

Kindertons Newsletter

The inside information from Kindertons

April / May 2009

Welcome to the freshest edition of the Kindertons newsletter – an up to date publication featuring the goings on and happenings across the Kindertons organisation, brining you up to speed with a look forward to what is happening in the near future!

If you have any queries on any of the items covered please do not hesitate to email, mathew.scott@kindertons.co.uk.

'BIBA LAS VEGAS' Kindertons Exhibit at Insurance Broker Conference '09

For the second consecutive year Kindertons are exhibiting at the BIBA Conference, taking place on May 13th, 14th and 15th with the host city chosen as Manchester. The stage is set for this to be the biggest BIBA Conference in history based on projected attendees alone. For the first time ever, BIBA have granted Insurance Brokers and Intermediaries free entry to the exhibition hall for the 3 days, for details on this please don't hesitate to email.

Kindertons this year are offering a Casino based theme 'BIBA Las Vegas' giving visitors to the stand the chance to play roulette for various prizes, featuring 'Kindertons Lucky 7' which presents 7 key areas in which we offer services nationally to Insurance Brokers.

We look forward to seeing you there, and wish you all the best on the roulette wheel... stand C16.



Teams in Training Continuous Training & Education for Staff

Kindertons would like to congratulate Chris Bell, Leanne Miller, Chris McEnaney, Laura Evans and Cerys Bailey on passing their post training 6-month probation, who are all quickly becoming integral members of the claims handling staff.

April has seen the in-house training team roll out numerous topics to all Kindertons Claims Handlers including Accident Circumstances, MIB and Vehicle Recognition training. The team have also been busy with the Customer Services team who have now all completed further training on Advanced Telephone Techniques.

Further to the continuous training of staff members, due to ongoing expansion we have a group of new staff starting Michael Pullen, Keith Jones, Andrew Watson and Simon Quinn-Jones all have extensive experience in the Insurance industry adding to the Kindertons customer service knowledge and professional claims handling staff experience.

KAM we kick it....

Team KAM So Close at JCC Comp



Kindertons finest footballers bravely entered the Just Car Clinics football tournament for 2009, held at Farsley Celtic's ground on Sunday 26th April. Two teams from Head Office attended the event, both reaching the quarterfinal stages and unfortunately narrowly missing out on semi final places.

Richard Goodwin, Team KAM Head Coach and Player of the Tournament, added "it's a shame we had a few players drop out, a bigger squad could have seen both teams make it to the final, superb effort though, well done to the lads and we will back stronger next year".

Team KAM are looking to line up matches against other industry organisations such as County Insurance and Swift Hire however fixture arrangements have stalled temporarily.

Kindertons Pilot's ACE



The industry is well aware of fraudulent claims as an ever-growing problem, with the numbers rising month on month, to combat this over recent times Kindertons Accident Management have been using Hill Dickinson to detect such fraud when dealing with accident claims.

Both Hill Dickinson and Kindertons are always being proactive and constantly looking for ways to

further detect these fraudulent claim attempts and obviously realise these claims as soon as possible rather than further down the claims procedure. Along with one other company nationwide, Kindertons are piloting a new piece of software provided by Hill Dickinson called Netfoil ACE.

Netfoil ACE is a referral tool designed to highlight known fraudulent claimants in a real time. The system integrates with Kindertons own database and will instantly tell Kindertons if the details they are checking against has any relation with known fraudulent claims or claimants.

Rex Ellison, Kindertons Fraud Team Manager added "The ability to check previous claims history against reliable source information coupled with real time responses on fraudulent claimants is an invaluable tool in our fight against fraud. As we move further into this recession fraud is on the increase, Netfoil ACE is our first port of call to help manage this risk."

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You're Hired! Kindertons Apprenticeship Scheme

In August of last year, Kindertons Accident Management took a step forward into the future in agreeing to launch an apprenticeship scheme. Starting with just two Apprentices, the original idea was to train them to assist the Claims Teams and to gain valuable knowledge of the industry.

However, six months later, both apprentices have passed the relevant grading systems and are half way through their NVQ Level 2 in Customer Service, with a view to becoming full claims handlers or joining the Debt Recovery Team.

One of the main aims of the Kindertons Apprenticeship Scheme is to develop and mould young people whilst introducing them to take responsibility for learning and development, with the view to them having long careers with Kindertons. The scheme benefits the individual and the company in perfect synergy as once qualified with a full NVQ the Apprentices then could be eligible to earn a full Claims Handler or Debt Recovery Agent's salary.



Affinity Scheme Popularity Grows & Grows Kindertons Introduce unique claims scheme to local housing association.



