

# Meet... Liam!

## A key member of our Adviser team

### Liam, why did you join Uinsure?

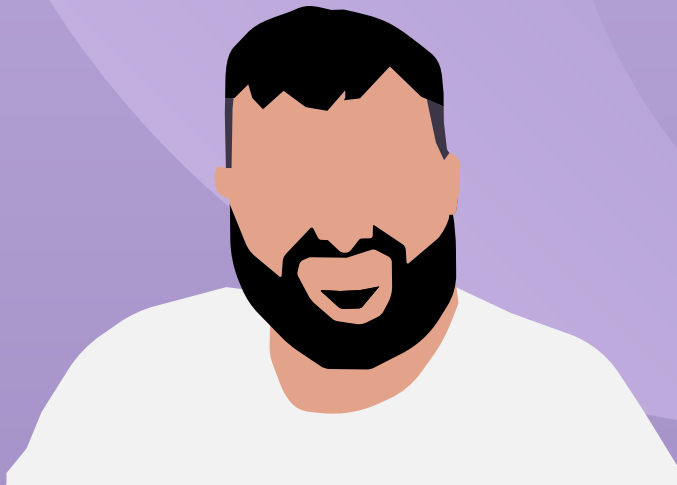
When I applied for the role, I remember a brilliant chat with Amy (Uinsure's Chief New Business Officer) who spoke to me in depth about the role, the opportunities that were available and the culture of the business which struck me as being very different to a 'typical' call-centre environment.

I joined in lockdown and it was a strange time where I worked remotely for 6 months without meeting anybody face to face but I felt really supported and part of the team from the start.

### What's your career journey at Uinsure been like?

So I joined the team as Insurance Adviser and really got stuck into the role. After around a year I was promoted to Senior Insurance Adviser as a result of my skills and knowledge.

I've now progressed into Uinsure Specialist as Commercial Insurance Adviser which is allowing me to learn new products, systems and work with new insurers. I'm really enjoying myself as it feels like a new challenge with loads of opportunities for me to develop.



**February 2021**

Joined Uinsure as Insurance Adviser

**April 2022**

Promoted to Senior Insurance Adviser

**February 2024**

Promoted to Commercial Insurance Adviser

### So what do you enjoy the most about your new role?

I feel like I'm always building on my insurance knowledge and becoming super affiliated with the insurance processes. I get to deal with a wide range of different insurance risks, and this can be challenging, but I enjoy working on these types of cases and finding solutions to ensure our customers are protected with quality insurance.

I really enjoy the freedom I have in my role to achieve what I want to achieve. Uinsure gives me the room to grow and develop, the autonomy to be able to do exactly that. Not only grow as an Adviser but also as an individual. I also like how there's clear development opportunities which I've been able to follow. My line manager has always made it clear what the available roles are, where we can get to and how we can get there and I've felt supported every step of the way to achieve that.

### What does your day to day look like?

My day is quite structured which I like. When I first log on, I'll check my emails and admin tasks and then plan my day around that. If I have admin tasks, I usually try to complete these straight away or diarise them.

I'll then start contacting customers who have been referred to us by advisers. This is great because it's all warm leads and so there's absolutely no cold calling.

When I speak to a customer, I'll carry out a full review of their needs. As I work in the Specialist team this means that they have been identified as having needs which wouldn't be covered by Standard insurers so I need to fully understand their circumstances so I can offer them appropriate insurance.

After gathering all this information I'll send onto a panel of insurers who will offer the customer a quote.

Throughout the day, I'll also carry out renewal reviews and mid-term adjustments which could affect the customer's premium, whilst also answering any queries we may receive from advisers.

I'm also always around to support the team within their role. They're very self-sufficient and supported by our tech and simple processes in order to do so which gives them the autonomy to get on with their role but I enjoy providing the answers to any questions they might have or helping them to perform to their best.

**What is it like working in the Specialist team?**

The Specialist team are great! The role is very engaging and, although busy, it is extremely rewarding. I have a greater sense of responsibility and my knowledge of the insurance market keeps increasing.

Since joining the team everybody has been supportive and encouraging so I felt like I've fitted straight in!

**What would you say to anyone thinking about applying for a role at Uinsure?**

Do it. It's not your standard insurance environment, its modern and progressive and exciting. You won't regret it.



**Liam Smyth**

**Commercial Insurance Adviser**

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