

# British Engineering Services and Acturis Frequently Asked Questions

Who we work with is everything to us and we're excited to have made our services even easier to access for those who take risk as seriously as we do.

At British Engineering Services, we're innovators and pioneers and as the first engineering inspections business to have partnered with industry leading eTrading platform Acturis, we're, once again, setting the highest benchmark possible.

Acturis users will be able to get a quote for a complete range of the very best engineering inspection services in just a few seconds. We've pulled together some Q and A's to make sure you have the very best experience when accessing our products via this industry leading eTrading platform.

## Our product on Acturis

### Q. How do I find the Inspection product?

A. Within the Product Target, search for Engineering and Construction. Under Risk Details, select Engineering in the choice section. Ensure that Inspection is selected within the Covers Required prior to adding the relevant quantity of Site Locations and Specified Items.

### Q. How do I know what fields are mandatory?

A. All mandatory fields are marked with an asterisk and are filled in yellow.

### Q. Can I contact British Engineering Services to discuss a quote via the Acturis systems?

A. Our eTrade Support Team are on hand to answer any queries you may have regarding our product. Please contact us directly at [etrading@briteng.co.uk](mailto:etrading@briteng.co.uk). Please note that, initially, any referred quotations will come to our team directly. The 'Submit to Underwriter' functionality will be available for use at some point in the future.

### Q. Can I get more information about British Engineering Services via the Acturis webchat facility?

A. We will not be providing support via the Acturis webchat facility at this time. You can contact British Engineering Services directly for more information by emailing [etrading@briteng.co.uk](mailto:etrading@briteng.co.uk).

### Q. Am I able to process inspection renewals and Mid Term Adjustments (MTA's) via Acturis?

A. This functionality is not currently available, but we are expecting both of these services to be available towards the end of 2019. In the meantime, please send any Mid Term Adjustment requests to [etrading@briteng.co.uk](mailto:etrading@briteng.co.uk). Please note that our Engineer Surveyors may identify and inspect additional plant on site visits which will be added to the plant schedule. The additional charge for this service will be billed at year end in line with our current process.

### Q. I already have an engineering policy on Acturis how can I move to this new question set?

A. When an existing manual policy is coming up for renewal and you require a quotation, clone the Request for Quote (RFQ) to copy all existing customer details. You are then able to get an eTrading quotation rather than store a manual.

**Q. Can I bulk move my existing business onto Acturis without manually keying each contract in? CONFIRM WITH ACTURIS**

A. Please contact Acturis directly who will be able to assist. There may be a charge from Acturis to complete this activity. ??

**Q. Do I need to populate contact details for each site?**

A. Yes, we require contact details for each site, both a phone number and an email address, so that we are able to arrange inspections and provide the Customer with electronic Inspection reports.

**Q. What if I do not know the contact for each individual Site?**

A. These details are required to enable our Diary Management Team to arrange Inspections. If you do not know the contact details for each individual site, please provide a primary contact who we can contact to obtain the correct details.

**Q. Do I need to have an agency with British Engineering Services to be able to see their Inspection product on Acturis?**

A. Yes, to set up an agency contact [sales@briteng.co.uk](mailto:sales@briteng.co.uk)

**Q. Are Long Term Agreements available through Acturis?**

A. We only offer 3 year Long Term Agreements via Acturis. If a 5-year Long Term Agreement is requested, this will default to 3 years. If a longer agreement is required, please contact us directly.

**Q. Can I clone items and sites?**

A. Yes, you can clone items, sites or Request for Quotes (RFQ's)

**Q. If British Engineering Services updates its records (adds new plant, for example) how is this picked up by Acturis.**

A. Our Engineer Surveyors may identify and inspect additional plant on site visits which will be added to the plant schedule. The additional charge for this service will be billed at year end in line with our current process.

**Q. How can I request quotation documents through Acturis?**

A. To request quotation documents through Acturis, select Quote Documents. Once requested, the documents will be available in the electronic file within a few seconds

**Q. My quotation has been returned with a status of declined. Why?**

A. A quotation may be declined if Inspection Services have not been requested or if the Intermediary does not exist. Further information related to a quotation can be found with the Rating Notes file.

**Q. My quotation has been returned with a status of Submitted to Underwriter. Why?**

A. A quotation may be automatically Submitted to Underwriter for multiple reasons. If SUD cover has been requested and there have been previous insurance claims in the last 3 years or if an item is thought to be of higher risk, the quotation will be referred to a member our eTrade Support Team. Please note that once the individual quotation has been reviewed, the Sudden and Unforeseen Damage (SUD) premium may be increased. A quotation will also be referred for a member of the team to review, if the value is greater than £5,000. Further information related to a quotation can be found with the Rating Notes file.

