

About Us

Caledon is an independently owned MGA that brings together a collection of insurance professionals with extensive knowledge and experience of the UK insurance market.

Specialising in home insurance, we provide cover for risks that have a unique, complex or challenging aspect to them which makes it difficult to find a solution from standard insurers.

Caledon MGA UK is part of Caledon Group which invests in a range of specialist broking and underwriting businesses in the general insurance sector.

Why choose Caledon

Our approach is based on five main principles we believe offer our brokers a different approach to specialist underwriting:

1. Underwriting appetite

We specialise in handling complex or unusual risks that often fall outside the appetite of other insurers. By investing time to fully understand each risk, we aim to offer cover wherever possible. Our approach means we welcome the difficult or unique – we underwrite with a problem-solving attitude - assessing every risk on its own merits with a flexible underwriting approach.



2. Experience and knowledge

Our team brings a wealth of industry experience and specialist knowledge - ensuring we take a hands-on approach working with our brokers to grow and develop a mutually beneficial partnership.



3. Commitment to service is a priority

Providing our brokers with the highest levels of service and support is at the forefront of what we do. Our quote portal is designed to capture comprehensive risk information upfront, thus streamlining the process. We aim to deliver faster response times and a more collaborative experience than the norm.



4. Direct access to decision makers

We believe you should be able to speak directly to the people who make the decisions to get the answers and support you need.

No matter what stage of the process, brokers can contact our underwriters directly to ensure a prompt, efficient and hassle-free outcome.



5. A Rated capacity

Our A rated capacity gives you and your clients peace of mind knowing our cover is provided by only the world's leading and most reliable insurers.



Meet the team

Executive

David Whitaker
Managing Director

David started his insurance career in 1990 at United Friendly General Insurance. He enjoyed 10 formative years in underwriting management roles at Hiscox before leading MGA Plum Underwriting from 2007 to 2023, the last 12 years as Managing Director.

E davidwhitaker@caledonmga.co.uk



Finance

Paul Davies
Finance Director

Paul has worked in the insurance industry for nearly 25 years and held board level roles since 2007. He has extensive experience in the MGA marketplace and in insurance broking. Paul is responsible for all finance and compliance operations within Caledon.

E pauldavies@caledonmga.co.uk



Business Development

Steven Bishop
Business Development Director

With over 30 years in insurance, Steve has worked extensively with UK and Irish intermediaries, gaining deep market knowledge and building trusted relationships with brokers throughout the personal lines sector.

E stevenbishop@caledonmga.co.uk
T 07383 125195



Underwriting

Toby Daley
Underwriting Director

With over 30 years' insurance experience and a strong reputation in specialist household underwriting, Toby brings technical expertise, leadership, and market insight to Caledon's underwriting proposition for complex and non-standard household risks.

E tobydaley@caledonmga.co.uk



Operations

Bianca Williams
Operations Director

Bianca has built an extensive career in insurance spanning over two decades. In that time, Bianca has fulfilled a broad portfolio of management roles across Customer Services, Human Resources, and Compliance.

E biancawilliams@caledonmga.co.uk



Claims

David Hole
Home Claims Manager

David has over 40 years' experience in insurance, specialising in claims and complaint management. He was Claims Manager at Plum Underwriting for 8 years and then handled complaints for Brown and Brown (Europe) Group until 2024.

E davidhole@caledonmga.co.uk



Interested in becoming a Caledon Broker?

Get in touch

If you would like to find out more about Caledon and our specialist approach, we'd be delighted to hear from you.

- Email us at brokerdev@caledonmga.co.uk
- Call the team on 0330 057 0260

Apply online to become a Caledon broker

To get access to our broker portal and start quoting, please visit caledonmga.co.uk and complete our online agency application form.

We aim to respond to all agency applications within 24 hours.

Contact us

Underwriting

T 0330 057 0260 **E** underwriting@caledonmga.co.uk

Finance

T 0330 057 0260 **E** finance@caledonmga.co.uk

Claims Enquiries

T 0330 057 0262 **E** claims@caledonmga.co.uk

Business Development

T 0330 057 0260 **E** brokerdev@caledonmga.co.uk

Agency Enquiries

T 0330 057 0260 **E** agency@caledonmga.co.uk

General Enquiries

E contactus@caledonmga.co.uk

Website and Portal Access

caledonmga.co.uk