



CITYNET

LLOYD'S BROKER



Broker at **LLOYD'S**

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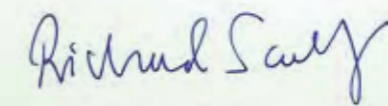
28 Meet the team

Your trusted partner

Citynet is a leading Lloyd's and London Market specialist wholesale broker. At Citynet we understand the importance of building long term relationships with both our retail brokers and underwriters. These relationships are the cornerstone of our business.

We pride ourselves on acting with integrity, honesty and transparency and we continually strive to be better, never resting on our laurels. Having been established for nearly 20 years, we have a significant influence in the London market and pride ourselves on having access to all major carriers.

Our highly trained and motivated staff are always ready to deliver the right solution for your needs as well as offering the service we expect ourselves.



Richard Scott – Chief Executive Officer

“Continuity is key, so we look to the long term by creating mutually-beneficial and enduring partnerships.”

Who we are...

Citynet is a wholesale Lloyd's broker specialising in the placement of commercial business into the London market on behalf of UK and Irish insurance intermediaries.

Founded in 2000 and achieving Lloyd's accreditation in 2005, Citynet trades without restrictions throughout the London market, enabling our team to focus its energy on sourcing innovative solutions to unusual challenges and hard to place risks.

Our ethos is to work closely with a relatively modest panel of retail and high street agents across the United Kingdom and Ireland, ensuring that our trading partners enjoy a first class service whilst also benefiting from a level of "exclusivity" that our competitors in London struggle to provide.

Our highly talented team of account executives and administrative support are very motivated whilst bringing strong connections and experience to our business, a recipe that has been extremely successful and fundamental to the achievement of our strategy.

"Our trading partners enjoy a first class service whilst also benefiting from a level of "exclusivity" that our competitors in London struggle to provide."

Andrew Walsh
Managing Director

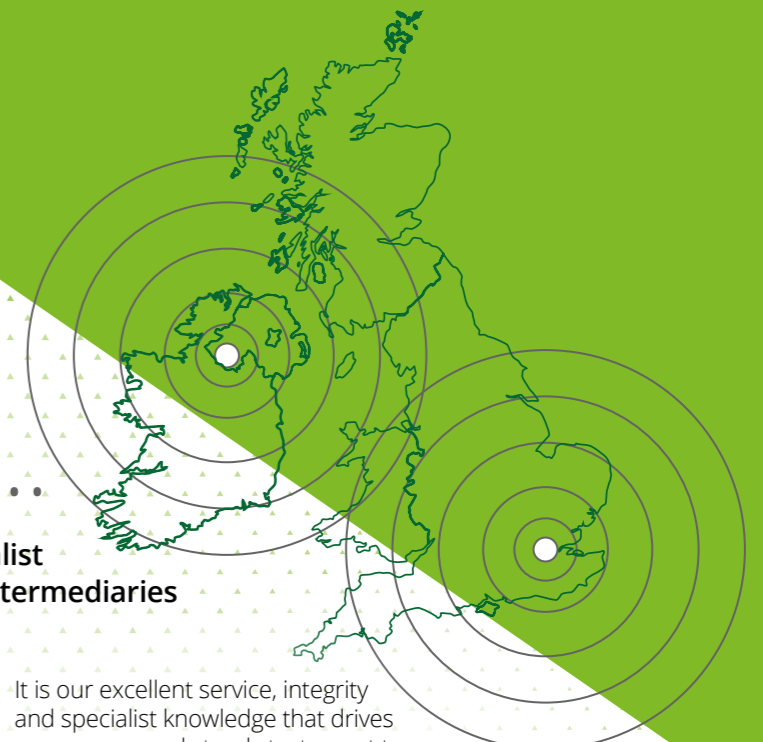
what we do...

Citynet is a leading provider of specialist schemes and services to insurance intermediaries throughout the UK and Ireland.

Whether through our exclusive schemes or our market-leading services, it is our objective to build a sustainable business that promotes long-term growth over short-term profit.

