

Member and Broker Survey 2013

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INTRODUCTION

Because we continually strive to maintain the very highest levels of service and support, we place particular value on the opinions of our Members and brokers. Our satisfaction survey has become an essential yardstick of our performance. We hope you find this topline summary of the 2013 results an illuminating snapshot of who our Members are and what they want.

Our survey methodology

Our Member and broker survey assesses satisfaction across a number of key performance areas, identifying specific issues where the Club can improve.

We devised the survey questionnaire using feedback from one-to-one interviews with Members and brokers. The survey was carried out on the Club's behalf by an independent market research company.

Who did we survey?

In total, 259 individuals were interviewed at random to provide a representative sample of Member companies and brokers. The sample was segmented to ensure that those interviewed were representative of the membership and brokers in terms of size, geographic region, types of ships operated and the different individual roles within Member and broker organisations.

LISTENING TO YOU

The Club's satisfaction survey remains an important part of our commitment to being the leading, ship owner-controlled provider of P&I insurance. But a survey can only tell us part of the story. So we never stop listening to our Members' views.

Have your say

Inevitably in a survey of this type, some Members were unable to participate. If you were not able to make your views known, please get in touch with your usual Club contact. We always welcome your views and suggestions

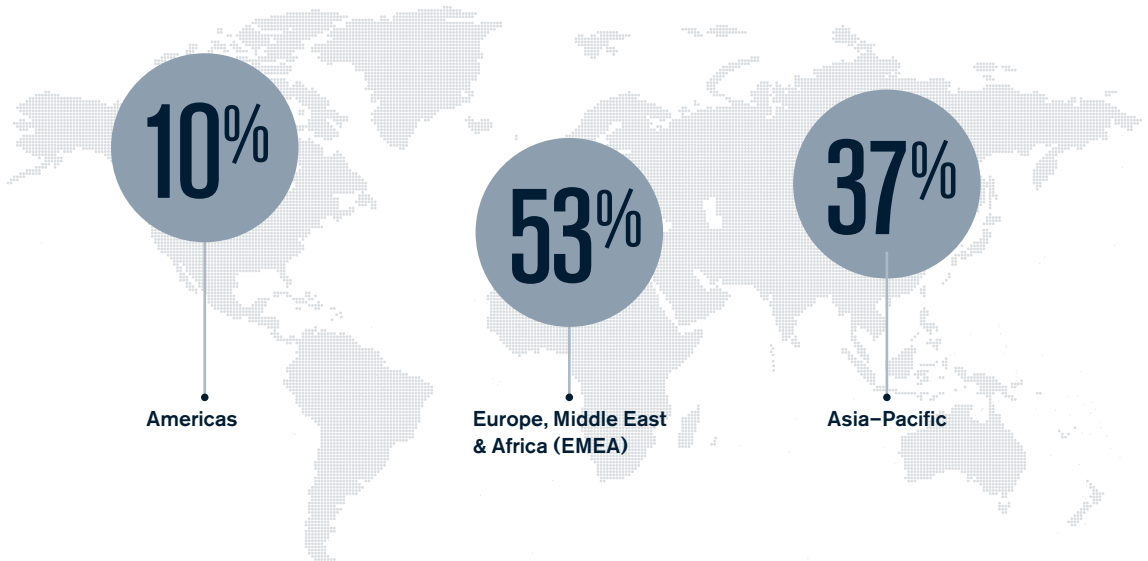
Please also be aware that this booklet is just the start of a new and ongoing initiative to seek your opinions on the Club's service and support for Members. Executives from the Club's managers, Thomas Miller, will be meeting Members – collectively and individually – over the coming year to listen to and take note of those opinions.

YOUR CLUB

The Club remains committed to being the leading shipowner controlled provider of P&I insurance. That is the guiding principle and affects everything the Club does.

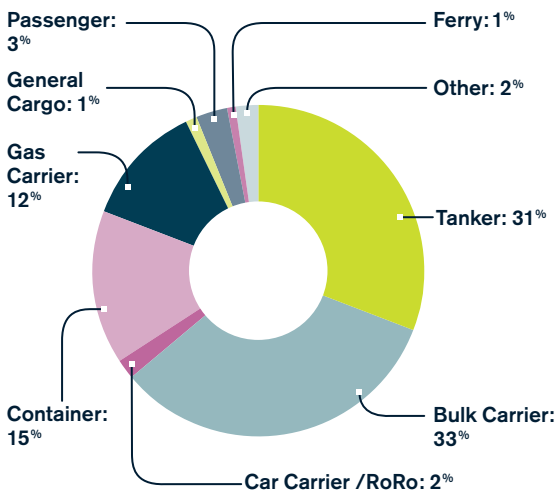
Current geographical and trade profile of Club membership at 20/2/2013

(Geographical regions %)



Trade Profile 20th Feb 2013

(Share of total GT)



Age Profile

38% of the fleet is less than 4 years old

27% of the fleet is between 5-9 years

8% of Club fleet is over 20 years old

WHAT DO MEMBERS EXPECT FROM A CLUB...

