprehensive, flexible MI content and delivery as well as web-based client access to claims files and data
- Account management professionals, dedicated to understanding client needs and designing and adapting service to meet and exceed requirements



Property Claims

Motor Claims

Casualty Claims

Davies Ireland

Niche Claims

Davies Connect



Get in touch

Darren Coombes

Executive Chairman
Claims Solutions

+44 (0)7764 471340

darren.coombes
@davies-group.com

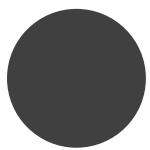
Lesley Johnson

Managing Director
Davies Casualty

+44 (0)7711 872468

lesley.johnson
@davies-group.com

davies-group.com/claims-solutions
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Davies Ireland is the leading provider of outsourced services in Ireland. In an era of increased regulatory control, digital and data disruption, leakage and capacity challenges, we are the solution to those seeking a step change in performance.

We have a qualified team of over 70 experienced professionals, strategically placed in command centres in Dublin, Cork, Limerick, Galway & Belfast

We provide insurers, brokers, MGA's, captives and corporates with full claims management capabilities across a range of solutions including:

- Employers liability
- Public & products liability
- Motor
- Property
- Business interruption
- Personal accident
- Accident and health

We have considerable expertise in reinventing business operations through a combination of experience, disruptive thinking and strategic analysis. This translates into a broad range of additional services which include:

- Audit
- Risk management
- Regulatory & compliance
- FNOL
- 24/7 helpline
- People placement
- Data management
- Analytics
- Training

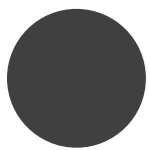
- Property Claims
- Motor Claims
- Casualty Claims
- Davies Ireland**
- Niche Claims
- Davies Connect



Get in touch

Darren Coombes
Executive Chairman
Claims Solutions
+44 (0)7764 471340
darren.coombes
@davies-group.com

Peter Haran
Managing Director
Davies Ireland
+353 (0)87 6383401
peter.haran
@davies-group.com



Claims Solutions: **Niche Claims**



Our Niche claims solutions capability minimises lifecycle and ensure correct indemnity spend, using technology to deliver market-leading customer experience through a combination of skilled technicians, process & technology.

Our solutions span protection, mobile phone & gadget, travel and creditor. We create flexible capacity models for seasonal products such as car hire excess and travel allowing our clients to manage fluctuations in demand.

Through our platform we import data for customer background checks, which integrate with telephony and online portals providing valuable data and information to assess and manage claims. We use online registration, portals, two-way SMS and web chat to provide customers and clients real time access to ongoing claims.

Our propitiatory property content validation platform, Valid8, enables clients to accurately, consistently and quickly identify the most suitable replacement for lost or damaged items.

Our web validation tool validates all products found in the home enabling immediate, electronic settlement or direct replacements.

Our solutions support clients with:

- Desk based claims solutions provided by specialist product handlers and designated client teams
- In-house field and desk based fraud investigation services underpinned by screening technology
- Access to 30+ years of contents data allowing validation of household items even when obsolete
- Web based validation tool enabling clients to undertake contents validation and settlement from within their own business
- Specialist Handlers for creditor claims such as mortgage protection and personal accident
- Motor related products such as 'scratch & dent', alloy cover, tyres, rental vehicle excess and total loss insurance
- Access to worldwide medical support to enable handling of complex travel insurance claims as well as servicing standard UK travel claims
- Ability to integrate any type of claims product across our flexible claims IT platforms

- Comprehensive, flexible MI content and delivery as well as web-based client access to claims files and data

We have considerable expertise in reinventing business operations through a combination of experience, disruptive thinking and strategic analysis. This translates into a broad range of additional services including:

- Audit
- Risk management
- Regulatory & compliance
- FNOL
- 24/7 helpline
- People placement
- Data management
- Analytics
- Training

Property Claims

Motor Claims

Casualty Claims

Davies Ireland

Niche Claims

Davies Connect



Get in touch

Darren Coombes

Executive Chairman
Claims Solutions

+44 (0)7764 471340

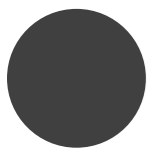
darren.coombes
@davies-group.com

Andrew Considine

Managing Director
Davies Niche

+44 (0)7881 266309

andrew.considine
@davies-group.com



Claims Solutions: **Davies Connect**



Davies Connect is different to any policyholder self-serve application available in the claims arena. Davies Connect is an iOS wallet card application that outlines to policyholders exactly where their claim is throughout the claims journey.

