

# ARCH RISK MANAGEMENT PLUS

## Frequently Asked Questions (for brokers)

### What is Arch Risk Management Plus (ARM Plus) and who is it for?

Arch Risk Management Plus (ARM Plus) is a tailored risk management solution for Commercial Combined policyholders paying premiums of £15,000 or more. ARM Plus offers a suite of digital risk management systems, unlimited remote implementation support, and flexible “pay-as-you-go” Onsite Risk Consultancy.

### What are the main benefits of adopting ARM Plus?

ARM Plus supports your clients develop and manage risk controls, compliance sign-off, improve processes, reduce costs, and build visibility, accountability, and defensibility for your client's business. The cost-benefit of ARM Plus Solutions can sometimes be as much as the value of the premium.

You can view some of the case studies here to see how businesses have adopted ARM Plus:

■ [Hayley 247 Engineering](#)   ■ [Auto Parts Supplier](#)   ■ [Logistics Technology](#)

### How can I sign up my client to ARM Plus?

To maximise the value of ARM Plus for each client, we have incorporated a personalized onboarding process. During the “sign up” journey, clients, along with their broker, participate in a one-on-one call with the ARM Plus Engagement Team to discuss their priorities, challenges, and needs.

This consultative approach allows us to tailor ARM Plus to deliver exceptional Customer Fair Value and identify non-price and non-cover factors crucial to the client's decision-making process. By investing time in understanding our clients' requirements, we ensure a smooth and rapid deployment of the risk management solution.

### Will existing clients using Arch Business Protection (ABP) automatically get ARM Plus?

If your Arch client currently uses ABP they will automatically move to ARM Plus. If they have access to ABP but haven't used it in the last 12 months they will be invited to re-engage. This will be through the client 1-2-1 Meeting.

### What about clients paying between £7,500 and £15,000, now that Arch Business Protection (ABP) is no longer available for this premium range?

Don't worry. If your clients currently use ABP, they'll automatically transition to ARM Plus, even if their premium falls below the new £15,000 threshold. For existing clients not using ABP, or for any new business clients paying below £15,000 in premium, we've got you covered with Arch Risk Management – our tailored solution for this premium bracket.

## Can I use the client 1-2-1 on New Business (pre-cover) to help identify clients' needs when working with Arch?

Absolutely. Your local Arch broker development relationship manager and underwriters will specifically be looking for opportunities to do this in order to find competitive angles for securing new business for reasons other than cover or price.

## How do I engage clients with ARM Plus?

You can initiate contact with the ARM Plus Team at [armplus@bcarm.co.uk](mailto:armplus@bcarm.co.uk)

Start the [Sign-up process here](http://www.armplus-bcarm.co.uk/sign-up/) - [www.armplus-bcarm.co.uk/sign-up/](http://www.armplus-bcarm.co.uk/sign-up/)

You can also arrange a [client 121 here](http://www.armplus-bcarm.co.uk/book-meeting/) [www.armplus-bcarm.co.uk/book-meeting/](http://www.armplus-bcarm.co.uk/book-meeting/)

## What does the unlimited remote support entail with ARM Plus?

One of the advantages of ARM Plus is that we provide unlimited support to your clients Through phone, email, video, the ARM Plus team is here to help your client as many times as is necessary. We can:

- Set-up and implement the system.
- Roll it-out to the business, including remote training sessions.
- Develop the system to its bespoke to the clients' needs (such as risk assessments, checklists, standard operating procedures, and incident reporting.
- Help the client produce the visibility and data they want over the risk management process.

You can read more about the [support offered here](http://www.armplus-bcarm.co.uk/engagement/) - [www.armplus-bcarm.co.uk/engagement/](http://www.armplus-bcarm.co.uk/engagement/)

## What consultancy support is provided as part of ARM Plus?

The consultancy support is an additional service and can be added to the risk management system in ARM Plus as a chargeable service, for instance:

- Site inspections programmes.
- Developing risk assessments, including Fire and DSEAR in ARM Plus.
- Business continuity planning.
- Training, such as IOSH Managing Safely.

Read more about the [Consultancy Support here](http://www.armplus-bcarm.co.uk/consultancy/) [www.armplus-bcarm.co.uk/consultancy/](http://www.armplus-bcarm.co.uk/consultancy/)

## Are there any sales aids or collateral for ARM Plus?

Yes you can now download all of the relevant sales literature from the [Arch Risk Management Hub](http://insurance.archgroup.com/business/international/uk/risk-management-hub/) [insurance.archgroup.com/business/international/uk/risk-management-hub/](http://insurance.archgroup.com/business/international/uk/risk-management-hub/) , or you can find the information you need on the [ARM Plus website](http://www.armplus-bcarm.co.uk), [www.armplus-bcarm.co.uk](http://www.armplus-bcarm.co.uk), including:

- Our 'Solution Tool Builder' - [www.armplus-bcarm.co.uk/solution-tool/](http://www.armplus-bcarm.co.uk/solution-tool/)
- [Case studies](http://www.armplus-bcarm.co.uk/case-studies/) - [www.armplus-bcarm.co.uk/case-studies/](http://www.armplus-bcarm.co.uk/case-studies/)
- [Unlimited engagement support](http://www.armplus-bcarm.co.uk/engagement/) - [www.armplus-bcarm.co.uk/engagement/](http://www.armplus-bcarm.co.uk/engagement/)
- [Details of add-on consultancy support](http://www.armplus-bcarm.co.uk/consultancy/) - [www.armplus-bcarm.co.uk/consultancy/](http://www.armplus-bcarm.co.uk/consultancy/)