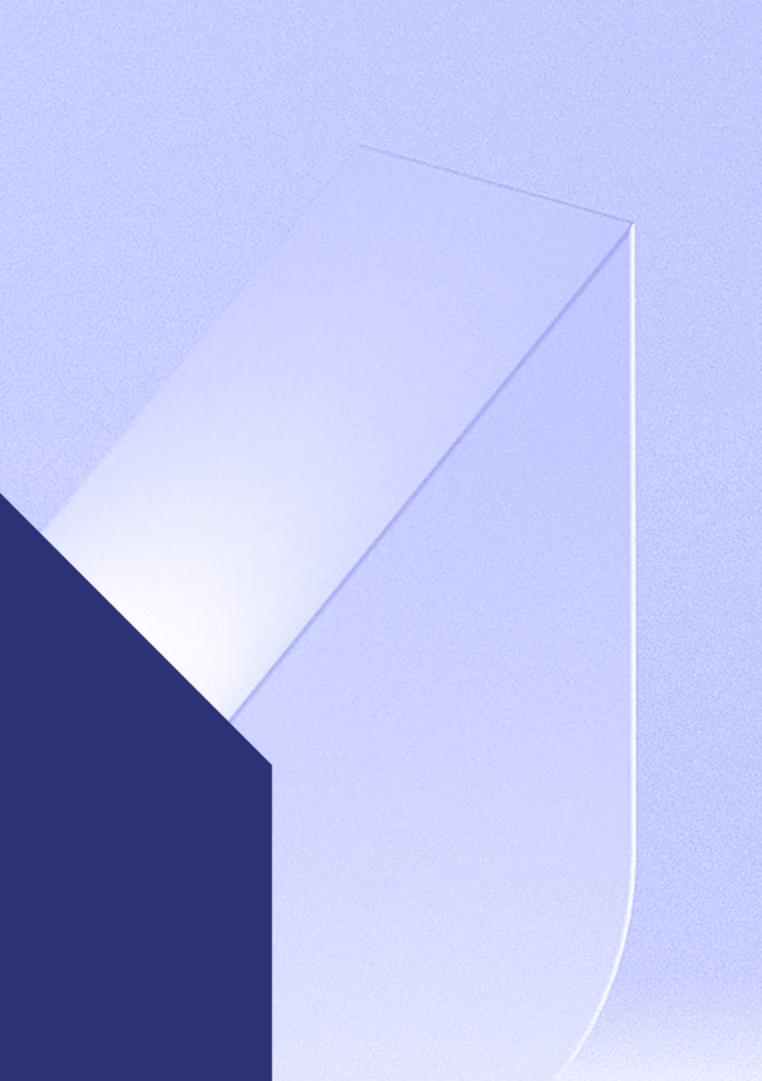
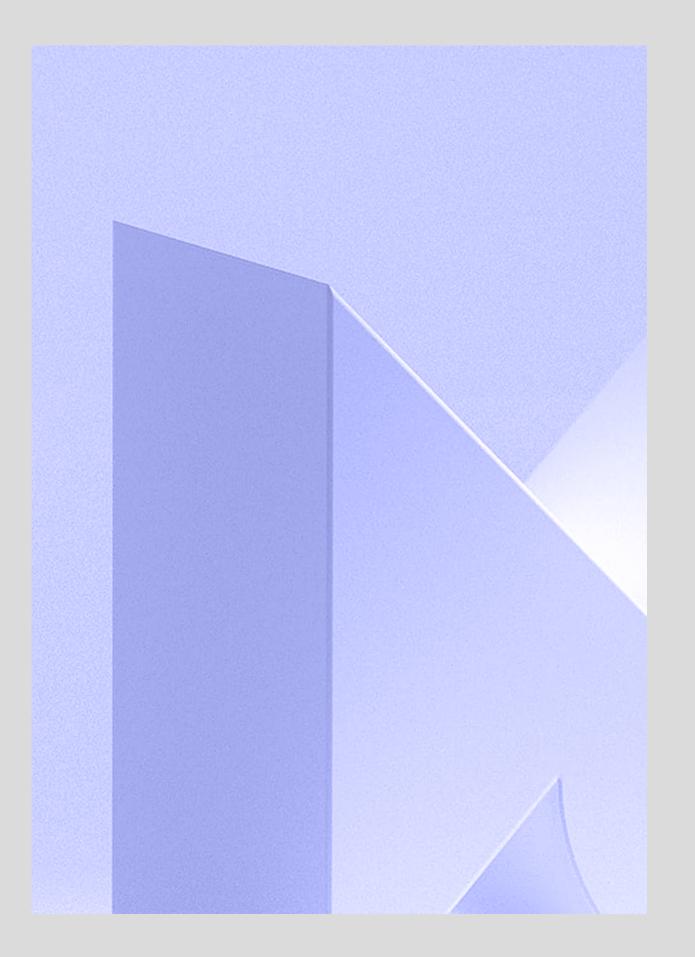
UK CLAIMS MONITOR

