

Welcome

to another interview in our series with the Focus team

An interview with Louis Garland

In this latest instalment of our interview series, we put Louis Garland - our Development Underwriter – in the hotseat. Louis reflects on his path to Focus, what he would change about the insurance industry and, very importantly, which Mr Men character he would be!



1. What was your very first job and how did you get it?

Louis: My very first job was at Superdry; I applied online then had an interview with the store manager. Seeing as I had no prior work experience, we just spoke about music and TV shows – it was very laidback!

2. Tell us about your involvement with Focus?

Louis: I'm now a Development Underwriter working with a panel of brokers. I help with everything - from renewals to new business and anything in between.

3. How would you describe your relationship with your broker panel?

Louis: My panel is made up of brokers that have been very supportive of Focus for a long time so, although I'm relatively new, they already have a great connection with us and know they can expect great service.

4. Looking at your career, what are you most proud of?

Louis: I started at Focus in August 2022 as a trainee, where I would be logging quotes and scanning documents. I had no experience or knowledge of insurance, so I'm really proud of the progress I've made – both in my own underwriting, and in understanding how the industry works as a whole.

5. What helps Focus stand out from the crowd?

Louis: Focus has been around for over 25 years and is a founding member of the MGAA, which I believe gives us a reliability and stability that brokers appreciate. Also, the Focus team is close knit - we all look out for each other and help wherever needed.

6. What is the most satisfying part of your job?

Louis: I always love securing a renewal, particularly if it's sizable or we've held it for a long time. It can show that the policyholder values the policy wording, or that we've worked with the broker to secure on the best terms.

Product highlight

Delegated Authority Products



Focus has built up a wide range of Delegated Authorities with our Insurer Partners, enabling us to provide our Brokers with the best possible service.

Contractors Combined Liability



With security provided by our 'A'-rated Insurer Partner and catering for a wide variety of contracting trades.

Contractors Combined



Focus' comprehensive facility for Contractors Combined, brought to you in partnership with Markel, offers a one-stop shop solution for a wide range of construction trades.

7. What would you like to change about the insurance industry?

Louis: Online facilities are good, but dealing with an underwriter directly can ensure that a risk is properly covered. With new developments such as modern methods of construction and regulations around cladding, it's arguably more important than ever for underwriters to assess risks themselves.

8. Who most inspires you and why?

Louis: For me, it's our Principal Underwriter and unofficial quiz team captain, Andrew Bickle because he's very knowledgeable across the board.

9. If you were a Mr Men character, who would you be?

Louis: Mr Daydream - I sometimes get lost in my own thoughts and can often go off on tangents!

10. It's your last meal: what are you having?

Louis: I'm a fan of some spice, so probably a curry. My go-to is a Jalfrezi or a Balti with some naan (and a pint of Cobra!).

Product highlight

Professional Indemnity



Professional indemnity is sought after by professions from all walks of life.

JCT 6.5.1



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