

Award Notification

To: Rosemarie Spiers, Head of Rental Business Services, Aon
From: Awards Committee
Issue Date: 19th February 2009
Award Title: 'Risk Management Specialist 2009'
ITM Liaison: Mr. Philip Leung, Award Liaison Officer



Agents for Aon Rental Business Services are hereby authorised

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Birmingham February 19th 2009 – Operating a rental fleet is without doubt a risky business, with companies in danger of paying the cost of careless driving by motorists who do not own and may be unfamiliar with the cars they are driving. With so many cars on UK roads – at the last count, 30 million – it comes as no surprise to hear that 10,000 driving incidents of varying severity are reported each day. In the uncertain economic times ahead, it is vital for businesses to eliminate as much risk as possible, and in the field of vehicle rental, that means risk management, claims cost control and insurance. Over the past few months, the Institute of Transport Management has undertaken extensive research in the fleet sector to identify the top providers of risk management services, in order to acknowledge their efforts and promote best practice in the sector. It is with great delight that the Institute announces the presentation of the 'Risk

Management Specialist 2009' Award to Aon Rental Business Services, winner also of the 'Rental Fleet Insurance Specialist 2009' title.

With successful operations in 120 countries across the world, Aon is the leading global insurance broker. Its Rental Business Services subsidiary in the UK has grown out of the worldwide automotive specialist network and today offers risk management solutions of the highest calibre for vehicle rental businesses of all shapes and sizes. The winning formula of the company blends well designed products with finely tuned customer services capable of addressing the concerns of rental companies with swiftness, efficiency and appropriateness. The team of experts in the Rental Business Services division is committed to nurturing long-term relationships with clients which enable personalised customer care that can improve risk management practices and commercial performance. In addition to Aon's comprehensive insurance services, covering self-drive hire, European breakdown, motor trade and office insurance, vehicle rental operators can avail of sophisticated risk prevention and claims handling services – both critical elements of smart risk management.

The company's risk prevention helpline service equips clients with a rapid means of ensuring the authenticity of potential customers and protecting the fleet from risky interactions. The checks available include customer and staff qualification clearance with authorisation numbers, decisive advice on vehicles which fall outside policy criteria and the ordering of foreign documents including cover and driving licences. Furthermore, the ScamAlert mechanism gives clients access to extensive credit information which can significantly reduce the risk of fraud. The spread of risk control services available at Aon shuts down risk across the board so that rental operators can avoid making preliminary mistakes when offering their vehicles for hire.

When incidents do occur, operators can fall back on Aon's claims services which are designed to smooth out settlements and the associated administration, both of which are liable to greater complication in the rental sector than the fleet industry as a whole. Aon offers two claims handling services: third party and recovery for uninsured losses,

the former dealing with self-insured risks and the latter with non-fault accidents. In both cases Aon fully employs the proactive handling techniques and negotiation skills of its Rental Business Services specialists, who have access to the statistics and data necessary to protect the interests of the client.

Commenting on the Award to Aon Rental Business Services, Mr. Philip Leung, Award Liaison Officer at the ITM, said: “Vehicle rental is by its nature a risky business for operators, compounding standard fleet problems and throwing further hazards into the mix owing to the uncertain provenance of the hirers. Rental businesses need to tackle the issue from both sides, suppressing the risk as far as possible and mopping up efficiently when things go wrong. With its comprehensive range of risk control, insurance products and claims handling services, Aon represents the ideal choice of risk management specialist for all types of vehicle rental companies, whether small independents or sprawling transnational corporations. The company has vast international resources to draw on, yet at the same time is devoted to tailoring its services to deliver personalised results appropriate to the circumstances of individual clients.”

“This is not the first time that Aon Rental Business Services has been honoured by the Institute in the risk management category and I am sure it will not be the last, for good reason: the culture of the company is such that all products and services are delivered with dedication and skill by highly trained staff who are experts in their field. With this kind of set up, it is difficult to see another company overhauling Aon’s position. I would like to say very well done to all at Aon for winning the ‘Risk Management Specialist 2009’ Award – it is very much deserved.

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