Our application tracks: claim logged, claim assessment, claim approved, preparing your home, repair details, plus any further updates until the claim is closed. It also sends push notifications to make them aware of a change in their claims status as well as any outstanding actions which could hold their claim up, such as a reminder for an excess payment or to upload receipts.

Policyholders are introduced to Davies Connect at first notification of loss by our claims handlers. If the policyholder would like to receive notifications and updates through this technology, they will receive an SMS containing a personalised link to download the wallet item.

This innovative and proactive approach gives policyholders live updates in real-time without the need to call or email to speak to a member of the team. The customer can track and check in on their claim in a way and at a time that suits them, and they can check back at any time if they need a reminder of any of the information.

This technology has been developed as part of Davies' Disruptive Thinking, our internal innovation lab.

Property Claims

Motor Claims

Casualty Claims

Davies Ireland

Niche Claims

Davies Connect



Get in touch

Darren Coombes

Executive Chairman
Claims Solutions

+44 (0)7764 471340

darren.coombes
@davies-group.com

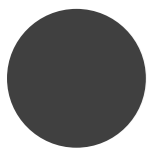
Kath Mainon

Chief Operating Officer
Claims Solutions

+44 (0)7930 507325

kath.mainon
@davies-group.com

davies-group.com/claims-solutions
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Insurance Services



Our Insurance Services capability is deep, but simply defined, with our teams aligned to our core insurance markets: Intermediaries, Insurer & Market and Captives. We work with Lloyd's syndicates, MGAs, brokers, insurers, reinsurers and international captive owners.

Our Intermediary Services business has successfully supported the launch and host of more than 30 MGAs, and we have established ourselves as the go-to partner for entrepreneurs and businesses looking to start new MGA platforms. In addition we provide core operations and capacity management services for brokers and MGAs, and we are the leading provider of legacy solutions for end-of-life broker portfolios.

Quest, our global top ten ranked captive management business provides technical solutions to captive customers in Europe, the US, Latin America and Asia. From our bases in Bermuda and the US our team delivers captive operations, including rent-a-captive, re-insurance advice, and exit solutions.

Our Insurer & Market team delivers binding authority management, credit control, project services and loss funds programmes.

We manage 6,000 binding authorities and process more than 200,000 bordereaux annually. Our premium credit control shared service provides effective cash collection for managing agents across more than half of the Lloyd's market.

Insurer & Market Services

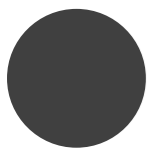
Intermediary Services

Broker Turnkey

Captive Services
Management

**Our Insurance Services capability
is deep, but simply defined**





Insurance Services: **Insurer & Market Services**



Project Services

Our team have achieved an unrivalled reputation for project delivery in the Lloyd's, London and International Insurance Markets with our extensive technical knowledge and ability to enhance risk carrier and intermediary processes, including:

We offer reinsurance and software implementation and strengthening to risk carriers who wish to outsource the implementation, migration or upgrade of reinsurance software to a third party. This delegated approach reduces the impact a project will have on the client's own resource, ensuring minimal disruption to BAU workflow.

Our success of deploying supplementary project resourcing is based upon our deep working knowledge and ability to adapt and integrate. Our team bring a wealth of knowledge and experience and will complement the business in either the short or longer term.

We offer third party peer review of data held on reinsurance software, which provides clients with an interdependent review for internal business controls.

Credit Control

We have been the LMA's preferred credit control service provider to the Lloyd's market since November 2013.

Currently in excess of £8.5bn of premium across 54% of Lloyd's UMR's is managed.

All clients have membership of a Service Oversight Board which governs the service and is responsible for ensuring key deliverables are met. Our team can deliver:

- A cost effective solution to credit control
- A unique solution to credit control which offers economies of scale
- Improved payment performance
- Through our Oversight Board – an annual working strategy to define our service
- Membership of our Oversight Working Group – exploring and identifying improvements to the service
- Full suite of management reports
- Enhanced data integrity
- Experienced credit controllers
- A live dashboard

Binding Authority Management

We are the market leaders and only proven providers of a complete solution delivered through a tried and tested in-house system and experienced technicians. Our service facilitates effective bordereaux administration to improve coverholder management, claims monitoring, regulatory reporting and enhanced credit control.

