



UK CLAIMS MONITOR

Helping claims leaders build
superior claims brands



Gracechurch.

An abstract graphic consisting of several overlapping blue shapes. A large, dark blue vertical rectangle is on the left. To its right, a lighter blue shape with a diagonal cutout is visible. Further right, another light blue shape with a curved bottom edge is partially shown. The background is a light gray gradient.

UK Claims Monitor

Launched in 2013, the UK Claims Monitor provides critical insight into various aspects of a clients' claims service, from the perspective of the UK Regional Market claims Broker.



What's the purpose of the
UK Claims Monitor?

**To identify the specific
attributes/features of
the claims service
which create
positive/negative
impact on the client's
overall NPS rating.**

How do we do this?



Gracechurch has the largest independent database of claims specialists and brokers – many of whom provide individualized feedback on our clients, and other market leaders, to provide a first-hand account of how services can be improved.

Why is it important to monitor your claims service?



In an ever-changing market, so too are your client's needs; the UK Claims Monitor provides detailed findings on current market trends i.e. which factors of a claims service individual brokers currently regard as most important – this provides you with an informed platform from which to make decisions on adapting the service you provide to suit the current needs/desires of your clients.

At a glance

The evidence represented in the UK Claims Monitor is unbiased and independent so you can trust our recommendations. We run these Reports frequently and with specially targeted audiences to ensure a reliable and representative view of the market.

The stats for the UK Claims Monitor per year:



600

Baseline respondents



10

Business lines covered



4

Reports released



3

Focus groups

Key Measures & Data Evidence

for the UK Claims Monitor:



Net Promoter Score

Allows cross company comparisons of service NPS performance



Market comparisons

Measures an organisation's reputation & top-of-mind awareness



Usage

Identifies the use of technology-based services



Service ratings

Measures insurers' claims service performance

25+ insurers measured

in the UK Claims Monitor including:

AIG

Allianz

Aviva

AXA

Chubb

CNA Hardy

Covea

Ecclesiastical

Hiscox

Liberty Specialty Markets

NFU Mutual

NIG

NMU

QBE

RSA

Travelers

Zurich

Please contact us for the full list



Service Quality Marque Background

Launched in 2017, the Service Quality Marque is awarded to businesses that excel in consistent 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' only independent service ratings.



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

Service Quality Marque clients include:



TOKIO MARINE
KILN



CHUBB®



Who is current
accredited with a SQM?

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 Mid-Market Claims Monitor you receive:

- Market benchmarks
 - Claims reputation
 - Claims service satisfaction (NSS)
 - 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.

What happens if you don't qualify for the Service Quality Marque?

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 and
support 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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