As the Member Survey aims to establish what the Club must do to improve performance we asked Members to define, and then rate their satisfaction on, the top 10 most important factors when dealing with their Club.

The most important attributes when dealing with an insurer

1	Financial stability	(7.99)
2	Speedy claims resolution	(7.77)
3	Strong relationship with Members	(8.26)
4	The best risk management and loss prevention advice	(8.07)
5	Understanding Members' business priorities	(7.79)
6	Broad network of offices & correspondents	(8.49)
7	The highest quality of people across all levels in the Club	(7.79)
8	Protecting Members from unbudgeted calls	(7.55)
9	Transparent and easy-to-understand processes	(7.81)
10	Underwriting excellence	(7.89)

Attributes in order of priority

Evaluation of performance in each of the attributes (rated out of 10)

COMMUNICATING WITH MEMBERS

We asked our Members what industry issues needed the Club's guidance and then rate their satisfaction with our advice.

88%

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

96%

of Members said the Club's performance was the same or better than last year

84%

of Members felt their contact with the Club's underwriting staff was just right.

The top 10 industry issues on which members require information

1	Legal and contractual advice	(4.02)
2	Piracy/Crime	(3.88)
3	International sanctions	(3.92)
4	Crewing and personnel	(3.86)
5	Insurance regulation	(3.84)
6	Other loss prevention	(3.83)
7	Environmental legislation	(3.88)
8	Shipboard risk management	(3.80)
9	Cargo preparation and stowage	(3.88)
10	Port state control	(3.77)

Issues in order of priority

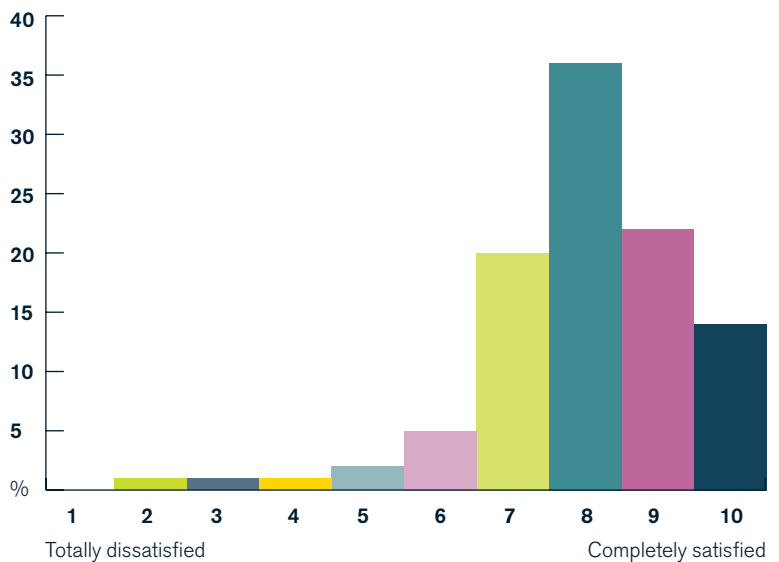
Evaluation of performance (rated out of 5)

OVERALL SATISFACTION

We also asked our Members to rate the Club overall, to tell us how satisfied they were with all aspects of service.

Member Survey scores for satisfaction with all aspects of service

(Percentage of Members giving each of the potential scores ranging from 1 = Totally dissatisfied 10 = Completely satisfied)



The UK Club relative to its International Group peers

We are aware that Members have a choice of P&I clubs. Many Members have entries in more than one P&I club. We asked our members whether they believed the Club to be in the top 3 Group clubs in key areas.

(Members in agreement %)



Global coverage



Risk management



Industry leadership



Quality of staff and expertise



Capable underwriting



Claims performance



Financial stability



Processess

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

Thomas Miller (Hellas) Ltd
Piraeus
Tel: +30 210 4291 200
Fax: +30 210 4291 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