The solution delivers benefits to all stakeholders of a fully managed service, economies of scale and enhanced reporting as well as visibility through a centralised service.

Insurer & Market Services

Intermediary Services

Broker Turnkey

Captive Services Management

Broker at **LLOYD'S**

Ambant Ltd and Requiem Ltd are Brokers at Lloyd's, Authorised and Regulated by the Financial Conduct Authority



Get in touch

Robert Dewen
Managing Director
Insurer & Market Services

+44 (0)7799 760745
robert.dewen
@davies-group.com

Andrew Collery
Director
Insurer & Market Services

+44 (0)7932 151269
andrew.collery
@davies-group.com

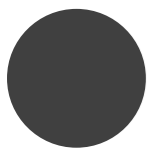
James Jacob
Director
Insurer & Market Services

+44 (0)7795 022083
james.jacob
@davies-group.com

Sarah Savory
Director
Insurer & Market Services

+44 (0)7785 566144
sarah.savory
@davies-group.com

davies-group.com/insurance-services
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Insurance Services: **Intermediary Services**



Providing insurance operations and consulting solutions for start-up, live and legacy intermediaries, in the UK and internationally.

MGA

An independent launch and host platform for new and established MGAs

We operate as an independent incubator platform offering a “launch and host” service to entrepreneurs, private companies and corporates who are looking to establish a Managing General Agent (MGA). We provide a service support function to existing fully authorised MGAs and we also offer a general bespoke service support to entities involved in the delegated underwriting arena.

We provide our clients with the required level of resources and structure to ensure our service is positioned to operate to the highest regulatory standards.

Broker Wrap

Legacy business frequently takes valuable resource in a broking firm away from their primary role of winning and servicing ‘live’ business and negatively impacts results and bottom line costs. Our ‘broker wrap’ will enhance the value of the broker’s live business, removing the uncertainty and challenges associated with legacy business.

‘Broker wrap’ takes all the responsibility for legacy issues away from the broker from a set point in time. Where possible, we, through our regulated subsidiary, will purchase the legacy entity in its entirety and agree a fee to cover the run-off. If it is not possible to acquire the entity, the wrap can still be completed by securing client consent to the transfer.

Live broking

We have two subsidiaries which act as FCA authorised intermediaries with Lloyd’s accreditation.

These fully independent intermediaries have TOBAs in place and existing business relationships with a significant proportion of the London market and are able to provide capacity support in a wide range of insurance classes and disciplines.

We can provide a regulatory framework that allows intermediaries to become an appointed representative and operate under one of our authorised intermediaries.

Our Broker representative and consolidation service provides effective broker replacement to assume full broker of record responsibilities thereby providing enhanced services in a cost effective and regulatory compliant manner.



Get in touch

Chris Butcher
CEO
Intermediary Services
+44 (0)7834 547295
chris.butcher
@davies-group.com

Steve Goate
Director
Intermediary Services
+44 (0)7802 674895
steven.goate
@davies-group.com

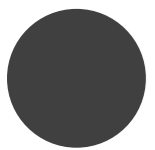
Jim Kimber
Director
Intermediary Services
+44 (0)7771 638139
jim.kimber
@davies-group.com

Insurer & Market Services
Intermediary Services
Broker Turnkey
Captive Services
Management

Broker at **LLOYD’S**

Ambant Ltd and Requiem Ltd
are Brokers at Lloyds,
Authorised and Regulated by the
Financial Conduct Authority

davies-group.com/insurance-services
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Insurance Services: Intermediary Services: **Broker Turnkey**



Get in touch

Steve Goate
Director
Intermediary Services
+44 (0)7802 674895
steven.goate@davies-group.com

Jim Kimber
Director
Intermediary Services
+44 (0)7771 638139
jim.kimber@davies-group.com

Insurer & Market Services
Intermediary Services
Broker Turnkey
Captive Services
Management

Direct access to the Lloyd's Market

Through our subsidiary, Requiem Limited, we specialise in obtaining Lloyd's broker status for UK provincial and overseas brokers as well as providing full back office support and functionality. Our solution includes compliance, transactional and fiduciary functions, as well as full system capability.

