

*Expertise when you need it most*



**ARAG**



## Who we are

When ARAG UK was founded in 2006, the vision was simple yet revolutionary:

“Every individual should be able to assert his or her rights not just those who can afford it”

We are an innovative and highly successful organisation working in partnership with brokers, insurers and solicitors. We provide an extensive range of Before-the-Event and After-the-Event legal insurance products and services, as well as a portfolio of emergency assistance policies. Our highly experienced team, shared values and robust product innovation programme has enabled us to grow consistently year on year. Today, the ARAG brand is recognised in our markets as a symbol of quality and trust, and we are looking to the next chapter in the ARAG story.



## Our Customers

- Solicitors
- Brokers
- Claims management companies
- Litigation funders

### Customer Service

We have always been driven by the need to judge our performance by placing customers and market integrity at the heart of our business. That is why we aim to deliver access to justice through as many channels as possible. We recognise that this will only be possible by ensuring that we provide excellent products and a first-rate service to our customers.

Our approach is underpinned by the acceptance that Treating Customers Fairly is essential in all we do. We support the FCA stance in this area and strive at all times to meet or exceed our customers' expectations.



### Accreditation

We believe that protecting information is critical for the successful management and smooth operation of an organisation and are fully accredited for ISO27001:2013 (Information Security Management System) by URS, a UKAS approved certification body.

This standard is of particular importance in the financial services sector where the protection of information is vital and where high standards have not always consistently been achieved.





## Our Products

- Recourse Complete
- Recourse Options



### MGAA Membersip

ARAG plc is a member of the Managing General Agents' Association (MGAA). The MGAA is a non-profit making organisation that represents UK managing general agents.

The MGAA was formed to give the insurance industry a better understanding of what a managing general agent is and what they contribute to the insurance market. It is a central body that can put members' views to government departments and agencies including the FCA and Parliament. It also represents members' interests in discussions over legislation and regulation which may impact them. In addition it sets best practice guidelines and works actively to improve the Underwriting Agency sector's professionalism, stability and competitiveness.

### ARAG International

Globally, the ARAG Group is a successful quality insurer operating successfully in 18 countries. ARAG SE is the operational holding company for the entire international group. For over 80 years it has evolved into a versatile and innovative insurer with a focus on legal expenses insurance. ARAG SE holds a leading position in many international legal insurance markets. With 4,000 employees, the Group reports total revenue and premium income of over 1.8 billion EUR.



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ARAG is authorised and regulated by the Financial Conduct Authority firm  
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