

17 June 2021

## **DUAL Asset shortlisted for the ESTAS Conveyancer Supplier of the Year award 2021**

DUAL Asset has been recognised for its outstanding customer service to its clients by The ESTAS, the biggest award scheme in the UK residential property industry.

The ESTAS, sponsored by Coadjute honours the best agents, conveyancers, brokers and suppliers in the UK. The awards are powered by the ESTAS online customer review platform, which enables property firms to demonstrate the customer service standards they deliver for their clients.

The ESTAS Supplier Awards recognise supplier firms who have delivered the best customer experience to their respective agency, conveyancer and broker clients in 2020. Now in their 11<sup>th</sup> year, the supplier categories have become an integral part of the annual ESTAS competition providing a badge of excellence, which is instantly recognisable by agents and highlights a supplier's commitment to quality service. Only suppliers who use the ESTAS review platform are eligible for the awards. Reviews can only be completed by clients that have used the services of a supplier for a minimum of two months. The reviews are verified by ESTAS ensuring they provide a genuine guide as to the service performance of the supplier.

A total of 28 supplier firms have made this year's shortlist across various product sectors. A record total of 9,500 reviews were submitted by property professionals across the agency, conveyancing and broker sectors.

The winners will be announced by ESTAS Brand Ambassador Phil Spencer at the 18<sup>th</sup> annual ESTAS Awards on 22<sup>nd</sup> October. Spencer said: "The industry's leading suppliers are instrumental in helping property professionals provide excellent service, they are an extension of that experience so the service they deliver is crucial, it's therefore only right that ESTAS puts the spotlight on their efforts."

Simon Brown Founder of the ESTAS Group added: "The best suppliers to the industry go out of their way to provide exceptional service and they should be recognised for that. We understand that different types of products and services require different service levels so we highlight 'Best in Sector' suppliers as well as the overall Supplier of the Year."

Ian Keith, Managing Director at DUAL Asset commented: "We are thrilled to be recognised for our unique online service for conveyancers, which not only speeds up the process of selecting and purchasing legal indemnity policies, but also offers greater choice with up to four quotes available. We have continued to work hard this year to make our clients' experience even better, so it's fantastic to see this positive feedback."

For more information about ESTAS please visit [www.theestas.com](http://www.theestas.com)

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**Notes to Editors:****ABOUT DUAL ASSET**

DUAL Asset was established in 2013 and is the one of the world's leading international legal indemnity underwriters with an annual gross written premium of over £50m, written across 47 countries. It also created the first and still only legal indemnity comparison site in the market.

**ABOUT DUAL**

DUAL, the specialist underwriting arm of Howden Group Holdings, is the world's largest international underwriting agency\* and Lloyd's largest international coverholder. DUAL is driven by a mission to be the MGA of choice for brokers, clients and carriers, through provision of deep underwriting expertise and global distribution. DUAL's investment in data and technology enables them to deliver innovative products with speed and efficiency from operations in 16 countries to 6,500 broker partners.

DUAL is responsible for gross written premiums of £850 million (\$1.1bn) and employs 700 people in offices across Europe, Asia Pacific and the Americas.

\* Source: DUAL research. For more information please visit [www.dualgroup.com](http://www.dualgroup.com)

**ABOUT HOWDEN GROUP HOLDINGS**

Howden Group Holdings is a leading international insurance group with employee ownership at its heart. Founded in 1994, it comprises Howden Broking, underwriting business DUAL, and data analytics and digital delivery business HX. Howden Group Holdings' businesses operate in 45 countries across Europe, Africa, Asia, the Middle East, Latin America, the USA, Australia and New Zealand and employs over 8,500 people.

For more information, please visit [www.howdengroupholdings.com](http://www.howdengroupholdings.com)

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