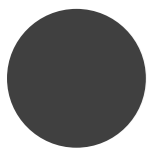
We help brokers who want access to the Lloyd's market with the following:

- Assistance with creating a business plan to present to Lloyd's
- Completing regulatory and statutory applications and filings
- Obtaining a Lloyd's broker number
- Setting up and testing links with Xchanging
- Drafting and management of TOBAs
- Assisting setting up bank accounts
- Compliance support
- Transactional processing (premiums, claims)
- Endorsements and issuance of cover
- Fiduciary accounting
- Client money reporting and reconciliation
- Claims handling and broking
- Provision and maintenance of relevant systems
- Resource support
- Appointed representative facility.

Broker at **LLOYD'S**

Ambant Ltd and Requiem Ltd are Brokers at Lloyds, Authorised and Regulated by the Financial Conduct Authority

davies-group.com/insurance-services
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Insurance Services: **Captive Management Services**



Insurer & Market Services

Intermediary Services

Broker Turnkey

Captive Services Management

A leading provider of Independent Captive and Insurance Management Services

Quest, our global top ten ranked captive management business, provides technical solutions to captives in Europe, the U.S., Latin America, Canada, Asia and the UK.

Our operation was initially formed in Bermuda over 40 years ago and we have expanded to cover all U.S. domiciles as well as the Cayman Islands.

Our team delivers full service captive capabilities including feasibility studies, incorporation services, reinsurance and insurance advice, full ongoing management services and exit solutions.

We create solutions for clients' specific insurance requirements. Our vast experience and network of contacts in the industry enables us to create the right solution for our clients whether it be captive or rent-a-captive/ segregated account and also determine the risks and layers that should be retained.

We are able to assist our clients in finding fronting and reinsurance partners as well as leading third party service providers in the industry including claims providers, actuaries, letter of credit and trust providers, investment advisors, bankers and legal advisors.

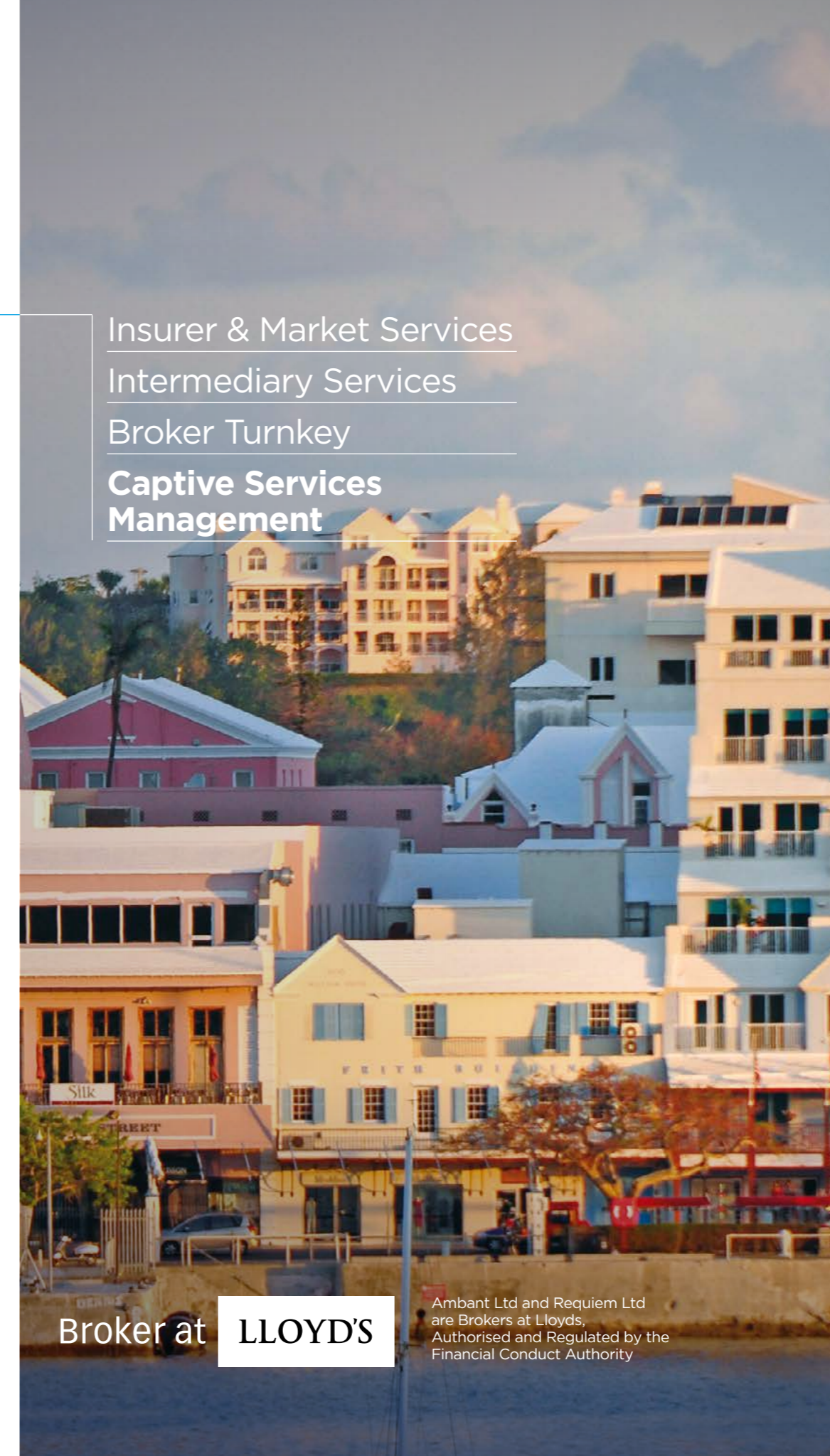
As well as captives, we manage a number of commercial insurers and reinsurers.



