

2024 CORE REPORTS TIMETABLE

London & UK Claims Monitor and London & UK Insurers Monitor

Monitor	Work Period	Date Available
London & UK Claims Monitor Q1, 2024	Jan - Mar	11 Apr, 2024
London & UK Claims Monitor Q2, 2024	Apr - Jun	11 Jul, 2024
London & UK Claims Monitor Q3, 2024	Jul - Sept	10 Oct, 2024
London & UK Claims Monitor Q4, 2024	Oct - Dec	12 Dec, 2024
London Insurers Monitor W1, 2024	Jan - Jun	25 Jul, 2024
London Insurers Monitor Full year, 2024	Jul - Dec	19 Dec, 2024
UK Insurers Monitor Full year, 2023	Aug - Jan	29 Feb, 2024
UK Insurers Monitor W1, 2024	Feb - Jul	12 Sept, 2024
UK Insurers Monitor Full year, 2024	Aug - Jan	6 Feb, 2025

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London & UK Claims Monitor

What's included:

Market context, competitor benchmarks (including awareness, NPS and service) and detailed feedback on your company service strengths and weaknesses, including standout individuals.

The full year report is more detailed, with additional statistical analyses and more granularity by main business lines.

Who's involved:

Between 75 and 100 Claims Brokers, Heads of Claims and Claims Directors working in London / the UK market are surveyed each quarter. Results are presented as a Moving Annual Total.

London Insurers Monitor

What's included:

Detailed report showing the relative position of c40 insurers in the London market. Competitor benchmarks covering: awareness, usage, future shortlisting, brand profiling (personality and positioning) and NPS, all analysed by business lines. Market context, and detailed feedback on your company service strengths and weaknesses and leading underwriters.

Two reports per year. The full year report is more detailed, with additional statistical analyses and more granularity by main business lines.

Who's involved:

Around 350 producing / placing brokers in the London Market are surveyed across the year, split into two equal parts.

UK Insurers Monitor

What's included:

Detailed report showing the relative position of c25 insurers in the UK market. Competitor benchmarks covering awareness, usage, future shortlisting, brand profiling (personality and positioning) and NPS, all analysed by business lines. Market context, and detailed feedback on your company service strengths and weaknesses and leading underwriters.

Two reports per year. The full year report is more detailed, with additional statistical analyses and more granularity by main business lines.

Who's involved:

Full year: Around 500 placing / producing brokers operating in the UK regional market & those working directly with insurers and clients.