Eddie Hooker has been involved in the insurance industry since 1985.

Having spent the early part of his career with Legal & General and progressing through the ranks from trainee to underwriter then sales executive, Eddie set up his own brokerage, Hamilton Fraser Insurance, in 1995.

Hamilton Fraser now employs over 150 staff out of their Hertfordshire offices, providing specialist insurance services and tenancy deposit protection throughout the UK and abroad.

Our success over the last 18 years has been largely down to our unique approach – a blend of traditional values and state of the art administration.

Our brands include:

- Total Landlord Insurance
- Hamilton Fraser Cosmetic Insurance
- mydeposits
- Property Redress Scheme
- Client Money Protect

Eddie Hooker CEO Hamilton Fraser

“To be able to provide the highest quality customer service we need enthusiastic, dedicated, well-trained people to work for us. Here at Hamilton Fraser, we recognise that our people are our greatest asset. We invest in them by providing first class training and qualifications to help their progression.”
Our Customer Service Advisors provide outstanding customer service to both scheme members and tenants.

Customer Service Advisor

- Responsible for taking incoming calls from Landlords, Agents, Tenants and Third Parties.
- Dealing with email enquiries and amendments on a day-to-day basis.
- Processing membership forms, amendments and un-protections.
- May be required to interact with customers face-to-face.
- Providing high standards of customer service and the administration of legislation as regulated by the Government.

Key Duties & Responsibilities:

Working for my|deposits has provided me with a solid foundation for my career. I work with a great team and have diverse responsibilities. I feel that has helped me grow within the company and thoroughly enjoy coming to work everyday.

James French, Customer Service Advisor
The Administration Team plays a key role in achieving departmental targets by assisting the Insurance Account Handlers with the day to day administration of client accounts.

This involves filing, data entry and chasing documents using the internal diary maintaining spreadsheets as well as being responsible for the client’s correspondence and updating the systems on a day to day basis.

Prakash Thaker, Administration Assistant

As an Insurance Account Handler you are responsible for assisting with managing and developing the department account.

This involves maintaining and enhancing, where required, existing client relationships ensuring that the premium income contributes to the achievement of your own and the department’s financial targets.

Key Duties & Responsibilities:

• Assisting clients via phone and email which includes: general enquiries, quotations for new business and amendments to policies.
• Ensuring all prospects and leads are phoned in order to develop the department’s account.
• Responsible for the policy renewal process.
• May be required to attend industry conferences and events.

Key Duties & Responsibilities:

• Ensure renewals are sent to the client in a timely manner.
• Generate the renewal letters, produce a schedule of insurance and invoice the clients.
• Update rating sheets in order to process renewals.
• Prioritising and organisation are key responsibilities within the role to ensure the team are up to date and high service standards are maintained.

Hamilton Fraser

“Hamilton Fraser is a fast-paced environment where no two days are the same. This has made for a very exciting experience and I look forward to progressing within the company.”

Prakash Thaker, Administration Assistant

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Prakash Thaker, Administration Assistant
Case Studies

Customer Services Team Leader - Melody

“I have worked at Hamilton Fraser for seven years and I have experienced first-hand the career progression opportunities which have helped me develop both as an individual and within the company itself.”

Melody joined Hamilton Fraser in 2007 as an Administration Assistant within the property department. Her potential was quickly recognised and she was moved to the newly formed mydeposits customer service department to take up the role of Customer Service Advisor.

In 2012, Melody was appointed as Senior Customer Service Advisor which soon developed into a team leader role. Melody is now responsible for managing 20 members of staff, which includes performance reviews, KPI monitoring and monthly reporting.

During her time at Hamilton Fraser, Melody has gained many qualifications including Math and English GCSE’s, NVQs in Customer Service and has also attended Management and Leadership training.

Reward and Recognition

As a company who recognise our employees are our biggest asset, Hamilton Fraser have bonus schemes in place to reward achievement of company targets as well as personal excellence.

All employees have their performance reviewed on a regular basis and are set challenging, but rewarding objectives to further their own career and progression within the company.

“Case Studies

Melody

16 years

Join date

Operator Leader

“Hamilton Fraser invests time and resources into our employees ensuring that they feel valued whilst providing many opportunities to progress through the Company. My journey is evidence of this; I started in customer service and have now reached the Board Room.”

Terri is the newest and first female Director at Hamilton Fraser. She joined in 2000 as a Commercial Insurance Broker and during the next two years progressed to a Training & Compliance Officer. She was responsible for the training strategy within the organisation and implemented training and performance review programmes for all employees and managers.

A Human Resources department was formed in 2009 and Terri was promoted to the role of HR Manager where she oversaw all HR and employment related matters across the organisation. During her time in HR, she studied for the Chartered Institute for Personnel & Development (CIPD) qualification and became CIPD accredited within a year.

Terri was invited to join the Board of Directors in 2012 and is now the Operations Director for the Insurance Division and also the Group HR Director.

Reward

We want to reward our employees for the hard work and commitment they have achieved throughout the year

Director of Operations - Terri

“After qualifying period

<table>
<thead>
<tr>
<th>Career Measure</th>
<th>Benefits*</th>
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<tbody>
<tr>
<td>Training, personal growth</td>
<td>Healthcare, pension, gym</td>
</tr>
<tr>
<td>Variety, challenge, autonomy</td>
<td>Salary, bonus</td>
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<td>sports &amp; social club</td>
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“One of my favourite things about working for Hamilton Fraser is the sports and social club. Hamilton Fraser is a company that really encourages good fun and over the last year I have attended several events such as a badminton tournament, a bond party, a fancy dress, a trip to Lego Land and photobooth mini golf! I find these events are a great way to meet new people from different departments.”

Nick Vranjkovic, Marketing Assistant

8
Business Development Executive - Chris

“Chris has been working at Hamilton Fraser for over 11 years where he started as a Property Administrator. It was quickly recognised that Chris’ strengths were more sales and customer focused and he was soon integrated into the sales team. Throughout this period, Chris has achieved NVQ qualifications as well as passing all of his Cert CII exams meaning he is an established insurance broker and qualified to a high level within the industry.

In 2014, Chris was promoted from the sales team to be the Property Business Development Executive where he is responsible for securing new business and the growth of existing client accounts within the company.”

Business Development Manager - Kate

“Kate has been with mydeposits since it’s launch in April 2007. She joined as a call handler and took the very first call the new Scheme received. Kate quickly progressed through the ranks to help set up the dispute resolution process as a case handler. Recognising a need for management information, she began producing reports for senior management. In April 2009, Kate was appointed Business Performance Manager and went on to build a team of four people, including two business analysts and following training, became a business analyst herself. She was responsible for providing management reporting, data analysis and ensured the Scheme met it’s KPI’s. Kate also supported the development team with analysis and requirement gathering from a range of internal and external stakeholders. Kate has been a key member of the procurement team which won a TDP Scheme for Scotland, Northern Ireland and hopefully, Jersey.

In July 2014, Kate was promoted to Business Development Manager and currently runs the business development team, being responsible for new business and retention of members.”

“Hamilton Fraser provides a supportive environment for anyone who wants to work hard and progress their career. There are opportunities to learn and train both internally and externally and dedication and commitment is always recognised. My journey with HFIS proves that it is possible to excel and achieve.”