



Rated by brokers as Australia's leading general insurer across 95% of categories

Liberty wins major award for the fourth year in a row

For the 4th consecutive year the NIBA Broker Market Survey affirms that Liberty continues as Australia's leading general insurer, ranked first in 40 of 42 categories and taking a clean sweep of all categories across Claims, Underwriting, Account Management and Brand.

RANKED 1ST IN 40/42 CATEGORIES

Overall – 1st in 10 categories

-  Trusted partner
-  Overall satisfaction
-  Delivers on promises
-  Value for money
-  Overall opinion versus other insurers
-  Responsiveness
-  Net promoter score
-  Corporate reputation
-  Trust
-  Unlikely to shift due to price

Claims – 1st in all 8 categories

-  Claims overall satisfaction
-  Assessors act and behave in a professional manner
-  Staff proactively communicate progress of the claim
-  Quick and efficient assessment process
-  Staff are knowledgeable about what the product covers in the event of a claim
-  Ensure claims resolution is timely
-  Range of channels to make a claim
-  Single point of contact dealing with the claim



Underwriting – 1st in all 6 categories

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

Account management – 1st in all 6 categories

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

Brand – 1st in all 6 categories

-  Is easy to deal with
-  Truly partners with me
-  Brand I have confidence in
-  Provides solutions for mutual growth
-  Cares for its customers
-  Develops and maintains strong relationships

Underwriting flexibility – 1st in 4 categories

-  Underwriting flexibility
-  Policy conditions and cover
-  Ability to tailor a policy to suit my client's needs (eg, customise options)
-  Product coverage and wording that suits the needs of my client

LIBERTY IS RECOGNISED AS THE LEADING GENERAL INSURER IN 40 OUT OF 42 PERFORMANCE CATEGORIES.

libertyspecialtymarkets.com.au

The independent NIBA Broker Market Survey was conducted from 29 July to 19 August 2024 and compared 24 insurers and insurance underwriting agencies in Australia. Liberty Specialty Markets is a trading name of Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605; AFSL No. 530842 (for claims handling and settling services only)) incorporated in Massachusetts, USA (the liability of members is limited).