

For Mutual Advantage

2021 NIBA Broker Market Survey

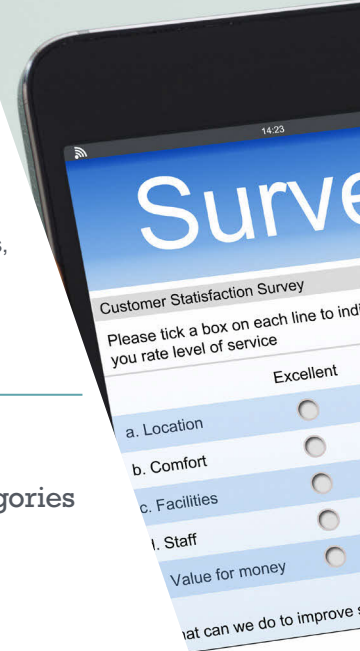
An online survey comparing 12 Australian general insurers

- Online survey – average completion time of 24 minutes
- Completed from 30 July to 14 September 2021
- 701 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 was voted the 2021 NIBA General Insurer of the Year

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



TWENTY 1ST PLACE RANKINGS


Overall

-  Net promoter score
-  Responsiveness
-  Trusted partner*
-  Trust
-  Best broker experience
-  Unlikely to shift due to price
-  Delivers on promises
-  Corporate reputation
-  Relationship strength



Underwriting

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


Account Management

-  Strong product knowledge and technical expertise

Product Experience

-  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
-  Policy conditions and cover

Claims

-  Staff are knowledgeable about what the product covers in the event of a claim
-  Single point of contact dealing with the claim

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





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NINE 2ND PLACE RANKINGS


Overall

 Overall satisfaction


 Value for money

Underwriting


 Work with me to find a solution for my client


 Underwriting flexibility overall rating

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


 Takes the time to learn about my business and client needs

Claims


 Ensure claims resolution is timely**


ELEVEN 3RD PLACE RANKINGS


Overall


 Overall opinion versus others

Brand


 Is a brand I have confidence in


 Is easy to deal with


 Cares for its customers


 Provides solutions for mutual growth


Claims

 Claims overall satisfaction


 Quick and efficient assessment process

 Staff proactively communicate progress of the claim

 Assessors acting and behaving in a professional manner

 Range of channels to make claim

Account Management

 Willingness to negotiate for the benefit of my client

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