Get in touch

Nick Frost
President
Captive management Services
+1 (441) 295 2185
nicholas.frost@questgroup.bm

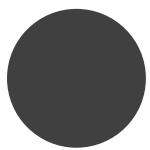
Oceana Yates
Senior Vice President
Captive Management Services
+1-441-247-8304
oceana.yates@questgroup.bm



Broker at **LLOYD'S**

Ambant Ltd and Requiem Ltd are Brokers at Lloyds, Authorised and Regulated by the Financial Conduct Authority

davies-group.com/insurance-services
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Customer Solutions



Our Customer Solutions business delivers specialist professional services and digital solutions across customer experience (“CX”), complaints handling, and compliance & risk.

We provide a wide range of CX focussed consultancy led service, which, when deployed end-to-end, include a number of SaaS products and analytical methods which lead to true business insights.

With many hundreds of thousands of customers providing feedback via our ServiceTick products we can ‘listen’ and most importantly help our clients act on customer or employee feedback.

Our Ember consultants assist clients with the provision of insight, operating model review, transformation support and importantly today with specialist digital readiness capability. With specialist implementation skills in robotics process automation, telephony or chatbot/AI we can support clients across multiple sectors with digital transformation.

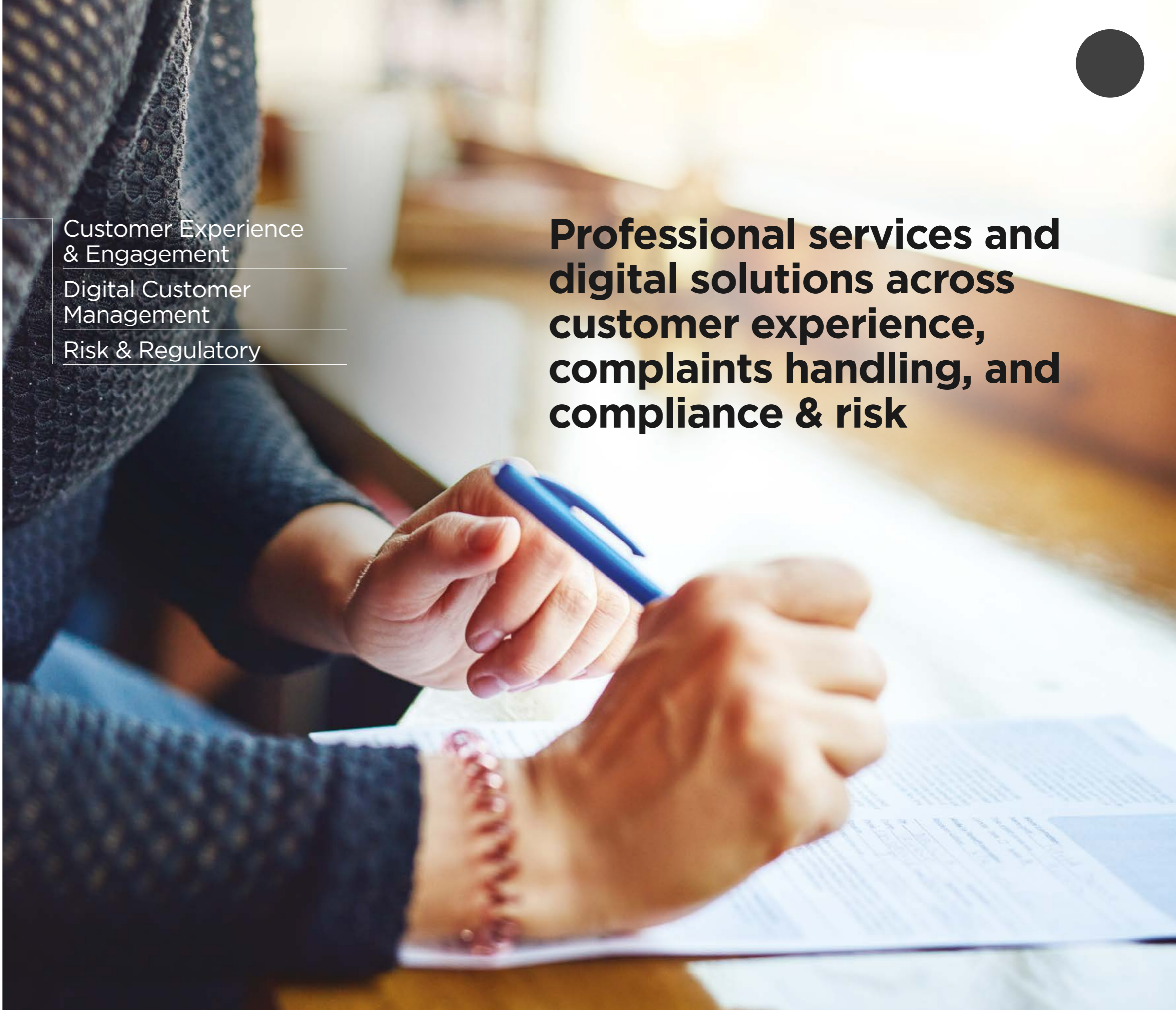
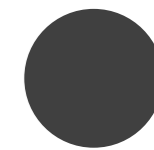
Our products are designed to support a wide range of compliance, risk and CX needs in today’s rapidly changing sales and service marketplace, allowing our clients to extract maximum value from all their customer interactions and therefore to make their brand all it can be.

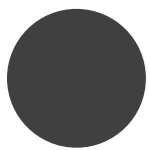
Customer Experience
& Engagement

Digital Customer
Management

Risk & Regulatory

Professional services and digital solutions across customer experience, complaints handling, and compliance & risk





Customer Solutions: **Customer Experience & Engagement**



Customer Insight & Analytics, CX Consulting, Resourcing and Learning & Development solutions for insurance & highly regulated businesses

Our customer experience & engagement capability help organisations improve the experience for their customers by making it easier to engage and get the outcomes that will drive satisfaction, loyalty or long-term value.

We draw on insights and analytics to provide hard evidence about your customer experience and your performance compared to your peers. We help define business goals and measure progress towards them, building a robust case for change.

We lead that change by designing bespoke solutions to support and deliver transformation.

We support our clients with strong teams, robust approaches, fresh thinking, a deep understanding of the market and, critically, a focus on delivering the change in the optimum time to deliver the right outcomes.

