

# Collegiate Management Services Ltd



## *Welcome to this Introduction to Collegiate Management Services Limited*



Anthony Howe

Ten years ago Roger Pedder [Chief Executive of Clarks Shoes], our then Chairman, wrote *"IMS is a perfect example of a company that was formed as a result of changes in the industry, that has stayed in business by managing change, and has become successful by initiating and profiting from change."* How prophetic those words were. When written, Indemnity Management Services Limited (the former name of Collegiate) was the Manager of three mutual insurance companies, providing professional indemnity insurance to Accountants, IFAs, Structural Engineers and Insurance Brokers. Ten years later, Collegiate Management Services Limited now offers through its two trading

divisions, Collegiate Underwriting and Collegiate Claims, the underwriting and claims handling expertise that was formerly enjoyed by the mutual schemes.

CMS's speciality is now in the underwriting of IFA business and the handling of claims on behalf of Underwriters within the ever growing ambit of the jurisdiction of the Financial Ombudsman Service.

I chose the name *"Collegiate"* when searching for a name for our Guernsey based subsidiary Collegiate Insurance Company, which was the first ever rent-a-captive to be established in Guernsey pre-dating the protected cell legislation at that time. I chose the name because it presented to me the idea of collective effort and conjured up the image of working with professional colleagues in a professional environment. With the transition from mutual management it seemed appropriate to extend the Collegiate name to the rest of the Group.

In its brief history, Collegiate has often gone the extra mile in supporting the customer

base. It was responsible for the Judicial Review of the Securities & Investment Board over the initial Pensions Review and more latterly in the *"windfall shares"* test case, the latter venture unfortunately being less successful than the first. However, Collegiate demonstrated through those actions, its commitment to the market within which it operates and its desire to provide a truly personal service and solid support for its client base.

Collegiate now represents stability in a continuing sea of change. The management team remains a blend of experience and youthful enthusiasm, backed by financial stability. Service to our clients is the hallmark of the company's ethos. Our professional team operate under the enthusiastic direction of the Group Finance Director, Mark Gibbon, the Legal & Claims Director, Martin Archer and the Underwriting Manager, Richard Turnbull.

We all look forward to doing business with you.

**Anthony Howe**

# Collegiate Underwriting

**Committed to quality underwriting  
for IFAs**



**Richard Turnbull**  
BSc(Hons), Cert PFS,  
CeMAP

## Background

From Collegiate's origins as managers of LIBM Ltd, a mutual insurance company for IFAs and Insurance Brokers, Collegiate Underwriting evolved as an underwriting agency focusing on IFA business in response to the tough market conditions for IFAs from the late nineties onwards. The Group has more than 15 years' experience underwriting IFA PII. Combined with Richard Turnbull's background as an IFA and in the compliance field, this provides CMS with a unique position in the market.



**Claudia Goodridge**  
MA Hons, ACII,  
Chartered Insurer

Adviser, then joined the PIA Ombudsman and stayed through the transition into the Financial Ombudsman Service before moving into the IFA compliance field, working both as a Compliance Officer and Complaints Manager for 2 national IFA firms. Richard was recruited by CMS to apply his IFA and regulatory experience in the underwriting field and has been the Underwriting Manager since January 2005.

## Claudia Goodridge

started off as Underwriting Assistant in 2000 and progressed to the role of Assistant Underwriter whilst obtaining her ACII qualifications. Whilst travelling during 2003/4, she worked as a PI Underwriter in Australia before returning to CMS in February 2005 to take up a role as Underwriter. She is currently studying for her Certificate in Financial Planning qualifications.



**Kym Beazleigh**

in October 2004 after leaving Dickson Manchester, which became HCC Ltd. He is currently studying for his Certificate in Insurance and Certificate in Financial Planning qualifications.

**Clare Alder** has been with CMS since 2001, starting off as Underwriting Assistant before progressing to the role of Assistant Underwriter. She is currently studying for her Diploma in Insurance and Certificate in Financial Planning qualifications.

## Focus

Underwriting on behalf of Lloyd's, we offer PI insurance exclusively to IFAs. We are keen to develop our existing client and broker relationships, and welcome the opportunity to meet new brokers and assess new IFA risks.

## The team

**Richard Turnbull** started his career as a Financial

**Kym Beazleigh** started as Underwriter at CMS

**Rachel Moore** joined CMS in August 2004 after leaving Gresham Insurance Company, where she worked in policy administration. She started as Underwriting Secretary before progressing to the role of Underwriting Assistant in January 2005. She is currently studying for her Certificate in Insurance qualification.



**Clare Alder**  
Cert CII



**Rachel Moore**

# Collegiate Claims

*The expert Claims division of  
Collegiate Management Services Ltd*



**Martin Archer**  
LL.B(Hons), Solicitor  
(Non-Practising)



**Mark Campbell**  
BA(Hons) FPC3



**Mark Bates**  
LL.B(Hons), Solicitor  
(Non-Practising)



**Robert Lewis**  
LL.B(Hons), Solicitor  
(Non-Practising)



**Giao Pacey**  
LL.B(Hons), Solicitor  
(Non-Practising)

## Background

Active in the Financial Service Sector since the Financial Services Act 1986 came into force, Collegiate's team of legally and professionally qualified claims managers have dealt with many thousands of claims, providing an in depth understanding of the complaints resolution process including Ombudsman, Arbitration, Litigation and Mediation. With Insureds ranging from large networks right down to the smallest of firms and sole traders their expertise stretches across the spectrum and their services are tailored to utilise the strengths of the Insured where appropriate to maximise the efficiency and effectiveness of the claims management function.

Collegiate looks to maintain a healthy dialogue with the Financial Services Authority, the Ombudsman and the

relevant trade bodies so that we are aware of the issues that affect the industry.

## How we work

Acting on behalf of leading Underwriters in their field, we liaise closely with Insureds to assist them in understanding Underwriters' requirements for the effective handling of the claim. Our role does not extend to coverage issues, which have to be determined by Underwriters.

## Key staff

**Martin Archer**, Legal & Claims Director qualified as a Solicitor (admitted 1992) with a well regarded insurance firm specialising in PI. He has solid experience with PII claims against IFAs. He has provided detailed responses to Consultation Papers issued by the Regulators and has been closely involved in the Judicial Review of the *Security*

*Investment Board's* guidance on the Pension Review and the 'Test Case' on the 'Windfall Shares' issue.

**Mark Campbell**, Senior Claims Manager trained as a Financial Adviser with various IFA firms before joining CMS in 1998.

**Mark Bates**, Senior Claims Manager qualified as a Solicitor in 2000, specialising in Civil Litigation. He left private practice to join CMS in February 2001.

**Robert Lewis**, Claims Manager qualified as a Solicitor in 2001 and during his training gained experience with endowment complaints and IFA compensation claims. He joined CMS in 2003.

**Giao Pacey**, Claims Manager qualified as a Solicitor (admitted 2003) with a commercial practice before joining CMS in 2004.

# Collegiate Underwriting

## *How we work*



We accept direct business from IFAs but the bulk of our business is through London and regional brokers.

We aim to provide a personal, expert service and to respond to all enquiries within five working days. Please contact us by email, fax or post. Appointments can be made for visits in person.

### **CONTACT DETAILS**

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