



YOUR INSURANCE PARTNER OF CHOICE



“

We have been dealing with Fish Insurance for many years now. The products are always fantastic for our clients and we get excellent feedback about the prices and policy benefits.

Fish has added an additional income to our business through their referral scheme. I would recommend Fish Insurance without hesitation.

”

SAM FISHER SALES, TRAINING & DEVELOPMENT MANAGER
DISABLEDHOLIDAYS.COM

Meet our team



Our team delivers excellent service to our existing relationships while expanding our range of partnerships.



[GET TO KNOW THE TEAM >](#)

Our Business Partnership team

HERE TO HELP YOU AND YOUR CUSTOMERS.



ANDY MELLOR

HEAD OF BUSINESS PARTNERSHIPS & OPERATIONS

Andy oversees the Business Partnership team and the seamless delivery of our insurance products to our partners across the country.

andy.mellor@fishinsurance.co.uk
01772 325 887



MATT COOK

BUSINESS PARTNERSHIP MANAGER

Matt is our lead manager for Wheelchair Accessible Vehicle and Mobility Equipment partnerships in Scotland and the East of England.

matt.cook@fishinsurance.co.uk
07867 467 774



BECKY ROURKE

BUSINESS PARTNERSHIP MANAGER

Becky oversees and delivers our class-leading Independent Living and Carer and Personal Assistant (CPA) relationships across the UK.

becky.rourke@fishinsurance.co.uk
07867 467 773



MIKE HOLBORN

BUSINESS PARTNERSHIP MANAGER

Mike is focused on the mobility market across the UK. His knowledge of the industry and those within it brings a fresh approach to Fish and how we can deliver even better levels of service to our partners.

mike.holborn@fishinsurance.co.uk
07710 703 668



SCOTT MOODY

BUSINESS PARTNERSHIP EXECUTIVE

Scott has joined the team to help manage and deliver excellent levels of service to all of our partners across our WAV dealerships and Mobility retailers - focusing primarily in the west of the UK.

scott.moody@fishinsurance.co.uk
07540 768 333



REBECCA SMITH

BUSINESS PARTNERSHIP EXECUTIVE

Rebecca is our lead executive for Wheelchair Accessible Vehicle and Mobility Equipment partnerships across Wales and the West of England.

rebecca.smith@fishinsurance.co.uk
07702 563 258



JOHN TRAYNOR

BUSINESS PARTNERSHIP EXECUTIVE

John is our lead executive for Travel, Prosthetics and Home insurance relationships. He works across the UK developing partnerships in these product areas.

john.traynor@fishinsurance.co.uk
07867 467 775



OUR PRODUCTS



CAR

Our car insurance policy is not off-the-shelf. As well as offering all the benefits you'd expect from a car insurance policy, it includes, as standard, specific benefits to serve the needs of people with disabilities or mobility issues and Blue Badge holders.

COVER INCLUDES*

- ✓ Vehicle adaptation and modification cover
- ✓ Cover for wheelchairs and mobility equipment in transit
- ✓ Free courtesy car or wheelchair accessible vehicle if required
- ✓ A "keeping you mobile" allowance if no suitable replacement vehicle is available
- ✓ UK Breakdown recovery insurance as standard, including homestart, vehicle recovery, onward travel and cover for emergency accommodation if required
- ✓ Legal expenses cover as standard



*Policy limitations and exclusions apply, please contact Fish Insurance for full details

For more information
visit www.fishinsurance.co.uk

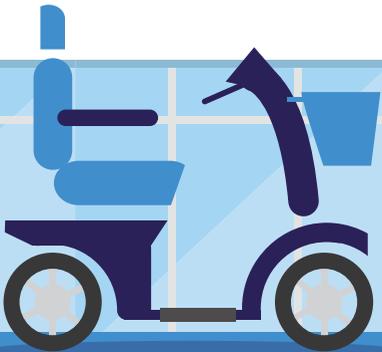
fish 
INSURANCE

MOBILITY SCOOTER AND POWERED WHEELCHAIR

We know just how important mobility is to our customers' everyday lives. That's why we've designed a mobility scooter insurance policy with two levels of cover to help keep them moving, whether in the UK or when travelling further afield. It offers affordable cover dedicated to protecting not just the mobility scooter or powered wheelchair, but our customers too.

COVER INCLUDES*

- ✓ Accidental damage
- ✓ Theft and vandalism
- ✓ Get-you-home allowance in the event of loss or breakdown
- ✓ Negligence
- ✓ Personal accident
- ✓ Hire of a replacement scooter
- ✓ Up to £2m public liability insurance



MOBILITY EXTRA*

Our Mobility Extra insurance is our enhanced policy which offers all the benefits to our standard policy plus:

- ✓ Extended UK breakdown cover
- ✓ Taxi fare home (up to 10 miles) if the customer is to unable access the recovery vehicle

*Policy limitations and exclusions apply, please contact Fish Insurance for full details



MOBILITY EQUIPMENT

For those people who own and use in-home products such as stair lifts, beds, rise and recline chairs, hoists and bath lifts, our mobility equipment insurance policy offers a whole range of benefits to make sure this equipment is protected.