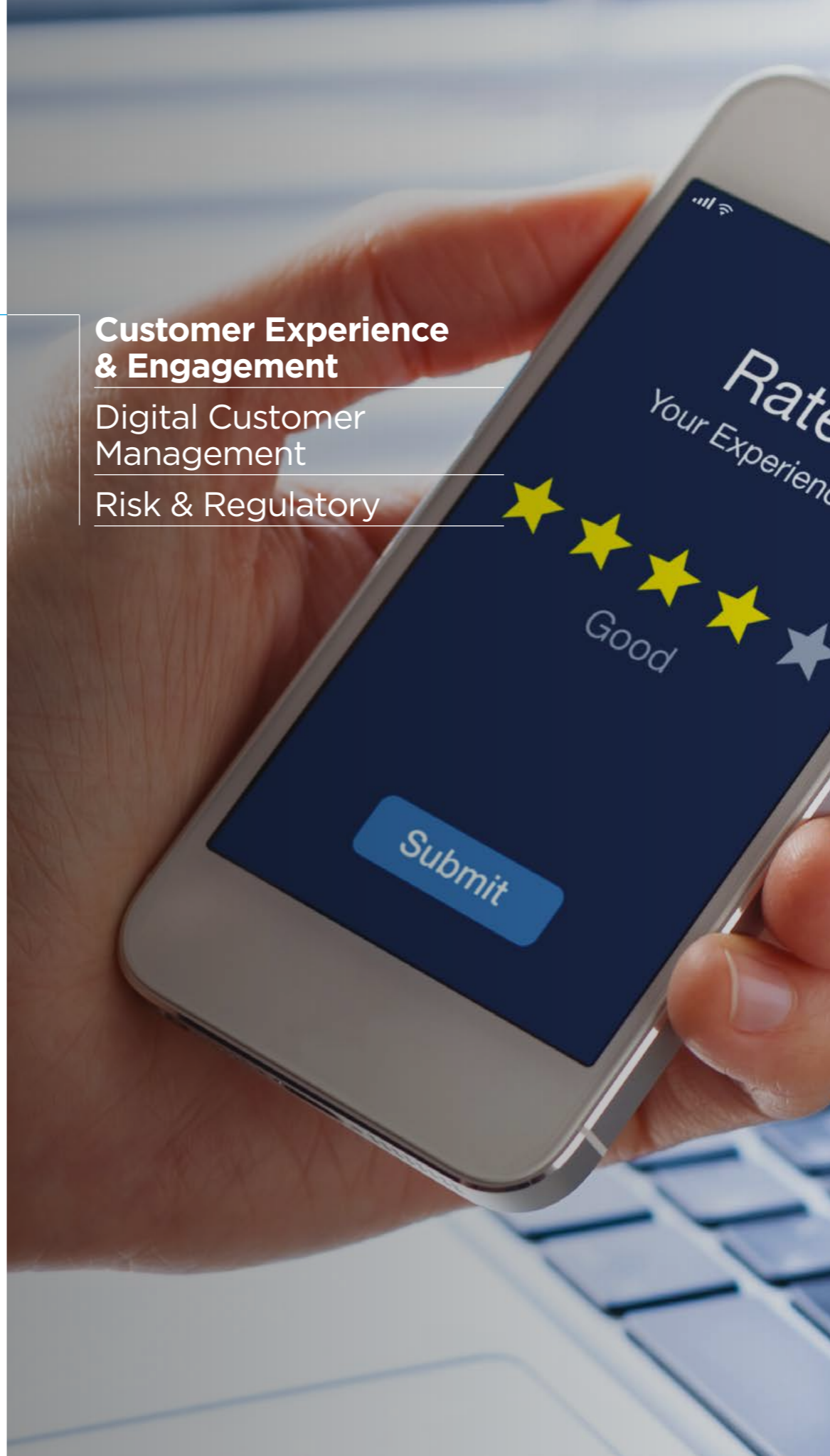
Through our Ember learning and development consultants, we help organisations achieve their learning goals by creating measurable improvement in performance through learning experiences. Through our proprietary online learning platform, Errol, we provide an easy and enjoyable way to follow up on learning and help identify further knowledge gaps that can be plugged by further learning or coaching.

Drawing upon our wider team of CX, c-suite, technology, financial services or operational resourcing specialists, we provide a range of consultancy support to every stage of the design, selection and onboarding process. We also develop an employer proposition, drafting job descriptions through to designing and executing physical or online assessment processes.

Customer Experience & Engagement

Digital Customer Management

Risk & Regulatory



Get in touch

Mark Grocott
CEO Customer Solutions

+44 (0)7834 258474

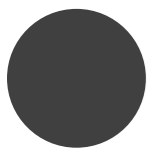
mark.grocott@davies-group.com

Chris Mcilduff
Chief Customer Officer

+44 (0)7715 493204

chris.mcilduff@emberservices.com

davies-group.com/insurance-services
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Customer Solutions: **Digital Customer Management**



SaaS solutions for customer experience, Voice of the Customer, Voice of the Employee, Social Voice, as well as Know Your Customer (KYC) and Anti-Money Laundering (AML) solutions, for insurance & highly regulated markets

Customer satisfaction is acknowledged as the most important metric in UK contact centres. The best way to find out if your customers are satisfied is by asking them. NPS, Effort and CSAT questions combined with free text comments to give real-time insights of how your customers feel; and will give you the understanding you need to improve customer experience, loyalty and advocacy.