With an unparalleled level of knowledge, we understand our clients' needs, the pitfalls of UK laws and regulations and the London market in which we operate. This breadth of understanding ensures that Citynet can be relied upon to offer expert guidance and sound advice when trusted with your business.

It is our excellent service, integrity and specialist knowledge that drives our success and stands testament to our approach to business. Moreover, as a major producer of premium into the London market, Citynet is in a strong position to negotiate the very best deals for your clients and offer a genuine alternative to the composite market.



Citynet Insurance Brokers trades unrestricted throughout the London market enabling our team to focus their energy on sourcing innovative solutions to unusual challenges and hard-to-place risks.

Broker at **LLOYD'S**

"We have used Citynet for our London Market business for many years, their "can do" attitude and dogmatic resolve when faced with difficult challenges is a breath of fresh air in the all too stale world of insurance."

Citynet – Broker client

Commercial Solutions 

Motor Fleet 

Professional Solutions 

Specialty Cover 

Binder Solutions 

Energy and Offshore 

Terrorism Insurance 

Cyber Insurance 

Entertainment & Leisure 

Services

providing innovative solutions...

With hundreds of years of insurance experience behind our staff, Citynet is striving to provide excellent service and robust solutions for your clients' needs. We always aim to go the extra mile to exceed your expectations regardless how niche your requirements are.





“The Citynet motor team have a strong presence in the London Market and are pro-active in seeking the best deal for each and every client.”

Edward Moore – Senior Underwriter, ERS

Services Commercial Solutions...

We provide innovative insurance solutions to the ever-changing challenges facing businesses in the UK and Ireland whilst maintaining the traditional values that you would expect from an established Lloyd's broker. Citynet Commercial Solutions access all major London market and Lloyd's insurers.

By capitalising on our wide range of exclusive binders and our strong open market presence, we ensure that only the most comprehensive cover – at the best possible terms – is secured for your clients.

Citynet Commercial Solutions are committed to providing the highest standards of professional service. We assign you a dedicated Account Executive who will liaise with our specialist broking and servicing teams to project manage each account from the initial proposal stage and throughout the duration of the insurance programme.

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Account Executive
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Account Executive
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What do we do?

We arrange all types of commercial insurance for UK and Irish domiciled businesses, including but not limited to:

- Primary and Excess Property and Business Interruption
- Primary and Excess Employers, Public and Products Liability
- Commercial Combined
- Contractors All Risks
- Property Owners

Who is it for?

We target UK & Irish corporate clients and can assist with all types of heavy industry, engineering and technically complex trades, including but not limited to:

- Food preparation, production and supply
- Contractors and construction
- Medical device manufacturers and suppliers
- Chemical manufacturers, processors and suppliers
- Overseas assets and liabilities
- Warehouse and distribution
- Sports and leisure
- Life sciences
- Waste and recycling
- Social care and community

Services Motor Fleet...

We are a well-established team with over 100 years combined experience in arranging Motor Fleet insurance in the Lloyd's and London markets. Our expert knowledge and quick response times mean that we consistently outperform our competitors on cover, price and service.

We place particular emphasis on working closely with our trading partners in order to understand the specific requirements of each risk. Once we have reviewed all of the facts, we work with you to agree a broking strategy – a process facilitated by our exceptional ability to comprehensively cover the London market.

Citynet Motor Fleet's quick and efficient service, together with our reputation for tenacity and transparency, gives you the comfort to trust us with your clients' insurances.

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What do we do?

