

# Award Notification

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**To:** Rosemarie Spiers, Head of Rental Business Services, Aon  
**From:** Awards Committee  
**Issue Date:** 19<sup>th</sup> February 2009  
**Award Title:** 'Rental Fleet Insurance Specialist 2009'  
**ITM Liaison:** Mr. Philip Leung, Award Liaison Officer

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**Birmingham February 19<sup>th</sup> 2009** – In the straightened financial circumstances now confronting the economy, rental companies are under increasing pressure to strip away all costs which are not fundamental to the running of a fleet. Considering that 10,000 driving incidents are reported in the UK every day, accident related expenditure can represent a serious cost risk for rental businesses, one which has the potential to throw carefully planned budgets out of line. The Institute of Transport Management launched a detailed investigation into insurance solutions provision in the fleet sector in order to identify those companies which are providing the strongest support to rental companies. As a result of the extensive research programme, the Institute is delighted to present the Award for 'Rental Fleet Insurance Specialist 2009' to Aon Rental Business Services for the third year in a row.

Aon is the world's largest international insurance broker, represented in 120 countries worldwide. Drawing on the automotive expertise across its global network, Aon's Rental Business Services division has been developed over three decades to provide the ultimate risk management solution for vehicle rental businesses. The company offers a range of bespoke insurance and risk management services for rental operators large and small, whether local independents, multi-branch regional businesses, franchised networks, or national or transnational organisations. The dedicated team of specialists at Aon Rental Business Services works with clients to build long-term relationships which enhance operators' risk management capability and overall control of their businesses. Members of the team are on hand day in, day out to offer immediate advice on any matter relating to risk management in the rental industry, whether urgent new developments or processual changes. Aon Rental Business Services' comprehensive insurance services encompass self-drive hire, European breakdown, motor trade and office cover.

The self-drive hire insurance gives customers the security they need via the long-held ties Aon has cultivated with the major players in the underwriting business, all of whom have passed rigorous checks by Aon. The insurance services are for new or under five-year-old cars, vans and commercial vehicles up to 7.5 tonnes mgw and minibuses up to 17 seats. The policy options offer a wide choice of cover and services, with performance related premiums and cash flow advantages. The client is able to exercise control over not only the extent of cover but method of payment and data delivery, as well as having access to rapid and efficient claims services. Most importantly, at Aon there is a firm emphasis on information transfer and training programmes which empower clients to continually improve their businesses from the inside. The company supplies risk and cost management reviews, market trend data, fraud updates, information on fleet insurance regulations, benchmarking indicators and highly accessible manuals and reference guides. Meanwhile, the training schemes are designed to develop clients' understanding of insurance, cost control and risk prevention.

In addition to the self-drive hire package, Aon offers a special overseas product covering repair and repatriation from European locations, thus relieving clients of the burden of automotive mishaps abroad. These services are for cars, minibuses, commercial vehicles up to 7.5 mgw and selected motorised caravans and offer a number of crucial benefits: easy administration; competitive premiums tailored to vehicle type, length of journey and destination; and freedom from extra regulation because no insurance sales are made to customers.

The self-drive hire and European breakdown cover packages are complemented by motor trade and office insurance products. The former is highly recommended for full franchise dealerships, petrol forecourts, independent sales and service businesses and small bodyshops. It is designed to mesh seamlessly with operators' fleet policies so as to prevent overlaps and gaps in cover. The options available include: property cover (premises, contents, vehicle stock), computers, money, business interruption, goods in transit for own goods, road risks, personal accident and assault, employers' liability and public and product liabilities. These too are backed up by extensive support, advice and risk management reviews. For companies which focus exclusively on rental, Aon offers a robust and straightforward office insurance package handling property cover and other concerns and liabilities, all underwritten by leading insurance companies approved by Aon. Through these four key avenues – self-drive hire, European breakdown, motor trade and office insurance – Aon covers every angle of risk in the rental business, securing its clients against disaster.

In announcing the Award to Aon Rental Business Services, Mr. Philip Leung, Award Liaison Officer at the ITM, commented: "Costs associated with incidents on the roads can represent a significant burden to fleet operators which are not adequately served by their insurers, piling more pressure on managers who are already stretching the budget to cover elemental expenditure. By availing of the services on offer at Aon Rental Business Services, rental companies can reduce risk and cost to a minimum. The advantage with Aon is that customers have access to the company's deep and wide-ranging knowledge of the industry, tailored insurance products and expert advisors. The

scope and quality of its services consistently outcompete other offerings on the market and it is for this reason that Aon has been able to build on its previous success with the Institute's accreditation programme by winning the 'Rental Fleet Insurance Specialist 2009' Award. I offer my warmest congratulations to the company on its achievement in retaining the title and cannot recommend its services highly enough to our members and other professionals involved in the vehicle rental business."

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