Our solutions span voice of the customer, social media and voice of the employee with insights generated through IVR, email, SMS, web, webchat, beacon technology or embedded in existing digital app-based platforms.

Our clients use the feedback generated in several ways to drive business benefit, including; agent management performance, brand management, customer retention, closing the feedback loop, process improvement and treating customers fairly. Our latest product, popcorn, allows clients to 'listen' to social media interactions about their brand and align this to other internal metrics to gain a more rounded view of how customers perceive their service delivery and help improve their reputation.

Through our AML and KYC checks we provide a comprehensive suite of online reports covering UK and international individuals. From one simple login you will have a vast range of checks available to you from AML to International ID checks. There are options to include more data, check machine readable passports worldwide and even check where in the world a mobile phone was last turned on. Whether you are complying with the laws governing the regulated sector regarding AML and KYC, or you work in HR and need more information on a potential employee, we supply solutions tailored to your requirements.

Customer Experience & Engagement

Digital Customer Management

Risk & Regulatory



Get in touch

Mark Grocott
CEO Customer Solutions

+44 (0)7834 258474

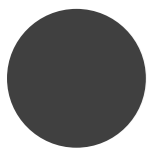
mark.grocott@davies-group.com

Kate Burton
Commercial Director

+44 (0)7968 819147

kate.burton@servicetick.com

davies-group.com/insurance-services
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Customer Solutions: **Risk & Regulatory**



Customer Experience & Engagement

Digital Customer Management

Risk & Regulatory

Risk advisory, complaints management, compliance & regulatory resourcing and core operations support for insurance & highly regulated businesses

Our professional services team provides temporary resource and services to help clients with complaint handling, compliance review, and other high volume case based processing where workload fluctuation is common. We offer a wide range of consulting and advisory services and can mobilise experienced teams rapidly to deliver results.

Our team of specialists support regulated complaint handling through the provision of interim resource, as an outsourced business process or as a Project as a Service (PaaS) model. Our complaint handling expertise spans highly regulated industries, including: financial services, utilities and public-sector clients.

We also provide specialist resources for compliance review projects and product specific case reviews, such as: insurance and banking products, investments reviews, consumer credit and debt related complaints as well as outcome testing and advisor reviews.

We can help with backlog management, training, implementation of quality frameworks, business process analysis and improvement, project & programme management and business strategy, governance and organisation change.



Get in touch

Mark Grocott
CEO Customer Solutions

+44 (0)7834 258474

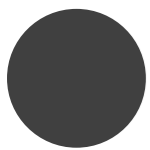
mark.grocott@davies-group.com

Paul Johnson
Managing Director Risk & Regulatory

+44 (0)7795 961633

paul.johnson@davies-group.com

davies-group.com/insurance-services
insuranceservices@davies-group.com
7th Floor, 1 Minster Court Mincing Lane
London EC3R 7AA



Innovation



Davies Disruptive Thinking is an innovation lab, placing the power of new ideas in the hands of our people. Our mission is to discover valuable ideas for our clients and our people so that we can reimagine our business by using new technology and creating a culture of innovation.

We have significantly increased our investment in technology and digital transformation, while nurturing new ideas and innovation from our people.

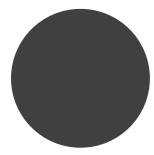
We like to think differently, lead change and make a big impact.

Since its launch, more than 500 Davies colleagues have taken part in our lab programme and helped us to launch multiple new solutions for our clients.



**We place technology and innovation
at the heart of what we do**





Davies Foundation



Our people, clients and the communities we serve are at the heart of our business. The Davies Foundation (registered charity number: 1181129) has been created to give our people the autonomy to choose how we support, give back and do good for the local communities we live and work within.

The Davies Foundation aims to support charitable causes across the locations we operate from around the globe, that have meaning and are close to the hearts of our people.

Our fundraising efforts come from our people taking part in organised events, such as sky-dives, treks and marathons with Davies match-funding the efforts of its employees.



At the heart of our communities