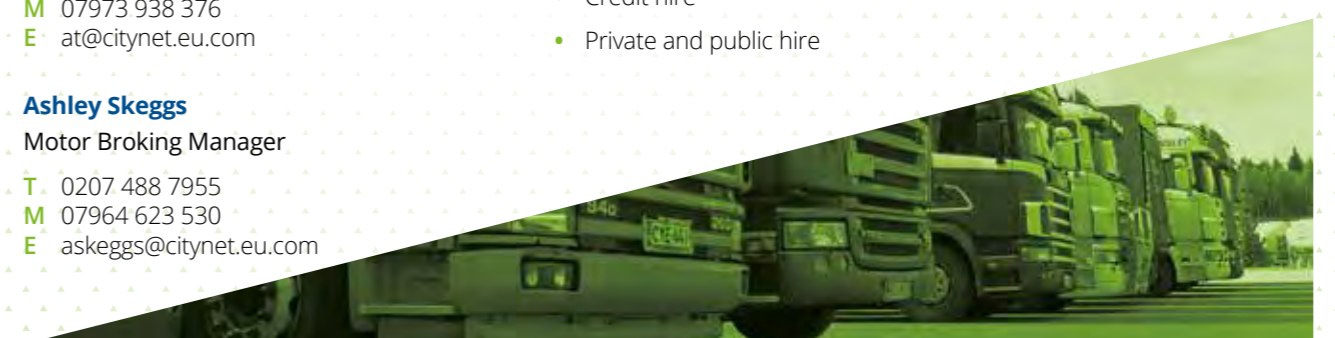
We arrange all types of conventional and non-conventional motor fleet insurance programmes, including but not limited to:

- Comprehensive
- Third Party Fire and Theft
- Third Party Only
- Long Term Agreements

Who is it for?

We can consider all types of fleet business, including but not limited to:

- Hauliers (including continental)
- Hazardous goods carriers
- Waste disposal
- Bus and coach operators
- Car transporters
- Business car and van
- Self-drive hire
- Credit hire
- Private and public hire





Services Professional Solutions...

We provide tailored insurance solutions to all types of professional risks. By drawing upon our collective experience of broking and underwriting, both international and domestic, we are well positioned to offer market leading services and advice.

Citynet Professional Solutions enjoy strong working relationships throughout the Lloyd's and London markets which enable us to source innovative solutions to even the most intricate risks. We offer an expert support service throughout the policy period, responding quickly and comprehensively to technical queries and complex challenges as they arise.

It is our fresh approach and specialist knowledge that separates us from our competitors and ensures that we secure the very best value and coverage for your clients.

What do we do?

We arrange all types of Primary and Excess Professional Risk Insurance for UK and International businesses including but not limited to:

- Professional Indemnity
- Directors and Officers
- Medical Malpractice
- Cyber Liability
- Technology Risks
- Project Specific Insurance

Who is it for?

We can assist with all types of traditional lines of domestic and multinational businesses including but not limited to:

- Architects
- Engineers
- Accountants
- Insurance Brokers
- Surveyors
- Solicitors
- Charity and Pension Trustees
- Design and Construct
- Miscellaneous

Rebecca Johnston

Professional Indemnity Broker

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"Citynet have proven to be excellent partners for us and our clients over many years. Their experienced team has always delivered impressive support on placing existing and new business into the London market as well as demonstrating a proactive claims management service."

Citynet – Broker client

Services Specialty Cover...

We provide solutions to a comprehensive range of specialty risks. Our team understands the complexities of unusual classes of business and are well placed to guide you through the pitfalls and help you to bridge the gaps in cover that occur in conventional policies.

We work closely with you to ensure that we fully understand each exposure. When we are confident that we have understood all of the details, we work with underwriters to develop a solution that is bespoke to your clients' needs.

It is our excellent reputation and expert knowledge that enables us to negotiate the best possible coverage and terms for your clients.

What do we do?

We arrange all types of Specialty Insurance for UK domiciled businesses including but not limited to:

- Product Recall
- Accidental and Malicious Contamination
- Financial Loss
- Product Guarantee
- Environmental Impairment Liability

Who is it for?

We can assist with heavy industry, engineering and all technically complex trades, including but not limited to:

- Foundries
- Wholesale and distribution
- Automotive parts manufacturers
- Food and drink
- General manufacturing
- General and precision engineers

Tim Hicks

Head of Schemes & Specialty Risks

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Broker

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“I have been placing business with Citynet for a number of years and have always found their service to be fast and professional. The whole Citynet team are a pleasure to do business with.”

