



## HARRINGTON MILLER & CO ARE A FAMILY RUN BUSINESS LOCATED IN HIGH ONGAR, ESSEX



*My name is Lesley Wright, the proud Owner of Harrington Miller & Co with 20 years Industry experience.*

*My team and I are dedicated to offer an excellent level of customer service and will always take the time to talk you through your insurance requirements.*

*We would be delighted to quote on all your current Insurance requirements either by phone, email or in person.*

*Meetings are by pre-arranged appointment – thank you.*

*Lesley*

We provide a broad range of insurances such as:

### COMMERCIAL LINES

- Public Liability
- Employers Liability
- Product Liability
- Office & Shop
- Exhibitors
- Commercial Vehicle
- Goods in Transit
- Machinery and Plant
- Directors and Officers
- Landlords
- Contractors plus many more

### PRIVATE LINES

- Household Buildings and Contents
- Landlords
- Private Motor
- Travel plus many more

**Please feel free to call us on 01277 364510 to discuss your Insurance needs and/or to arrange an appointment**

### HARRINGTON MILLER & CO

Leys Business Centre, Chelmsford Road,  
High Ongar, Essex, CM5 9NW.

TEL : **01277 364510** FAX : **01277 364780**  
**[www.harringtonmiller.co.uk](http://www.harringtonmiller.co.uk)**

# A PERSONAL TOUCH

*Lesley Wright, primary partner at independent insurance brokers Harrington Miller & Co, talks about growing a family business*

## **When did you join Harrington Miller?**

I joined the family business nearly 20 years ago. As the digital age was starting to take off, I helped implement email and the website and to learn all aspects of the insurance industry.

## **Have things changed since then?**

We have built strong relationships with our insurers giving us a vast facility to place policies with the right insurer. In 2016 we changed to a partnership, which means that now my husband Daniel and I are running the business.

## **What sets Harrington Miller apart?**

The company has always been based on recommendation. We have a very personal approach, developing good relationships with all our clients as we feel this enables us to really understand their requirements. When our clients phone they are made to feel comfortable with any question or query they may have. Often we will greet them with their name before they even say who they are.

## **Where do you live?**

Our office is based in High Ongar, but I've lived in Loughton for 30 years.

## **What are common mistakes people make when taking out insurance?**

The biggest problem is underestimating the cover required, especially for people purchasing their first property or starting a new business. Domestic Employers Liability is a legal requirement if you have a nanny, cook, cleaner or gardener. Companies hiring Labour Only Sub-Contractors must count these as staff under the Employers Liability section of their policies. It's a diverse industry and can be confusing. We talk through what's needed and understand what's required in order for a client to protect themselves.



## **What is big in insurance?**

Currently the biggest thing in the industry is cyber insurance. We live in an age where cyber attacks are now commonplace. People tend to think it won't happen to them, but criminal activity is moving more and more to Cyber crime. It's faceless and can be carried out from a completely different geographical area. It can so easily happen to all of us.

## **What do you enjoy about the job?**

I enjoy delivering our clients the correct policy and providing advice specific to each client, Commercial or otherwise. I pride myself on the very high level of service my company provides. Understanding a client's needs is paramount and it is important that this continues throughout the lifetime of each and every policy. My greatest pleasure is simple, supporting the client during a claim, when they need us most. The Insurance Industry is still to this day male dominated, however I have had a very positive experience with both clients and Insurers alike. I am also very proud to be an owner of the business.

## **What are your hopes for the future?**

We are looking to growing in an ever changing market place and to welcome more clients to the facilities we have available. Ultimately, we want to provide the level of service our clients deserve for many years to come.