

2020 NIBA Broker Market Survey





















An online survey comparing 18 Australian general insurers and agencies

- Online survey – average completion time of 24 minutes
- Completed from 29 July to 3 September 2020
- 536 brokers participated

- Respondents were asked about their experiences with Liberty Specialty Markets, Chubb, Lloyd's, Allianz, AIG, CGU, Hollard Commercial Insurance, Vero, QBE, Berkshire Hathaway, Zurich, Berkley, Global Transport, NTI, Dual Australia, UAA, Sportscover and Pen Underwriting.

Insurance brokers who partnered with Liberty rated us their preferred underwriter across a range of categories

TWENTY-THREE 1ST PLACE RANKINGS

 Is a trusted partner*	Account Management	Best Broker Experience	Claims Experience	Product Experience
	 Account management overall satisfaction	 Underwriting overall satisfaction	 Staff are knowledgeable about what the product covers in the event of a claim	 Underwriting flexibility
	 Is a brand that delivers on promises	 Work with me to find a solution for my client		 Ability to tailor a policy to suit my client's needs
	 Overall satisfaction*	 Understand underwriting for my client's needs	Brand Experience	 Product coverage and wording that suits the needs of my client
	 Overall opinion versus other insurers*	 Have expert knowledge in specific product areas	 Develops and maintains strong relationships	 Policy conditions and cover
	 Responsiveness	 Takes the time to learn about my business and client needs	 Are comfortable having complex or challenging conversations	
	 Strong product knowledge and technical expertise	 Communicate when underwriting appetite has changed		

* Liberty Specialty Markets shares the first place ranking with other insurers in these categories.

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TWENTY-THREE 1ST PLACE RANKINGS



Is a trusted partner*



Is a brand that
delivers on promises



Overall Satisfaction*



Overall Opinion
versus other insurers*



Responsiveness



Account Management
Overall Satisfaction



Responsiveness to my needs
and the needs of my clients



Takes ownership for resolving
my business issues and follows
through on commitment



Willingness to negotiate for
the benefit of my client



Takes the time to learn
about my business
and client needs



Strong product knowledge and
technical expertise

Account Management



Underwriting overall
satisfaction



Work with me to find
a solution for my client



Understand underwriting for
my client's needs



Have expert knowledge in
specific product areas



Are comfortable having complex
of challenging conversations



Communicate when underwriting
appetite has changed

Best Broker Experience



Staff are knowledgeable
about what the product covers
in the event of a claim



Develops and maintains
strong relationships



Underwriting flexibility



Ability to tailor a policy to
suit my client's needs



Product coverage and
wording that suits the needs
of my client



Policy conditions and cover

Claims Experience

Brand Experience

Product Experience

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Is a trusted partner*	Is a brand that delivers on promises	Overall Satisfaction*	Overall Opinion versus other insurers*	Responsiveness


Account Management

					
Account Management Overall Satisfaction	Responsiveness to my needs and the needs of my clients	Takes ownership for resolving my business issues and follows through on commitment	Willingness to negotiate for the benefit of my client	Takes the time to learn about my business and client needs	Strong product knowledge and technical expertise

Best Broker Experience

					
Underwriting overall satisfaction	Work with me to find a solution for my client	Understand underwriting for my client's needs	Have expert knowledge in specific product are	Are comfortable having complex or challenging conversations	Communicate when underwriting appetite has changed





Claims Experience


Staff are knowledgeable about what the product covers in the event of a claim

Brand Experience


Develops and maintains strong relationships

Product Experience

			
Underwriting flexibility	Ability to tailor a policy to suit my client's needs	Product coverage and wording that suits the needs of my client	Policy conditions and cover
























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