Citynet – Broker client

Services Binder Solutions ...

We are a market leader in the placement and management of binding authorities and trade-specific binders into the Lloyd’s and London markets on behalf of brokers and MGAs throughout the UK and Ireland. Citynet Binders Solutions are experts in developing and servicing profitable delegated authority programmes for our clients.

Our extensive market relationships and our position as a major producer of premium into the London Market enable us to source the best possible deals from a broad range of insurers.

Our broking, technical and claims teams pay close attention to detail and are experienced in providing smooth and efficient processes that make us a valuable partner in any tri-party arrangement.

What do we do?

We arrange all types of binding authorities for UK intermediaries, including but not limited to:

- New Ventures
- Property
- Commercial Combined
- Liability
- Online Platforms

Who is it for?

This service is specifically designed for insurance professionals such as:

- Brokers
- Intermediaries
- Managed General Agents

Richard Scott
Chief Executive Officer

T 0207 488 7965
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Services Energy and Offshore...

We provide a comprehensive service tailored to the individual needs of your energy and offshore clients. Whether individual contractors or large-scale manufacturers to the oil and gas industry, Citynet Energy and Offshore Solutions can assist.

Using the open market or one of our exclusive facilities, we ensure that the programmes we arrange address the deficiencies that can be found in the cover provided by conventional policies. We understand the complexities of the contractual and environmental obligations to which your clients are subject, and our programmes are always designed with these in mind. Our specialist team of experts are committed to providing exceptional service and advice to help you secure and retain clients.

What do we do?

We arrange all types of insurances for businesses involved in energy and offshore work, including but not limited to:

- Primary and Excess Property and Business Interruption
- Primary and Excess Employers, Public and Products Liability
- Contractors All Risks

Who is it for?

We target small to medium sized businesses and can consider all types of trades, including but not limited to:

- Specialist drill contractors
- Rope access work
- On and offshore oil and gas contractors
- Offshore piling and construction
- Commercial divers and subsea engineers
- On and offshore energy producers including all types of renewables and biomass
- Drone manufacturers and operators
- Worldwide exposures including USA and Canada

Tim Hicks

Head of Schemes & Specialty Risks

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“When it comes to access to markets and great customer service, I’m delighted to endorse the team at Citynet Insurance Brokers. Their personalised service combined with their efficiency has helped us greatly in growing our business.”

Citynet – Broker client

Services Terrorism Insurance...

We provide comprehensive solutions to the ever growing risks facing businesses from terrorism. Our team is proven in sourcing and delivering results to a broad range of complex risks.

Citynet Terrorism Solutions unique approach is what makes us stand apart from our contemporaries. By working with our broker partners to fully understand the risks faced by their clients, we are able to offer the widest cover at the best possible terms.

It is our ability to analyse risk and think outside of the box that enables us to procure unconventional solutions to unusual challenges.

What do we do?

We arrange all types of Primary and Excess Terrorism Insurance for UK and International businesses including but not limited to:

- Property and Business Interruption
- Public Liability
- Employers Liability
- Plant and Machinery
- Construction Projects
- Denial of Access

Who is it for?

We can assist with most businesses requiring terrorism cover including but not limited to:

- Commercial Property Owners
- Businesses with multi locations including international
- Pub and Hotel chains
- Retailers

Josh Autie
Broker

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Services Cyber Insurance...

We provide a fully tailored and comprehensive solution in the ever-evolving world that is cyber insurance.

As the threats increase and are published daily in the press we appreciate the increasing demand for what is quite often a new product purchase, and we can help select the best solution through a broad spectrum of insurer partners.

We understand that this is often seen as an unknown quantity and we can help our broker partners fully understand the threats faced by their clients and help bespoke a product to best suit the needs of their individual businesses.

What do we do?

We can place both domestic UK business and international business including but not limited to:

- Primary 1st party and 3rd party coverage
- Stand-alone excess layer policies
- “Introductory” cyber policy products
- Fully bespoke products inclusive of crisis management services
- SME business through to multinational

Who is it for?

