

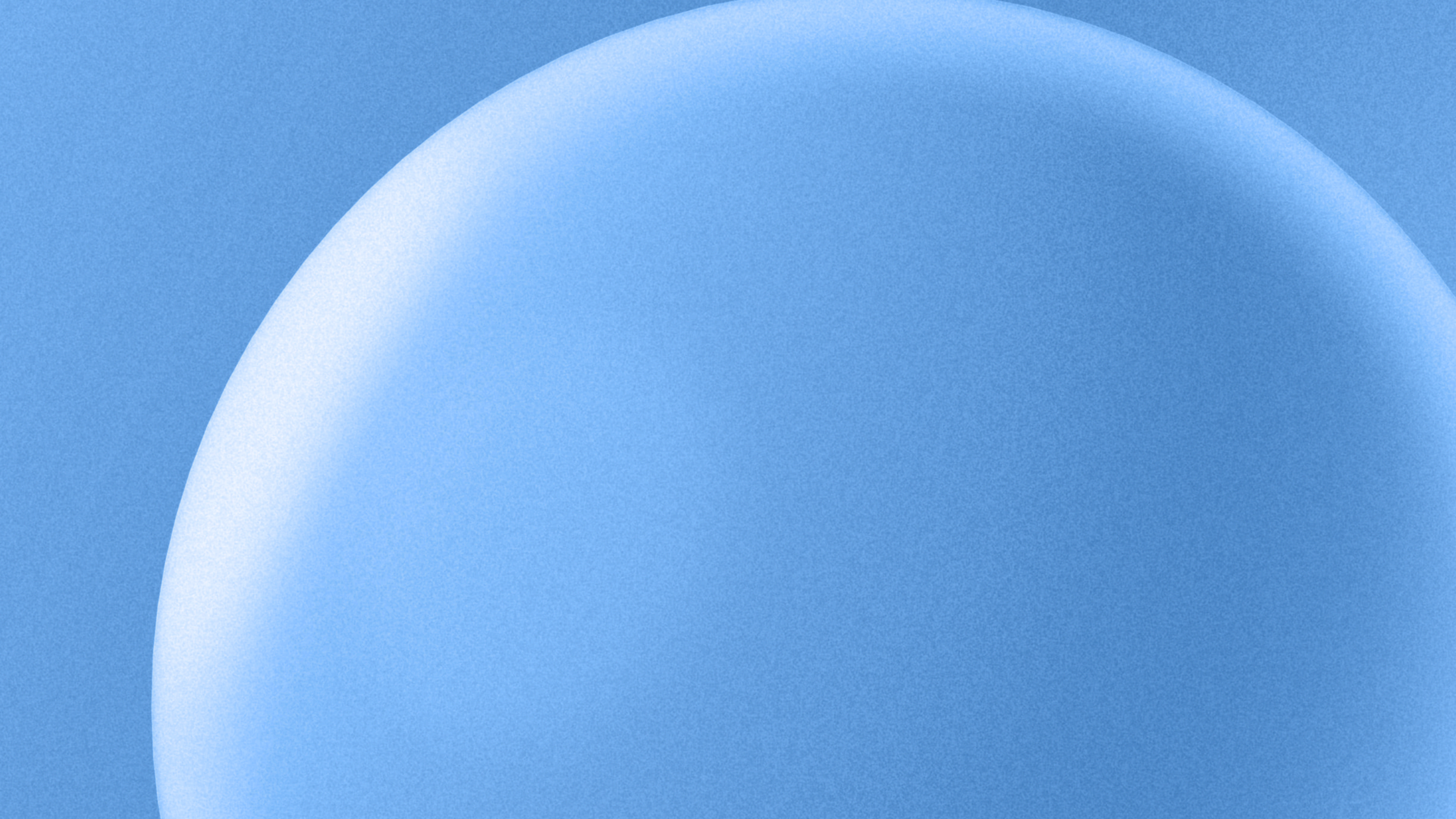
# BERMUDA CLAIMS MONITOR

providing critical insight into expectations and service delivery, from the perspective of the brokers working with Bermuda insurance claims operations



Gracechurch.









## Background

Claims service is important globally, and an increasingly important part of the insurance proposition including at the point of sale.

Understanding expectations and perceptions of claims service within the Bermuda (re)insurance market is no exception, and yet there is a lack of object benchmark of claims service, against which you can measure your ongoing performance.