**Q. My quotation has been returned with a status of No Quote. Why?**

A. A quotation may be returned with a status of No Quote if an invalid policy duration is requested. Our product provides cover for 12 months. A No Quote Status may also be returned if the inception date is in the past. Further information related to a quotation can be found with the Rating Notes file.

## **Plant and equipment**

**Q. Is there a glossary I can use to look up different types of plant and equipment?**

A. Please contact us directly for more information about our Plant Glossary. Our eTrade Support Team will always be on hand to provide assistance if you still have any queries. Please contact them directly at [etrading@briteng.co.uk](mailto:etrading@briteng.co.uk)

**Q. Our customer has an extensive plant schedule; can I upload this rather than selecting plant manually?**

A. The Specified Item drop-down menu has been designed to make it as easy as possible to locate and select plant to be added to the quotation. If you have an extensive plant list, please contact us directly at [sales@briteng.co.uk](mailto:sales@briteng.co.uk) and we will be able to provide a manual quotation outside of Acturis.

**Q. What do I do if the plant I am looking for is not listed?**

A. If you need to add additional plant not listed within Acturis, please contact our eTrade Support Team at [etrading@briteng.co.uk](mailto:etrading@briteng.co.uk)

**Q. Can I add multiple items at once?**

A. Only certain types of plant can be added in multiple quantities such as Accessories for Lifting. All other items will have a default quantity of one. To increase efficiency, if multiple quantities of plant need to be added to a quotation, you can use the clone Specified Item functionality.

## Sudden Unforeseen Damage insurance cover

**Q.** When I access the Acturis eTrading platform, there are options for 'Inspection Services', 'Sudden Unforeseen Damage' (SUD) and 'Other Insurance Covers'. Are all of these services provided by British Engineering Services?

**A.** Cover for SUD is underwritten by Royal and Sun Alliance PLC and we have delegated authority to offer this cover. Other Insurance Covers allow you to select any other specific covers required. Our standard SUD cover includes all other insurance covers, excluding cover for Flue Gas Explosion. If using our product, there is no need to select other insurance covers if SUD is selected.

## Commission/ premiums

**Q. Is the quote I have received from Acturis commission flexible?**

**A.** No, commission rates will be applied to Acturis as agreed in advance. The commission rates applied to a quotation can be viewed within the Rating Notes. If you would like to discuss your commission rate further, please contact your personal British Engineering Services Business Development Manager.

**Q. If I get a better quote from a different Inspection provider not on Acturis, are you able to price match?**

**A.** We have worked hard to ensure the prices for our services provided via Acturis are competitive. We offer an industry leading service and are focused on working with people who take risk as seriously as we do. Please contact us directly if you would like to discuss this further.

**Q What if my customer is VAT exempt (e.g. a charity with VAT exemption)?**

**A** We can only process quotes for customers who are not VAT exempt. Our quotes will automatically apply the local applicable rate of VAT and IPT. If your customer is VAT exempt, please contact us directly for a VAT free quote.

## Next steps

**Q. We're happy with the quote and want to progress this, what happens now?**

**A.** You can accept the quote immediately within Acturis and your policy documents will be generated within Acturis and available within the Electronic File within a few seconds. If individual policy invoices have been requested by the broker office during onboarding, these will be sent to the email address provided for your office on the date of policy inception. If they have not been requested, the premiums due to us will be included within your British Engineering services monthly statement.

**Q. Where can I see the customer PDF invoice?**

**A.** If individual policy invoices have been requested by the broker office during onboarding, these will be sent to the email address provided for your office on the date of policy inception. If they have not been requested, the premiums due to us will be included within your British Engineering services monthly statement. If you require a copy of a specific invoice you can contact us directly at [etrading@briteng.co.uk](mailto:etrading@briteng.co.uk)

## Our ways of working

**Q. How will Customers receive their Inspection reports?**

**A.** All new customers will be provided with PDF Inspection reports after inspection completion. They will be sent to the provided email address supplied for each site location. An alternative provision of reports can be made via eReport. This is our online reporting portal where customers are able to view current and historic reports. If customers would prefer access to eReport rather than to receive PDF copies, please contact our team at [etrading@briteng.co.uk](mailto:etrading@briteng.co.uk)

# Leave nothing to chance.



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