COVER INCLUDES*

- ✓ Accidental damage including fire, storm and flood
- ✓ Theft and vandalism

*Policy limitations and exclusions apply, please contact Fish Insurance for full details

STAIRLIFT AND HOMELIFT WARRANTY*

For an additional premium, we also provide extended warranty cover, giving our customers peace of mind that we will cover cost of callout, labour and parts if their equipment fails.

WARRANTY COVER INCLUDES*

- ✓ Protecting your equipment in the event of sudden and unforeseen electrical or mechanical breakdowns

PROSTHETICS AND ORTHOTICS

People who were born without a limb or have suffered limb loss or serious limb injury may rely on a specially fitted prosthetic device or prostheses for their mobility and independence. Similarly, many people rely on orthotic devices such as braces and adapted footwear to address neuromuscular and skeletal issues and so better control, enhance or enable their mobility. Leading the market, Fish Insurance offers the first insurance policy designed specifically to protect prosthetic and orthotic devices.



COVER INCLUDES*

- ✓ Cover to replace a lost, stolen or damaged device
- ✓ Worldwide insurance including cover whilst the device is in possession or control of airport authorities or baggage handlers
- ✓ Up to £2m public liability insurance for accidental damage or injury

*Policy limitations and exclusions apply, please contact Fish Insurance for full details

TRAVEL

Our travel insurance offers real choice for people diagnosed with disabilities and pre-existing medical conditions. Our policies are comprehensive and flexible, so we're proud to be able to provide cover in a wide range of circumstances.

KEY BENEFITS*

- ✓ Cover for a wide range of pre-existing medical conditions
- ✓ No age limit^
- ✓ Provides for a replacement carer if yours is taken ill
- ✓ Covers emergency replacement of prescription medicines
- ✓ Single and annual multi-trip cover
- ✓ 24/7 emergency assistance
- ✓ Protects mobility and disability equipment, providing replacing equipment in the event of a loss
- ✓ Alternative accommodation cover
- ✓ Cruise cover
- ✓ Friendly UK-based claims service and specialist medical assistance

Our premiums accurately reflect the individual's personal circumstances. We calculate on a 'rate for risk' basis of destination, age of traveller and the medical conditions declared.

*Policy limitations and exclusions apply, please contact Fish Insurance for full details.
^Applies to Fish Plus One and Fish Plus Two policies only.

Our partnership



Successful businesses are often built on the strength of their partnerships. And here at Fish it's no different.

We have served the mobility community for more than 40 years and many of our 80,000 customers were introduced to us by businesses like yours and stay with us for many years, creating long term value for everyone.

WE OFFER YOU

- ✓ Innovative, quality insurance products
- ✓ Competitive levels of commission
- ✓ Bespoke partnership arrangements

WE DELIVER

- ✓ Regular reviews
- ✓ Detailed performance analysis
- ✓ Action plans and incentives

WE PROVIDE

- ✓ Dedicated account management
- ✓ Compliance and marketing support
- ✓ An experienced claims team

There are three different ways in which you can choose to work with us

The table below highlights the key features of these relationships;

Features	Agents	IARs	ARs
Hand out Fish Insurance application forms to customers	✓	✓	✓
Receive a unique dealer code	✓	✓	✓
Competitive commissions	✓	✓	✓
Have a Fish banner on your website	✓	✓	✓
With permission, take customers' details in store and arrange a call-back with a Fish Insurance specialist	✗	✓	✓
Promote Fish Insurance through marketing activity	✗	✓	✓
Discuss the features and benefits with the customer	✗	✗	✓
Answer questions about the insurance cover	✗	✗	✓
Sell insurance policies on behalf of Fish	✗	✗	✓
What to expect			
Complete a sign-up application form for your firm	✗	✓	✓
An Approved Person and your firm to be registered with the Financial Conduct Authority (FCA)	✗	✗	✓
Both parties sign an agreement to initiate the relationship	✓	✓	✓
Training from one of our quality assurance team on the insurance products, processes and procedures	✗	✗	✓
E-learning training for those involved in selling	✗	✗	✓
A yearly audit to review all aspects of the relationship including refresher training for sales staff	✗	✗	✓
Keep us in the know with monthly business updates	✗	✗	✓



Connect with us on...



For more information on the products we offer visit
www.fishinsurance.co.uk

Fish Insurance is a trading name of Fish Administration Ltd a company registered in England and Wales with company no 4214119 which is authorised and regulated by the Financial Conduct Authority under reference 310172.

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