

UK P&I CLUB The logo consists of two overlapping speech bubbles. The left one is blue with a white square inside, and the right one is yellow with a black circle inside.

Member and Broker Survey
Key Findings Listening to what
members and their brokers
have to say about the Club

UK P&I CLUB
IS MANAGED
BY **THOMAS
MILLER**

Highlights

Member and broker satisfaction with the Club is very high; above average for the service sector.

72%

of members gave the club a score of 8, 9 or 10 out of 10 for overall satisfaction.

57%

of brokers gave the Club scores of 8 or above for overall satisfaction.

90%

of members said they believed the Club's performance was either the same or better than last year.

70+%

of members scored the UK Club higher than any of the other clubs on global coverage, quality of people and expertise and industry leadership.

We've listened to these and other comments and they are being addressed.



Introduction

The Board and managers of the UK P&I Club are committed to improving the Club and its performance, listening to what members and their brokers have to say about the Club.

This year the Club carried out a member and broker satisfaction survey the purpose of which was to assess member and broker satisfaction in a number of key areas of performance and to identify those areas where the Club might improve.

The survey questionnaire used was devised from feedback obtained through a number of one to one interviews with members and brokers.

The survey was carried out on the Club's behalf by Circle Research, an independent market research company.

Who did we survey?

In total, 280 individuals were interviewed at random representing 34 brokers and over 140 member companies.

The sample was segmented to ensure that those interviewed were representative of the membership both in terms of size, geographic region, types of ships operated as well as individuals' roles within their respective organisations.

Overall satisfaction is high

When members and brokers were asked how satisfied they were with the Club overall on a scale of 1 to 10, the average member satisfaction score was a very high 8.14, well in excess of average satisfaction scores in the service sector.

The response from members was extremely positive with 16% of members giving the Club top marks and 56% of members scoring the Club at 8 or 9 out of 10. Less than 1% of those surveyed scored the Club's performance below 5.

Broker scores were slightly lower but still very high with an overall satisfaction score of 7.58 with 57% of brokers scoring the Club 8 out of 10 or above.

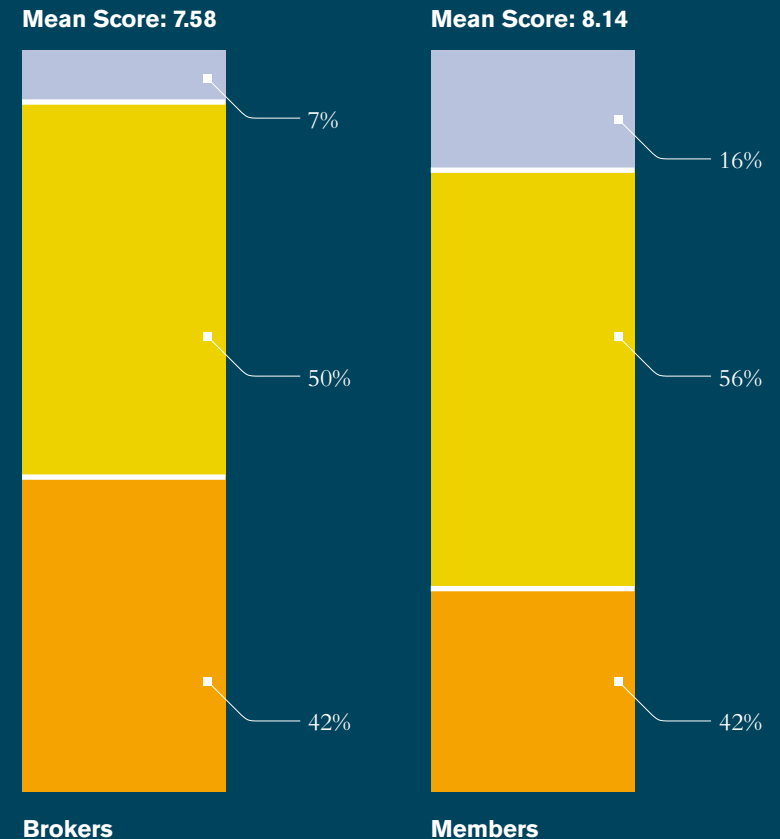
Key features

The survey asked members and brokers what they thought were the most important features of dealing with an insurer and how the UK Club performed on those features.

The message that came across clearly was that the Club's international office network, expertise in dealing with members' issues and understanding of the member's businesses was something that members and brokers all rated highly in terms of importance to them.

The Club's performance on these important measures was rated in excess of 8/10 by members and brokers. Other highly rated and important features included the Club's Risk Management programme which scored 8.45/10 with members and 7.94 with brokers.

Overall Club satisfaction



Scores out of 10
5-7 8-9 10

Fig 1: Broker and member average satisfaction scores

85%

of members placed the UK Club in the top 1, 2 or 3 position for global coverage.

79%

of members stated the UK club was in the top three for industry leadership.

80%

of members thought the UK club was the best or in the top three for significant tonnage.

A leading position

Those interviewed were also asked which individual clubs they most associated with a particular feature and the number of times individual P&I clubs were cited was recorded.