Kindertons now provide a white-labelled Credit Hire & Credit Repair service to local Neighbourhood Investor 'Plus Dane Group'. The pilot scheme is to be rolled out to both staff members as well as Dane tenants. 'Plus Dane Group' has over 15,000 homes in ownership and management across Merseyside and Cheshire.

The group also employ over 400 people, have an asset value in excess of £500m, a combined development fund in excess of £210m and a turnover of over £45m. With this in mind this can only be a step in the right direction for Kindertons, further forging working partnerships and affinity schemes with local companies.

Affinity schemes with organisations nationally are proving ever more popular as the employer has the chance to offer their employees and associates an extra service, which is very easy to set up and introduce. If you are interested in the scheme details and benefits for your organisation please don't hesitate to email mathew.scott@kindertons.co.uk.



Nathan Races Ahead JSW Director Raises Money for Hospice Service

Nathan Walton, of JSW Insurance Brokers, is competing in three road running race events over a two month period all in support of the Donna Louise Trust Childrens Hospice Service who provide respite and end of life care for kids with life limiting conditions who are not expected to live beyond their teenage years.

This really is a fantastic cause and although Nathan understands that money is tight at the moment, he is hoping for people to show their generosity and this will help him raise at least £1000.00 for the cause.

Nathan is currently training very hard for the events, which take place:

10th May 2009	Treetops 10K race
14th June 2009	Potters Arf Marathon 13.1 mile
19th July 2009	The Trentham 10 - 10-mile road race

As mentioned earlier it is for a very worthy cause and if you would be so kind to donate anything at all, you can do so at the following web address:

www.justgiving.com/nathanwalton1

Many thanks and best of luck to Nathan!

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Prom Fever Hits Kindertons House

Friday 22nd May sees the first ever Kindertons Prom, to be held in the function facilities at Head Office, the Kindertons staff are treated to an 'American Prom Themed' night with food, drinks and various activities, ranging from Awards Ceremony for humorous categories to Prom King and Queen, ballots have been filled out prior to the event.

Aimee Mitchell, Entertainment Committee member added: *"Kindertons are always looking to provide events for staff to further company integration, the aim of the event is to provide a social environment for everyone to get to know each other due to the new additions to the workforce and the potential segregation between various teams, these events are always great for bonding and creates superb team coherence."*

There will be a couple more surprises on the night in regards to entertainment, so look out for that and we are all looking forward to the event".

Pictures will be readily available on request....

KAM Members Raise Money

Race for Life is Cancer Research UK's flagship event, which brings together thousands of women each year to walk, jog or run 5k and raise money to beat cancer.

Every pound raised in sponsorship goes towards vital work, which includes funding the work of over 4,500 scientists, doctors and nurses who are dedicated to help more people beat cancer.

Race for Life events take place between May and July and are open to women across the UK. There is no prize for first place and participants can walk, jog or run the 5k Courses.

KAM staff member and participant, Stephanie Tagg commented, *"We've made some amazing progress and we're determined to keep the momentum going. So we've set ten challenging goals that we aim to accomplish by the year 2020 to achieve our vision of beating cancer"*

Stephanie confirmed they would be attending the event at Trentham Gardens Stoke on Trent on Tuesday 9th June at 19.30. Kindertons would like to express a massive well done to the ladies taking part and continuously raising money for charity.

Stephanie Tagg - Philippa Tagg
Gemma Harris - Claire Cornes
Rebecca Vernon - Louise Clarke
Leanne Miller - Angela Turton
Kelly Coleman - Lisa White



Creative team branch out

Kindertons Creative began life creating print and web work for Kindertons Accident Management and many of its clients within the Insurance, Vehicle Repair and Legal Industries, producing amongst other things glovebox packs, Point of Sale material, websites and the infamous Kindertons calendar!

Now well into its second year of operations its reputation has grown and so has its client base. 2009 sees the team producing work for the North Staffordshire NHS, and new clients within the leisure and construction sectors.

Neil Barlow, Studio Manager commented: *"We've been really fortunate to have such a good foundation to build upon and grow. The decision to open things up and take work from more external clients is starting to pay dividends and we've noticed the studio getting busier with more work coming in as a result of recommendations."*

So, if you think it's time to take another look at your logo, shine up your stationery or alter your advertising get in touch and ask for a copy of their portfolio via email at: info@kcreative.co.uk

Services on offer are:

- Design • Advertising & Marketing • Leaflets • Exhibitions
- Branding & Corporate Identity • Mailers & leaflets
- Stationary • Web Design • Point of sale • Print sourcing



Thank you for reading this edition of the Kindertons newsletter, Kindertons do hope you had an interest in the items and If you have any queries, questions or enquiries regarding the newsletter please do just email: mathew.scott@kindertons.co.uk or if you are further interested in any of the services Kindertons can offer you please call the Sales Office on 01270 507 988 or feel free to browse our website: www.kindertons.co.uk