We can assist with the majority of businesses requiring cyber insurance including but not limited to:

- Professional Service Firms including Accountants, Architects & Engineers, Attorneys, Business Process Outsourcing, Consultants, Real Estate, Insurance brokers
- Tech companies
- Construction companies
- Media
- Education
- Healthcare Providers & Vendors
- Public Entities
- Manufacturing & Wholesale
- Retail & Hospitality
- Utilities

Rebecca Johnston
Professional Indemnity Broker

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“Citynet Insurance Brokers are our Lloyd’s broker of choice. They continue to deliver a personal service, which translates into in-depth knowledge of our clients’ needs, competitive quotations for an array of complex risks, prompt attention to claims and ongoing day to day issues.”

Citynet – Broker client

Services Entertainment & Leisure Insurance...

As a major producer of premium into the London market, **Citynet** is in a strong position to negotiate the very best deals – at best possible terms – for your clients and offer a genuine alternative to the composite market, giving you the chance to stand out against your competitors.

We provide innovative insurance solutions to the ever-changing challenges facing businesses in the UK whilst maintaining the traditional values that you would expect from an established Lloyds broker.

Key benefits

- Expert knowledge & 100% Wholesale
- Tailored policies to suit your clients’ requirements
- Professional and experienced team
- Quick quote turnaround
- Extensive policy wording
- Small agency base
- Only use A rated markets
- Competitive premiums and commission

Target trades

Citynet Insurance Brokers prides on its ability to provide a high level of customer service and insurance solutions that are bespoke to your clients’ personal requirements.

Our offering is designed to cater for a wide range of Entertainment and Leisure trades on both annual and short period basis. Target trades include but are not limited to:

- Event Organisers (Annual and short period)
- Equipment Hirers (Annual or Short Term – Wet or Dry Hire)
- Event Suppliers
- Set Builders
- Recording Studio
- Outside Broadcast Companies
- Exhibitor and Stallholders
- Photographers and Videographers

- Musicians, Entertainers, Bands
- Freelancers (Music/DJ/Events/TV and Film Industry)
- Post Production Company (Editing, Visual Effects and Facilities Houses)
- Amusement Arcades
- Bingo Clubs
- Bowling Alleys
- Casino
- Leisure and Theme Parks
- Nurseries & Children Soft Play Centres
- Snooker and Pool Halls
- Health and Fitness Clubs
- Dance Clubs
- Cinema / Theatres
- Ten Pin Bowling
- Venue Insurance (Conference Centre, Tourist Attractions, Private Member’s Clubs, Working Men’s Club, Masonic Lodges etc.)
- Marquee Hirers
- Technicians for Audio Visual, Lighting, Sound, Theatre/ Production Personnel
- Sound Recording Company
- Drone’s (Property and Liability)
- Film Production Insurance
- Prize Insurance includes Roll a Dice, Hole-in-One, Scratch Card, Hoop Shoot etc.
- Weather day Insurance
- Contractual Bonus insurance
- Over-redemption cover
- Lottery Insurance
- Restaurants
- Public houses including thatched roof
- Hotels
- Personal Accident
- Death and Disgrace
- Kidnap, Ransom & Extortion
- Contingency – Cancellation and Abandonment including Non-Appearance (if required)

Josh Autie
Broker

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“Barbican have dealt with Citynet for many years – their professionalism, expertise, sound judgement and honest approach are the cornerstones of their business making them a valuable partner to us.”

James John – Development Underwriter
Property Package Barbican Project

Manufacturing Combined 

Engineering Combined 

Schemes

finding prosperous solutions...

Helping our brokers grow their business and provide an excellent cover for their clients is on our daily to do list. Having been present on the insurance market for the last two decades, we relish the opportunity to help you find prosperous solutions for your clients risks.

Tim Hicks

Head of Schemes & Specialty Risks

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Josh Autie

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Plastics Combined 

Property Owners 





“I have been dealing with Citynet for over 10 years and have always found them to be extremely professional and customer focused when it comes to placing the more complex and difficult risks on our behalf into the London Market.”