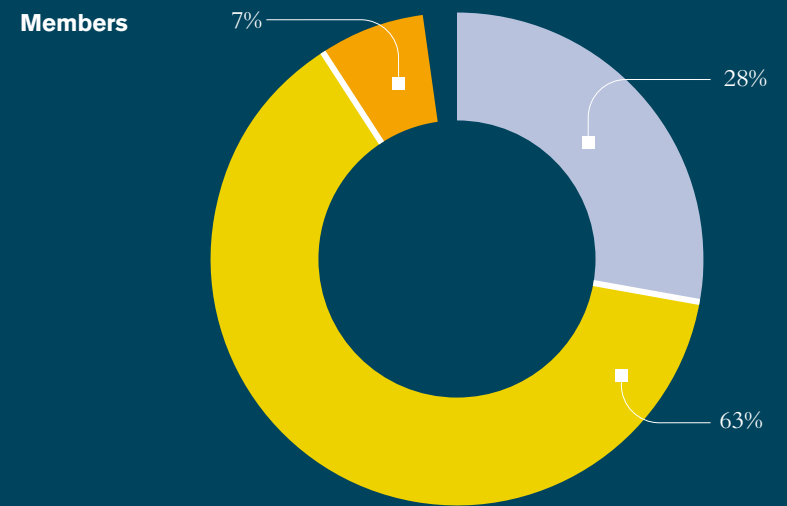
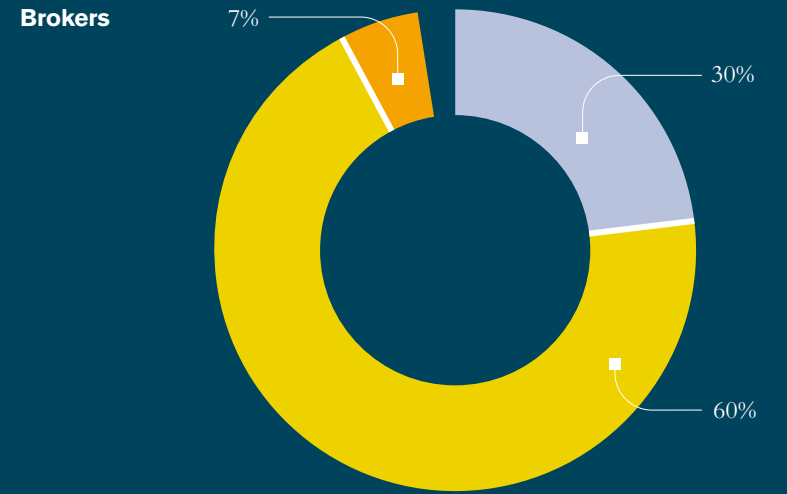
The UK Club scored highest with members compared with all P&I clubs on perceptions of global coverage, quality of people and expertise and industry leadership, scoring over 70% on all these measures.

This was confirmed by the proportion of members interviewed who stated that they regarded the Club as being the best or in the Top 2-3 clubs for: Global Coverage (85%), Quality of Staff and Expertise (80%), Significant Tonnage (80%) and Industry Leadership (79%).

Annual performance consistent and improving

The survey also asked members and brokers how the Club's performance was seen compared with 12 months previously. It was gratifying to see that 30% of brokers and 28% of members considered that the Club's performance had improved and 60% or more thought that it had remained the same as the year before.

Annual performance



■ Better ■ Same ■ Worse

Fig 2: Club performance

80%

of members felt their contact with the Club's claims staff was just right.

71%

of brokers said their contact with the Club's underwriters was just right.

Still scope for improvement

Listening to members and their brokers, we learned that there were some areas where the Club could still improve. While over 80 per cent of members felt that their contact with claims staff was about right, both members and brokers expressed a desire for more contact with the Club's Loss Prevention staff.

Moreover, both members and brokers expressed an interest in a continuing dialogue with Club senior management and in particular the broking community clearly has expectations of a close working relationship with the managers.

We have taken this feedback from the members and brokers on board and are now working on a number of initiatives to improve contact between our Loss Prevention staff and members and brokers. Similarly, we are looking at ways that we can maintain and improve the dialogue between Club management and members and brokers.

The difficult period that the Club went through a few years ago negatively affected perceptions of the club on some measures but the UK Club today is financially much stronger than in 2008.

Conclusions

We are very grateful to all who took part in this survey and gave their time to share their opinions with us. We are determined to use the findings of the survey to make the UK P&I Club an even better club for the future and to develop further those features of the club that member and brokers told us were most important to them.

While we are naturally pleased to learn that there are many things about the club that our members and brokers like, we also feel that this is no reason to be complacent and there is always scope for improvement. We will be working hard to improve all areas of the Club's performance so that the Club scores even higher in the next member and broker survey.

If you have any questions or comments regarding the member and broker survey please get in touch with your usual Club contact.

Listening to you.

The survey we conducted was designed to generate views from a representative sample of members and brokers. But inevitably in a survey of this type there are going to be people who did not participate in it.

So if you didn't get a chance to make your views known, please feel free to contact us at UK P&I Club. We welcome your feedback. Please get in touch with your usual Club contact.

UK P&I CLUB



Thomas Miller P&I Ltd
London
Tel: +44 20 7283 4646
Fax: +44 20 7283 5614

Thomas Miller (Hellas) Ltd
Piraeus
Tel: +30 210 42 91 200
Fax: +30 210 42 91 207/8

Thomas Miller
(Americas) Inc
New Jersey
Tel: +1 201 557 7300
Fax: +1 201 946 0167

Thomas Miller
(Hong Kong) Ltd
Hong Kong
Tel: +852 2832 9301
Fax: +852 2574 5025