



# T H R E E C O U N T I E S I N S U R A N C E

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***We look forward to welcoming you to our new abode.***

After 14 years in Union Street we are moving to Russell House in Ely Street, Stratford-upon-Avon, which is understood to have been named after Thomas Russell, a contemporary and neighbour of Shakespeare. Most people will know the building as the former driving test centre, the Stratford tax office, the County Court building and, latterly, the home of Ragdoll the producers of Teletubbies.

As you will see elsewhere in this newsletter, we have grown rapidly over the last few years and have plans to continue this expansion. Unfortunately, we have outgrown our Union Street offices so the move has become essential. We believe the new accommodation will have great benefits for us, not least of which is the proximity of the famous Ely Street fish and chip shop!

Those of you who have visited us in Union Street will immediately see the advantages of our move such as customer parking and, as we are on the ground floor, you will no longer have to suffer the delights of our stairs. We will also have a private "interview" room for confidential discussions, something which we have missed for the last year or so, and a spacious, more comfortable reception area.

All our staff will be moving with us so existing relationships will continue, and our telephone and fax numbers will remain unchanged.

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## ISO 9001

Three Counties was delighted to have gained BS EN ISO 9001:2000 status in the spring of 2002.

For those who do not know, ISO 9001 (which used to be known as BS5750) is a standard against which the Quality Management System of a business is evaluated. It is an internationally recognised accreditation which is intended to demonstrate that a business can provide a consistent standard of quality.

Three Counties has a Quality Procedures Manual which sets out the standards by which we operate. The way we look after your business is randomly audited internally each month and we are also annually audited by an outside Quality audit team. We recently passed our first annual audit with flying colours.



Jim Mason & Martin Lloyd with the ISO certificate

Feedback from customer surveys sent out randomly each month across the whole business range show a high level of customer satisfaction - we have also had some useful suggestions from some which we have acted upon. By way of a thank you we also enter the respondents to our surveys into a prize draw each quarter to win a bottle of champagne. The most recent winner was Phil Dixon of N W Dixon, Electrical Contractors in Stratford-upon-Avon. Well done Phil !



WWW has nothing to do with a third world war although some folks are being dragged kicking and screaming into the 21st Century and are beginning to get to grips with the World Wide Web.

Three Counties has embraced internet technology for some years now and has its own dedicated website which you can find at [www.3co.co.uk](http://www.3co.co.uk)

You will be able to find useful contact numbers if you are unfortunate enough to have a claim or if you want to settle your insurance premium you can pay on line by using our secure encrypted payment facility.

You can also contact us by e-mail - If you send us your e-mail details together with your name and address to [mail@3co.co.uk](mailto:mail@3co.co.uk) during the three month period ending



on 30th April 2004 we will enter your details into a prize draw to win £100. Entering is easy - the only condition is that you must have a policy current with us during the period from 1st February 2004 to 30th April 2004. The winner will be notified - by e-mail ! - in May.

## Central Financial Management

Our acquisition of the well established Alcester businesses of Martin Humphrey and Dumper and Stonehouse Insurance Services has significantly increased our presence there. A happy by-product of this is the building of new relationships with other businesses based in Alcester.

Central Financial Management is an Independent Financial Adviser whose partners, Andrew and Graham Warbrick, have over 40 years experience in this field.

We are pleased to have formed a working partnership with them which enables our clients to seek advice on a wide range of areas.

If you are looking for the right mortgage, wish to seek advice on retirement planning, want some unbiased help with investment and savings facilities or simply want to review your current plans, CFM can help.

**For our corporate clients, CFM can help with:-**

**taxation issues,  
strategies for employee and  
partnership protection,  
sickness and accident cover  
amongst others.**

**Central Financial Management  
(Warwickshire) Ltd.**

**Tel: 01789 765774 or Fax: 01789 766051**





- Investors In People -

We achieved Investors In People standard in November following a rigorous 12 month exercise involving everyone within the company.

We recognised that we had grown rapidly over the past 6 years and wanted to build on the strengths which we knew existed amongst our staff. With the onset of regulation of the general insurance industry, we required a structured, measurable approach to training, development and communication. Discussions with our local Business Link advisor suggested that working towards Investors In People would provide the foundation for this.

The result has been to highlight the depth of knowledge and experience which we have at Three Counties and to set up a system allowing this to be shared throughout the company. Each member of staff is encouraged to achieve professional qualifications and a glance at the wall of our reception area shows that we are succeeding.

This has given us the confidence to begin a new stage in the development of the business. From January, each member of our Personal Lines Team will be handling the insurance needs of a group of clients. Our service will aim to look after the development of each customer and their families and encourage them to build a firm relationship where we are seen as the natural people to approach when considering insurance.

In a fast changing world where insurance is seen more and more as a commodity, we believe that a personal, people based approach has an important place. Our staff are amongst the most knowledgeable in the business and, through continual assessment and training, will remain at the forefront - the ethos of Investors In People is to support the development of people to achieve their potential.



T H R E E C O U N T I E S  
I N S U R A N C E

Russell House  
Ely Street  
Stratford upon Avon  
Warwickshire  
CV37 6LW

**Tel: 01789 293815**

**Fax: 01789 299301**

**Email: [mail@3co.co.uk](mailto:mail@3co.co.uk)**

**[www.3co.co.uk](http://www.3co.co.uk)**

## Contacts

### **Managing Director**

Gareth Millard

[gareth.millard@3co.co.uk](mailto:gareth.millard@3co.co.uk)

### **Receptionist**

Maggie Compton

[maggie.compton@3co.co.uk](mailto:maggie.compton@3co.co.uk)

### **Business and Property Owners Insurance**

David Dumper

[david.dumper@3co.co.uk](mailto:david.dumper@3co.co.uk)

Stuart Humphrey

[stuart.humphrey@3co.co.uk](mailto:stuart.humphrey@3co.co.uk)

James Mason

[james.mason@3co.co.uk](mailto:james.mason@3co.co.uk)

Larry Dare

[larry.dare@3co.co.uk](mailto:larry.dare@3co.co.uk)

### **Personal Insurance (Motor, Home, Travel etc)**

Jenny Blizzard

[jenny.blizzard@3co.co.uk](mailto:jenny.blizzard@3co.co.uk)

Jackie Boxall

[jackie.boxall@3co.co.uk](mailto:jackie.boxall@3co.co.uk)

Rashida Crofts

[rashida.crofts@3co.co.uk](mailto:rashida.crofts@3co.co.uk)

Bev Goodwill

[bev.goodwill@3co.co.uk](mailto:bev.goodwill@3co.co.uk)

Julie Savage

[julie.savage@3co.co.uk](mailto:julie.savage@3co.co.uk)

Linda Wheatstone

[linda.wheatstone@3co.co.uk](mailto:linda.wheatstone@3co.co.uk)

Alan Williamson

[alan.williamson@3co.co.uk](mailto:alan.williamson@3co.co.uk)

### **Accounts**

Martin Lloyd

[martin.lloyd@3co.co.uk](mailto:martin.lloyd@3co.co.uk)

Kirsty Ankcorn

[kirsty.ankcorn@3co.co.uk](mailto:kirsty.ankcorn@3co.co.uk)