Helping claims leaders build superior claims brands







UK Claims Monitor claims Broker.

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

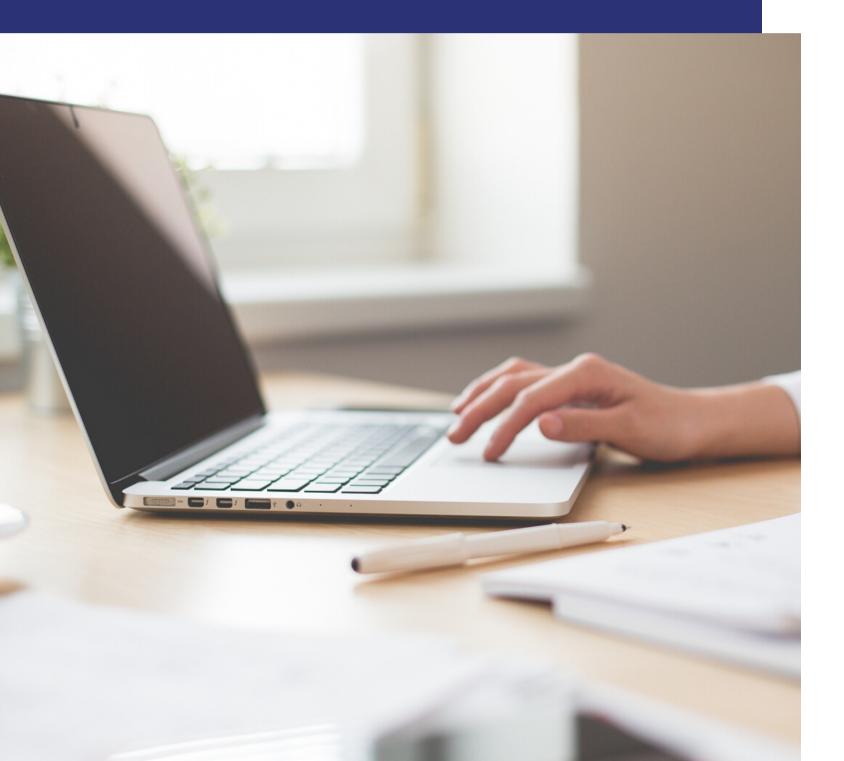




What's the purpose of the **UK Claims Monitor?**

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?



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- 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?



your clients.

- 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

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:







Baseline respondents





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-ofmind awareness

Identifies the use of technology-based services



Usage



Service ratings

Measures insurers' claims service performance

25+ insurers measured

in the UK Claims Monitor including:

| AIG | Covea |
|-----------|---------------------------|
| Allianz | Ecclesiastical |
| Aviva | Hiscox |
| AXA | Liberty Specialty Markets |
| Chubb | NFU Mutual |
| CNA Hardy | NIG |

Please contact us for the full list

NMU

QBE

RSA

Travelers

Zurich



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:











The Second Seco



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

Gracechurch

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