Citynet – Broker client

Schemes Manufacturing Combined...

Manufacturers Combined is a commercial combined scheme suitable for manufacturers of all types of materials and products across multiple industries.

The scheme offers a competitive alternative to the composite market, whilst retaining the benefits available to your clients and the skills and expertise of a leading Lloyd's broker. We assess the needs of each client on an individual basis to ensure that the coverage offered is market-leading, and to support you in best managing your clients' demands.

Who is it for?

- Manufacturers of metal, wood, glass, ceramics and textiles
- Furniture makers
- Manufacturers of industrial equipment including agricultural machinery, furnaces and gas containers
- Manufacturers of Automotive and Rail Products
- Manufacturers of technological products
- Worldwide Exporters including to the United States and Canada

What does it cover?

- Commercial Property
- Business Interruption
- Money & Personal Assault
- Goods In Transit
- Computer Breakdown
- Financial Loss
- Employers Liability
- Public and Products Liability
- Terrorism

What are the benefits?

- 'All Risks' property cover
- Property at third party premises
- Mortgagees interest extension
- Unauthorised use of utilities cover
- Underground services extension
- Loss of essential personnel
- Lottery winner extension
- Transit of plant between locations
- Terminal ends extension
- Financial loss extension
- Customers and suppliers extension
- Denial of access
- No height or depth restrictions
- Stock in the open wider perils cover
- Long term agreements available
- No hazardous locations restrictions
- Cover for damage to customers goods

Schemes Engineering Combined...

Our Engineers Combined scheme offers a comprehensive solution for engineers' property and liability insurance.

We understand that the often complex products and heavy industrial processes involved in the sector present many significant and varied threats to engineering companies. Cover under Engineers Combined is both broad and flexible, accommodating a variety of businesses whilst remaining adjustable to their individual needs. Citynet has a long history of placing engineering risks, and you can trust that under our scheme we retain the same dedication to professional service at a very competitive premium.

Who is it for?

- Precision engineers
- Structural steel fabricators and erectors
- Fabricators of products to the motor and rail industries, including fuel systems and safety-critical components
- Sheet metalworkers
- General fabricators and installers
- Worldwide exporters including to the USA and Canada
- Engineers working in hazardous locations

What does it cover?

- Commercial Property
- Business Interruption
- Money & Personal Assault
- Goods In Transit
- Computer Breakdown
- Financial Loss
- Employers Liability
- Public and Products Liability
- Terrorism

What are the benefits?

- All Risks' property cover
- Property at third party premises
- Mortgagees' interest extension
- Unauthorised use of utilities cover
- Underground services extension
- Loss of essential personnel
- Lottery winner extension
- Transit of plant between locations
- Terminal ends extension
- Financial loss extension
- Customers and suppliers extension
- Denial of access
- Disease cover
- No height or depth restrictions
- Stock in the open wider perils cover
- Long-term agreements available
- No hazardous locations restrictions
- Cover for damage to customers goods



“For our Real Estate team, Citynet’s expertise and enthusiasm make them one of our most valued partners. The relationships that Citynet have with their brokers in both Ireland and the UK provides us with the perfect distribution network for our range of products.”

QBE European Operations

Schemes Plastics Combined...

Our Plastics Combined scheme offers a commercial combined solution for plastics companies manufacturing products for a diverse range of industries.

Our experienced team members understand the pitfalls faced by your client when purchasing insurance. Plastics Combined aims to navigate these pitfalls, providing comprehensive cover whilst remaining adaptable to the particulars of each risk. Under Plastics Combined you can expect the same exceptional level of service and commitment to your clients offered across the Citynet brand.

Who is it for?

- Plastic fabricators
- Injection moulders
- Blow moulders
- Fabricators of products to the motor and rail industries, including hydraulic hoses
- Laminators
- Rotation moulders
- Extruders
- Worldwide exporters, including to the USA and Canada
- Installation and erection

What does it cover?

