

Meet... Neelam!

A widely experienced Adviser

Neelam, tell me about your career progression at Uinsure...

I used to work in Commercial insurance but when I came to Uinsure, I joined the Referrals team. This role was mainly outbound dialling customers who had been referred to us via their mortgage adviser and were already in the home buying process. I would discuss their needs with them and provide them with a quote.

Over time, I moved to work across different campaigns. Some days I could be working in the Referrals team, others on UinsureCX or supporting with cancellation inbound calls when required.

By July 2023, I moved into the Retentions team. This consisted of discussing a customer's renewal with them or calling customers who wanted to cancel their policy and seeing what we could do to retain them.

In November 2023 a role was advertised within the Uinsure Specialist team, and I knew this was an opportunity I wanted to apply for, to build upon my previous experience within commercial insurance.

Joining the Uinsure Specialist team has been a huge learning curve as there's such a wide range of risk types to discuss which can be very complex and a different system that I had to learn quickly! I've hit the ground running though and learnt on the job as I've gone along.



September 2022

Joined Uinsure as Insurance Adviser



November 2023

Promoted to Commercial Insurance Adviser

You've been in your role a few months now, what's it like working in the Specialist team?

It's great! It feels like we're offering a personal service to our customers. As the cases are outside the 'standard' home insurance, we need to understand our customers needs and it's so important we get it right for them as they trust us implicitly. You get to know them on a 121 basis as you'll have multiple calls to discuss the quote with them to ensure it's appropriate and they won't be left without any cover.

I also feel like you have a lot of ownership for what you're doing and you can get stuck into a case to problem solve the right cover for the customer.

What do you enjoy the most about your new role?

How unpredictable it is! I don't know what each day will bring. Some days it can be a simple quote that I'm providing, then a few hours later I could be dealing with a really complex Specialist case. This allows me to go above and beyond for every customer I speak to and provide a quote that meets their needs.

You have a lot of experience within our Adviser teams, what skills do you need to succeed as an Insurance Adviser?



Excellent communication skills – as cases can be so complex, you need to ensure you're gathering all the information.



Patient – sometimes you can be having difficult conversations and its how you manage these that will support your success.



Positivity – providing the best possible service for customers, with a smile on my face is a must!

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