

# 2023 REPORTING TIMETABLE

<b>Monitor</b>	<b>Work Period</b>	<b>Date Available</b>
London & UK Claims Monitor Q1, 2023	Jan - Mar	13 Apr, 2023
London & UK Claims Monitor Q2, 2023	Apr - Jun	13 Jul, 2023
London & UK Claims Monitor Q3, 2023	Jul - Sept	12 Oct, 2023
London & UK Claims Monitor Q4, 2023	Oct - Dec	14 Dec, 2023
London Insurers Monitor W1, 2023	Jan - Jun	27 Jul, 2023
London Insurers Monitor Full year, 2023	Jul - Dec	21 Dec, 2023
UK Insurers Monitor Full year, 2022	Aug - Jan	9 Feb, 2023
UK Insurers Monitor W1, 2023	Feb - Jul	14 Sept, 2023
UK Insurers Monitor W2, 2023	Aug - Jan	8 Feb, 2024

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## London & UK Claims Monitor

### What's included

Market context, competitor benchmarks (including awareness, NPS and Service); 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.

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.

## 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.

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 in the UK Market & those involved directly with insurers and clients

**W1 & W2:** Around 750 placing / producing brokers in the UK Market & those involved directly with insurers and clients, split into two equal parts.