

# BIBA's 2010/11 achievements

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The best insurance  
is a BIBA broker  
[www.biba.org.uk](http://www.biba.org.uk)  
Member helpline:  
0844 77 00 266



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## BIBA's key achievements



### Ian Dickinson Brunsdon LLP

"BIBA membership is essential – there just is no alternative in my view.

In fact, brokers need BIBA now more than ever before, from successful and innovative schemes, to technical and regulatory assistance. One of the major aspects of BIBA's manifesto relates to the changing regulatory landscape.

Most important for the broking community, is the need to see an end to spiralling costs and the excessive burden of regulation and the beginning of a more proportionate regulatory system.

There are many challenges ahead, but its comforting to know that BIBA is already working hard to influence thinking by lobbying MPs, talking to government, responding to Treasury and the FSA about these issues. BIBA is also fighting our corner in Europe and as a member I feel confident that they will help bring about the best possible outcomes for brokers."



### Charles A C Hurst Coulter Hurst & Co Ltd

"Having been a member of BIBA for more than 10 years, I realise increasingly every year the value of their support. Their experienced team has tremendous passion for standing up for our sector. Their commitment to the ultimate consumer by elevating the role of the insurance broker is exemplary. By protecting such interested parties professionalism is enhanced as standards are raised.

I feel it is the duty of all insurance brokers to belong to such an associated body which is attracting more and more attention from the public, media and government. Acting together we achieve more and that is to the benefit of everyone."

- ◆ Achieved **significant reduction** in scope to legislation for **insurance premium tax** compared to the original text in the Pre-Budget Report
- ◆ Named **Trade Association of the Year** 2009 against 37 other associations. Won the Exhibition category and the Commercial Initiative award two years running
- ◆ Successfully **lobbied** the FSA to **review** the Financial Services Compensation Scheme (**FSCS**)
- ◆ Produced document '**Limitation of Liability**' for brokers led by our London Market Region Committee
- ◆ Achieved legislation to allow **electronic** delivery of **motor** insurance **certificates**
- ◆ **Represented** members at the Conservative Party conference, raising **FSCS, regulation** and **signposting** with key ministers, MPs and Members of European Parliament (MEPs)
- ◆ Presented to the All Party Parliamentary Group on Insurance and Financial Services on **issues affecting members**
- ◆ Became recognised signposting solution to more than 200 organisations (charities, insurers and government departments) signposting to BIBA's *Find a Broker*, **creating business for members** and helping 340,000 people find a broker
- ◆ Worked with **industry** to produce new good practice guide to help **customers** buying insurance online
- ◆ Hosted event with Mark Hoban MP, Financial Secretary to the **Treasury** and senior industry representatives about **regulation**
- ◆ Launched and distributed our 2010 **Manifesto** to more than 200 political stakeholders
- ◆ Launched a social media campaign to allow members to communicate on **Twitter, LinkedIn** and **You Tube** also launched legal guidance for social media
- ◆ Delivered *Manifesto* and **broker messages on regulation** to European Parliament and to the European Commission, Insurance Unit, Chief lawyer
- ◆ Launched our **Trade Credit Group** to raise issues with industry and Government
- ◆ Met eight prospective parliamentary candidates to highlight **broker issues** who were then elected as **MPs**
- ◆ Arranged and accompanied representatives from the Government's Department for Business, Innovation and Skills (BIS) into broker offices to highlight the **challenges** and **pressures of brokers**
- ◆ Presented to Government and industry representatives on **continuous insurance enforcement** (CIE) and hosted Government industry CIE meeting
- ◆ Produced **Environmental Liability Guide** with ABI and International Underwriting Association (IUA) and industry agreement on transfer mandates for private medical insurance
- ◆ Partnered with AVIVA to promote BIBA's **Find a Broker** on **TV**
- ◆ **Represented members** to HM Treasury, Business Innovation & Skills, DfT, DVLA, Foreign & Commonwealth Office, FSA, Ombudsman, HM Revenue & Customs, Office of Fair Trading and Northern Ireland Consumer Council



## Kevin Hancock Bluefin

"Belonging to BIBA and playing an active role has been both beneficial and very rewarding for our business. Bluefin is an advocate of regional networking and I, and my colleagues, have gained so much from the opportunities that our involvement with BIBA has given us.