- Commercial Property
- Business Interruption
- Money & Personal Assault
- Goods In Transit
- Computer Breakdown
- Financial Loss
- Employers’ Liability
- Public and Products Liability
- Terrorism

What are the benefits?

- ‘All Risks’ property cover
- Property at third party premises
- Mortgagees interest extension
- Unauthorised use of utilities cover
- Underground services extension
- Loss of essential personnel
- Lottery winner extension
- Transit of plant between locations
- Terminal ends
- Financial loss extension
- Customers and suppliers extension
- Denial of access
- Disease cover
- No prerequisite height or depth restrictions
- Stock in the open wider perils
- Long term agreements available
- No hazardous locations restrictions
- Cover for damage to customers goods

Schemes Property Owners...

Our Property Owners Scheme provides bespoke solutions to fit our clients’ needs. The scheme is suitable for all property owners and covers a broad range of trades.

Our partnership with QBE London Market Property team allows us to offer a substantial capacity with a very competitive rating structure providing a genuine alternative to composite insurers whilst retaining the expertise of a Lloyd’s Broker.

The ability to quote risks in house means we are able to provide a first class service to our brokers with quick turnaround on quotes and prompt issuing of policy documentation.

What is it for?

- Apartment blocks
- Offices
- Retail
- Industrial
- Warehousing
- Private dwelling houses
- ...and much more

What does it cover?

- Material damage
- Loss of rent
- Alternative accommodation
- Property owners liability
- Employers liability
- Terrorism
- Landlord contents

What are the benefits?

- Competitive rating structure
- Full range of trades
- Substantial line sizes up to EUR 200 million
- Quick turnaround on quotes

Carl Salt

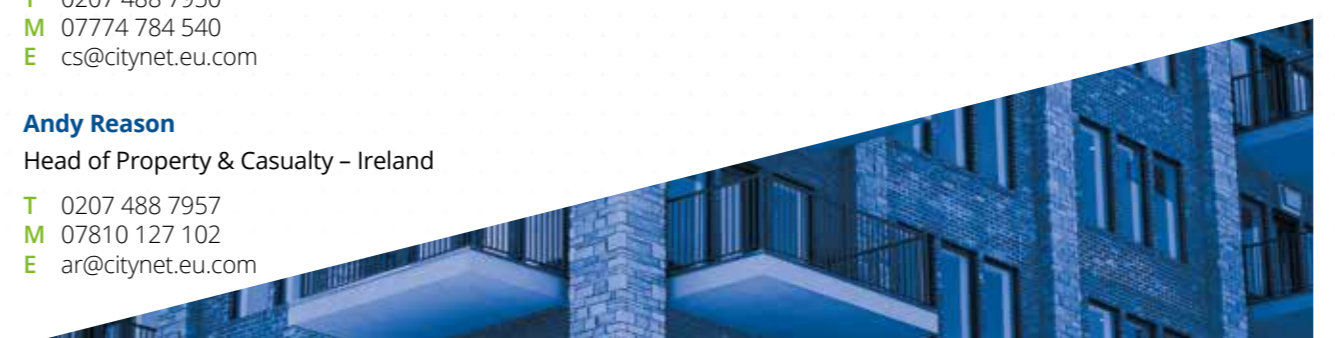
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Andy Reason

Head of Property & Casualty – Ireland

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“The claims service that we received was first-class and the truth be told whatever I write will not convey how good Citynet were on the claim.”

Shane Bermingham – Managing Director,
Birmingham Hooper Dolan Insurances Ltd

“Having dealt with Citynet for over 15 years, I cannot recommend their claims service highly enough. The service is fast, proactive and very efficient and crucially in our business very client focused.”

Conor Lyons – Director,
First Ireland



Claims Services...

We offer a reliable, trustworthy, in-house claims service which is built upon our extensive knowledge and over 65 years of experience in the London market. Our team takes a pro-active stance, working with clients to minimise their exposures and reduce the number of losses that they suffer. We believe in a personal approach and will happily meet with clients to fully understand their needs and requirements.

