



LONDON CLAIMS MONITOR

Helping claims leaders build
superior claims brands



Gracechurch.

A decorative graphic on the left side of the slide, consisting of several overlapping, semi-transparent blue shapes in various shades of blue, creating a layered, geometric effect.

London Market Claims Monitor

Launched in 2009, the London Claims Monitor provides critical insight into various aspects of a clients' claims service, from the perspective of the London claims broker.



What's the purpose of the London Claims Monitor?

To diagnose the specific issues affecting claims service performance and reputation.

Providing actionable, fact-based recommendations on how to improve service, build your claims brand and promote your strengths.

How does it work?

Using our comprehensive database of claims specialists, we continuously survey the market to create a representative and empirically robust study of claims performance.

This gives insurers an entirely objective and clear insight into their performance relative to the competition.



	2016	% Growth
Product A01	108,287	+17%
Product A02	97,828	+17%
Product A03	128,818	+42%
Product B01	278,161	+79%
Product B02	11,827	+18%
Total	623,921	

	2015	2016
Product A01	9,714	38,812
Product A02	107,812	108,287
Product A03	86,815	97,828
Product B01	123,818	128,818
Product B02	188,128	278,161
Product B03	10,283	11,827
Product B04	47,828	107,812

Why is it important to monitor your claims service?



Client expectations and competition are constantly evolving: knowing where to focus is vital for measuring performance against objectives. It also creates efficiency, helping you to know where and when to apply resource to achieve objectives. It also helps teams understand and prioritise the actions and behaviours that make the 'boat go faster'.

At a glance

The evidence presented in the London Claims Monitor is unbiased and independent so you can trust our recommendations. We report regularly and in detail, so you can monitor your performance in real-time.

The stats for the London Claims Monitor per year:



600

Claims brokers interviewed



10

Business lines covered



4

Reports released per annum



6

Focus groups

Key Measures & Data Evidence

for the London Claims Monitor:



Net Promoter Score

Comparative performance on NPS showing 'Promoters' and 'Detractors'



Claims Brand

Measuring brand favourability and awareness



Business Line Performance

Detailed business line service performance analysis



Service ratings

Ratings of performance on detailed attributes including speed, commerciality, communications and relationships

25+ insurers measured

in the London Claims Monitor including:

AIG

AGCS

Argo Global

Atrium

AXA XL

Axis

Beazley

Brit Global Specialty

Canopus

Chubb

CNA Hardy

Convex

Hiscox

Markel

MS Amlin

Munich Re

QBE

Swiss Re

Tokio Marine Kiln

Travelers

Zurich

Please contact us for the full list



Service Quality Marque Background

Launched in 2017, the Service Quality Marque is awarded to insurers that excel in consistent claims service quality based on the Gracechurch Claims Monitor.

**What is the
benefit of
the SQM?**

**The Service Quality
Marque gives leading
insurers the opportunity
to independently evidence
their market standing.**



Service Quality Marque

The specialty insurance markets' independent service ratings.



We offer Claims Service Quality Marques (SQMs) for the London Market and UK Regional Market.

Service Quality Marque achievers include:



The SQM is awarded to companies who have a consistent high service performance.

These companies achieve positive experiences over 80% of the time.

With the London Market Claims Monitor you receive:

- Market benchmarks
 - Claims reputation
 - Claims service satisfaction
 - Detailed performance
 - Key drivers of claims service satisfaction
 - Service ratings
 - In depth bespoke analysis of performance and recommendations
-

Earning the Service Quality Marque

If your service attains the outstanding grade, you will have the option to license the Service Quality Marque badge to share your success publicly.

Using the data and our expert advice we will support you to improve your claims performance ensuring your strategies are in line with the needs of the market.

**Prove your service quality.
Build your claims brand.**

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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