



Case Study

Jardine Lloyd Thompson Corporate Risks

Charlie Connell - Account Broker, London Corporate

Jardine Lloyd Thompson is an international group of Risk Specialists and Employee Benefits Consultants and one of the largest companies of its type in the world. The Group was formed in February 1997 by the merger of Jardine Insurance Brokers and Lloyd Thompson Group. The merger combined Lloyd Thompson's specialist skills in the London Market with Jardine Insurance Broker's international network. Jardine Lloyd Thompson Group plc employs 6000 people worldwide.

Abbey Legal Protection (ALP) and Jardine Lloyd Thompson (JLT) began working together through their shared client, Symphony Environmental in August 2009. At the time, JLT had been appointed as brokers to Symphony to review and assess their insurance programme. ALP had been working with Symphony for seven years as the existing insurer on its legal expenses policy where cover applied purely for the UK.

From the outset, the working relationship between JLT and ALP worked extremely well. ALP was a new name to me, and I wasn't aware if JLT had an agency with Abbey. Fortunately for JLT, we did.

In all of our communication with ALP, we found the team to be very professional in the way they interacted with JLT. Large amounts of information were shared with us in a very timely manner, especially given how these mid-term appointments can often provide very strained relationships between the existing insurer and the new broker

ALP provided excellent terms on a new, revamped policy that was extended to apply worldwide - ALP demonstrated a "can do" attitude to a very tricky problem that would have put many organisations off. JLT was extremely impressed with their positive and trustworthy approach right up to the point of the policy being issued in good time.

ALP gave a very positive impression to JLT on this particular case, and we would certainly recommend ALP, its products and services to any colleagues. ALP performs very well in a "niche" market in which some of its competitors do not, and from JLT's perspective, they are certainly in a very favourable position right now.

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