We have found the compliance support and guidance from BIBA outstanding and the regular updates on the website are very supportive. To sum up our membership, we receive excellent representation on a national and European level, support on all technical and regulatory issues, industry guidance and national promotion of the benefits of using a broker and the value of advice – BIBA really is the voice of the broking industry."

# 420

Press enquiries responded to by BIBA

# 20

Per cent increase in media coverage

# 33

MP and MEP meetings plus developed a member database to enhance lobbying

# 44

Broadcast interviews carried out promoting brokers

# 6

HM Revenue and Customs meetings

# 11

HM Treasury meetings

including BBC1 Breakfast TV, BBC News, BBC1 TV London, Sky News, BBC TV Fast Track, BBC Radio 4 Money Box, BBC Radio 1, BBC Radio 5 live and BBC1 Watchdog

- ◆ Increased visitors to BIBA's online *Find a Broker* from 80,000 in 2007 to **280,000** in 2010
- ◆ Presented to 26 EU member states at the European Brokers' Association (BIPAR) conference on signposting
- ◆ Hosted meeting with Office of First Minister in Northern Ireland and countered adverse research
- ◆ Formed important relations with Which?, Age UK, Federation of Small Businesses, National Flood Forum, Consumer Direct and Consumer Focus
- ◆ Appointed to Government and industry groups for Continuous Insurance Enforcement, Flood, Travel, BIPAR Directors' committee, CBI Trade Association Council, CII Broker Academy, DVLA access to driving license records steering group and software houses electronic practice group



## Neil Grimshaw Ravenhall Risk Solutions

"BIBA has enabled us to successfully achieve our objectives as a business. Customers view our membership of BIBA as a factor in assessing our quality against other companies – not only this, our involvement in the consumer *Find a Broker* has meant an income stream. Behind the scenes we have been involved with BIBA in order to assist and help shape the industry. Regionally, we are supported by the training and events organised by the local BIBA committees which provide much-needed services and interaction to allow our voice to be heard. Being part of BIBA has been one of the most satisfying and worthwhile business decisions we have made."

# 27

FSA meetings

# 32

Regional compliance forums

# 18

Regional events

# 16

broker ASSESS training courses

# 4,020

Attendees at our most successful annual conference and exhibition



**David Perry**  
CCV Group

“As a group, we encourage BIBA in the work it does to bring much needed help and support to its members in the form of schemes, training and compliance advice, but we also actively support its work for the benefit of the whole broking community with the legislators, regulators and in the corridors of power. Much of this work is done out of the spotlight and without great public displays following successful campaigns. Take a look at the *Manifesto* and you’ll see that BIBA’s priorities for the year were not only right on the money, but that their influence can be seen in all areas when considering the eventual outcomes. The coming year sees huge challenges for our industry, with a great deal of uncertainty in the global economy. BIBA is already working with the people who are in a position of influence, ensuring (as usual) that the UK broking community has a collective voice where and when it matters. I, for one, am delighted to know that this is the case.”

Being a not-for-profit organisation, BIBA always puts the needs and aspirations of its members first. BIBA’s board consists entirely of practising brokers and intermediaries, both large and small, who ensure that the association is run for the benefit of its membership. Benefits of membership include:

- ◆ High-level representation
- ◆ **Compliance advice and guidance**
- ◆ Technical support
- ◆ **broker ASSESS** online training and competency programme
- ◆ Training and setting industry standards
- ◆ **Schemes and facilities**
- ◆ Information
- ◆ **Regional structure**
- ◆ Annual conference and networking events
- ◆ **Promotion of brokers and lead generation through our *Find a Broker* search**
- ◆ Dedicated members’ only section of the BIBA website
- ◆ **Quarterly members’ publications – *the broker magazine* and *Compliance Rules***
- ◆ Regular communication including industry updates



# 97

Regulation updates issued for members

# 17

Government consultation responses

# 47

Technical updates issued to members

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