## Why does it matter?

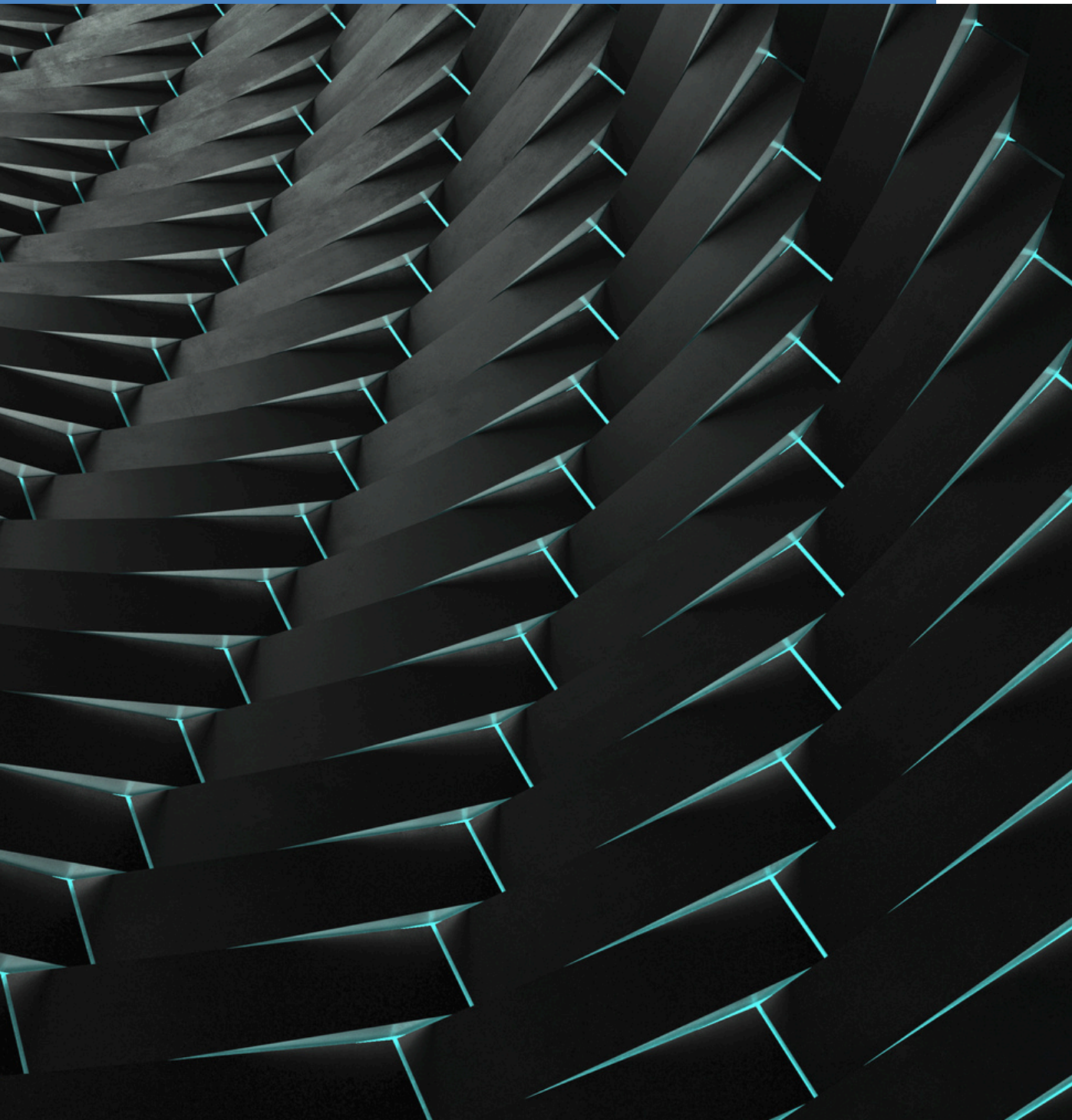
Claims service is a critical component of the (re)insurance value proposition—especially in Bermuda, a global hub for risk expertise. But despite its significance, there's no consistent benchmark to assess performance and build stronger claims brands. That's where the Bermuda Claims Monitor comes in.



## How does it work?

We conduct detailed interviews with a representative cross-section of claims brokers in the Bermudal Market.

We then compile the results into various dashboards and offer in-person or online reporting where we discuss performance and issues emerging to help you and your team focus on the improvements that will make the greatest difference.





# What's included



Two actionable  
reports per year



Data from  
Bermuda-  
focused claims  
brokers



NPS ranking  
(and detailed  
service metrics)



Questions  
specific to the  
Bermudan  
market



# Interested?

Speak to a member of the Gracechurch team to discuss your requirements. We can tailor research and advisory packages that will get the measurable results you need.



# Contact us



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