



2022 NIBA Broker Market Survey

An online survey comparing 12 Australian general insurers

- Online survey – average completion time of 24 minutes
- Completed from 25 July 2022 –19 August 2022
- 706 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.



Liberty wins a major award second year in a row

Insurance brokers who partnered with Liberty rate us their preferred underwriter across more than 2/3rds of all surveyed categories. In 2022, Liberty leads overall satisfaction across all general insurers for underwriting, account management and claims.

RANKED 1ST PLACE IN 29 CATEGORIES

Overall	Underwriting	Account Management	Product Experience	Claims
Trusted partner*	Underwriting overall satisfaction	Account Management overall satisfaction	Underwriting flexibility	Claims overall satisfaction
Trust	Understand underwriting for my client's needs	Strong product knowledge and technical expertise	Ability to tailor a policy to suit my client's needs (eg, customise options)	Staff are knowledgeable about what the product covers in the event of a claim
Overall satisfaction	Have expert knowledge in specific product areas	Responsive to my needs and the needs of my client	Product coverage and wording that suits the needs of my client	Single point of contact dealing with the claim
Cares for its customers	Are comfortable having complex or challenging conversations	Takes ownership for resolving my business issues and follows through on commitment	Policy conditions and cover	Ensure claims resolution is timely
Brand I have confidence in	Work with me to find a solution for my client	Willingness to negotiate for the benefit of my client		Quick and efficient assessment process
Unlikely to shift due to price		Takes the time to learn about my business and client needs		Staff proactively communicate progress of the claim
Overall opinion versus other insurers				Assessors act and behave in a professional manner

* Liberty shares the first place ranking with another insurer in this category.