

# The Eric Robinson Award for Young Person in Business



## Laura Karian

Business: A One Insurance Group



Laura works for A One Insurance Group and her role began with servicing an existing portfolio of clients, maintaining their insurance needs, updating risk information, seeking alternative insurer's quotes and dealing with any midterm changes. This enabled Laura to engage with clients on a face to face and telephone basis.

The clients come from many ethnic backgrounds, so being a good listener, exceptional communicator and interpreter of insurance jargon was paramount for her role within the company.

Laura has developed her role to incorporate a wide range of tasks, evolving new business opportunities and sales initiatives. Her role as Commercial Account Executive is to manage the Pristine account portfolio which specialises in dry cleaner, laundry and launderette businesses; from new business through to renewal, including adjustments and client queries. Laura enjoys making clients happy, going the extra mile and resolving any issues they may have. She strives to keep her product knowledge up to date which enables her to match the clients business needs with the correct product.

Due to her success she is now able to train others, involving more in-depth training of product knowledge, to ensure the same attention to detail and support is provided to clients when she is not available. Laura is very ambitious and would like to work towards a more executive role within the company.

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