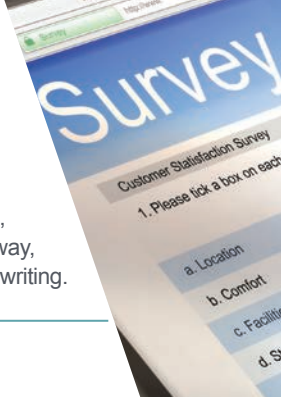


2020 NIBA Broker Market Survey

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

	Account Management	Best Broker Experience	Claims Experience	Product Experience
 Is a trusted partner*	 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	 Responsiveness to my needs and the needs of my clients	 Work with me to find a solution for my client		 Ability to tailor a policy to suit my client's needs
 Overall satisfaction*	 Takes ownership for resolving my business issues and follows through on commitment	 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*	 Willingness to negotiate for the benefit of my client	 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 of 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.