

Working at Covéa Insurance

What it's really like

“It's a challenging, vibrant place to work...”

My Career at Covéa Insurance

I joined in February 2000 as a Customer Service Advisor and was promoted to Senior Customer Service Advisor in 2002 where I took on additional responsibilities and produced training materials for my colleagues. In recognition of my skills, in 2003, I was seconded to an internal project to develop a new underwriting system. I was promoted to Claims Team Leader in 2006 in the Total Loss Team where I spent two years focusing upon the quick and accurate settlement of claims.

I came full circle in 2009, when I was given the opportunity to move back to Customer Services as a Team Leader. From here, I continued to lead my team in their aim to achieve service targets and provide excellent customer service.

Following a change in structure in 2014, I took the opportunity to move to work as a Personal Lines Motor Underwriter, a more technical role within the business. I now look at reviewing the underwriting criteria, assessing new opportunities and managing existing broker accounts. This has been a 180 degree change for me in terms of my daily work but yet again shows the different career paths available in the business.



Danny Keast
Motor Underwriter

Education
'A' levels at Ryburn Valley High School, Halifax, West Yorkshire

Why I enjoy working here

Pure and simple: it's the people who work here. I enjoy every single day and although there's a lot of work to be done there's never a day when I don't laugh at one of my colleague's stories or something that has been said on the floor. We are unique at Covéa Insurance in terms of the culture we have, and the reason people stay is largely in part to the colleagues and friends they work alongside. This environment is encouraged from the top down and something I don't hear about when my friends outside of work speak about their workplaces.

What have I learnt from working at Covéa Insurance?

I've grown up here! Since starting as a fresh faced youngster, I've met some of the most important people in my life here. I've learned how to deal with a wide range of people in my management days and a number of other skills that I use daily. It's never boring and as long as you apply yourself, there are so many opportunities to progress to have a varied and successful career.

Why would I recommend Covéa Insurance as a great place to work?

The great working environment at Covéa Insurance and its commitment to its people and its local communities ensures it's a vibrant and challenging place to work. I feel proud to work at Covéa Insurance and be part of its success.

