

Case Study

Shepherd
Compello





Company

Shepherd Compello Limited

Founded

2003

Industry

Insurance broking, underwriting, and specialty risk insurance

Customers

Brokers, insurers, agents, and insured clients across specialty insurance markets

Regions Supported

United Kingdom, North America, Europe, and other international markets (multi-currency global operations)

Primary Challenge

Managing foreign-exchange exposure and operational complexity related to multi-currency premiums, claims, and international payments while scaling internationally

Corpay Solutions

Corpay Cross-Border supports Shepherd Compello with spot FX transactions for day-to-day payments, forward contracts to manage future currency exposure, and efficient multi-currency payment execution supported by FX market insight to help guide hedging and timing decisions.

Key Outcomes

- Structured and actively managed FX risk across multi-currency flows
- Streamlined international payment execution and reduced operational friction
- Improved predictability of financial outcomes despite currency volatility

“The Corpay team understands our needs and keeps everything set up behind the scenes, so we’re always prepared and able to act quickly. They stay consistently responsive, executing trades promptly and efficiently, and support is just a phone call away. We have full confidence in their service.”

- Chris Chapman

Financial Controller, Shepherd Compello



Bringing certainty to cross-border insurance

Insurance turns uncertainty into something that can be understood, priced, and managed.

For Shepherd Compello, that philosophy doesn't stop at underwriting. It shapes how the business approaches every financial decision, including how money moves across borders and currencies.

Operating across European markets supported by Lloyd's and broader international insurance environments, Shepherd Compello focuses on highly specialized risks: transport and agricultural equipment warranties, cyber insurance, and data security. The business knows its craft. What it expects from partners is the same clarity and focus.

A specialist business needs specialized support

Shepherd Compello's expertise lies in insurance — not in tracking currency markets, managing bank processes, or navigating operational friction around international payments.

As the business expanded across the UK, North America, Europe, and beyond, it became clear that traditional banking systems are not always designed for this type of international growth.

Currency exposure is a recurring and material consideration, but the company's focus remains firmly on broking and underwriting performance.

When certainty became non-negotiable

The volatility surrounding Brexit in 2016 sharpened the focus on foreign exchange risk for many industries, including insurance underwriting. Sudden currency movements made it clear that unmanaged FX exposure could quietly erode margins that had been carefully priced.

Rather than reacting to volatility, Shepherd Compello applied the same mindset used in insurance: structure the risk, understand it clearly, and control what can be controlled.

During this period, Corpay Cross-Border was introduced as part of that framework, supporting the business as it scaled internationally.

A multi-currency business, managed with intent

Premiums, claims, and expenses span USD, GBP, EUR, CAD, and other currencies, with about \$50 million converted annually. Most income is received in foreign currencies (primarily USD), while costs are largely in sterling.

Because currency flows vary, Shepherd Compello uses a flexible, judgment-led approach rather than rigid hedging. Forward contracts are used selectively, especially for future cash flows and larger exposures requiring internal approval, while execution through Corpay enables timely, streamlined decision-making.

A relationship, not simply transactions

What differentiates Corpay from traditional banks is not just pricing or speed, but how the relationship works in practice.

Instead of navigating layered approval processes or generic service models, Shepherd Compello has direct access to people at Corpay who understand its business, its risk profile, and its priorities.

Market insight and specialist FX guidance are provided proactively, ensuring the business is regularly updated on relevant market movements or developments that may affect its bottom line. This ongoing visibility reduces the need for continuous internal monitoring of FX drivers and is invaluable in helping the finance team anticipate exposures, make informed decisions at the right time, and manage currency risk more effectively.

The result is confidence without distraction. The finance team stays informed but focused, applying insight when it matters, not spending time searching for it.

Removing friction from everyday payments

Beyond larger FX decisions, Corpay also simplifies smaller international payments, transactions that are often more costly and time-consuming when made through traditional banks.

Faster execution, fewer delays, and a consistent point of contact remove operational friction from day-to-day activity. Time saved is redirected toward managing underwriting performance and supporting business growth.

Focus where it matters

Pricing is regularly benchmarked and execution continually assessed, but consistency and understanding remain decisive. With the right structure and support in place, Shepherd Compello manages currency exposure with confidence, without allowing it to distract from underwriting performance.

Foreign exchange risk is controlled, international payments are streamlined, and financial outcomes remain predictable. That clarity allows the business to stay focused on what it does best. In an industry built on managing uncertainty, that focus matters.

Together, these foundations position the business to support its continued international growth with confidence.