What do we do?

Citynet understands the impact that a claim can have on your clients' business which is why, when a loss occurs, you will be assigned a dedicated claims handler who will work closely with all parties to achieve a quick result that is fair, reasonable and satisfactory to your client. When a claim is made, it is our aim to make the insured's policy work for them. We stand up for our clients, investigating coverage issues and challenging decisions where necessary. Where issues do arise, our experienced team is always on hand to provide guidance and reassurance when they are needed most.

How to make a claim

All new claims should be advised to claims@citynet.eu.com. In the event of an urgent situation please contact us on one of the numbers below.



Richard Seeley Claims
Director

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Rob Laybourn Senior
Claims Handler

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Ross Urquhart Senior
Claims Handler

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"As a specialist insurance broker for the commercial sector the level of service, technical knowledge and access to London and Lloyd's Market is paramount to building a wide client base and maintaining strong relationships with these clients. Citynet have constantly been able to provide me with these requirements."

Citynet – Broker client



Citynet

Underwriting

delivering first class products...

Citynet Underwriting is a division of Citynet Insurance Brokers Ltd. Our aim is to be market leading in every class of business that we write. We have the knowledge to understand your risks and requirements and can provide packages for the cover you need.



Clare O'Neill

Head Underwriter

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Sinead Whick

Underwriter

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What we do?

Commercial combined packages including, but not limited to:

- Material Damage
- Business Interruption
- Employers Liability
- Public Liability
- Money
- Computer Cover
- Goods in Transit
- Liability only packages
- Material Damage only packages

Who is it for?

Target Trades include, but are not limited to:

- SME Solutions (Commercial Combined, Retailers, Liability, Building & Allied Trades)
- Real Estate Solutions (Commercial Residential Property, Unoccupied Property, Apartment Blocks)
- Transport Solutions (Haulage Contractors, Couriers, etc.)
- Manufacturing Solutions (Woodworking Risks, Food Risks, etc.)
- Engineering Solutions (Steel Fabricators, Precision Engineering, etc.)
- Leisure (Hotels, Restaurants, Public houses, Amusement Arcade, etc.)

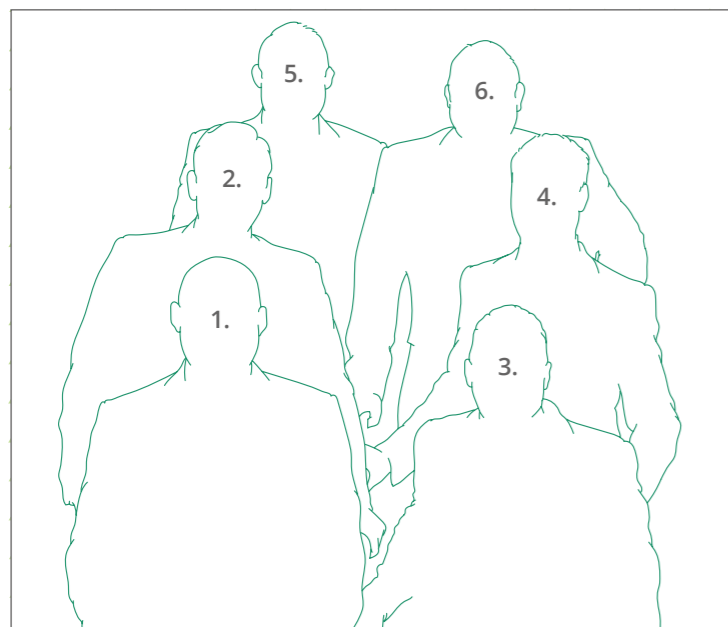
What are the benefits?

- A rated capacity
- Fast quote and documentation turnaround
- Extensive Irish and UK market knowledge
- Direct contact with underwriters

Meet the Team



UK & Irish offices



1. **Richard Scott** – Chief Executive Officer

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3. **David Walland** – Chief Financial Officer

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4. **Tim Hicks** – Head of Schemes & Specialty Risks

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