

# LONDON CLAIMS MONITOR

Helping claims leaders build  
superior claims brands

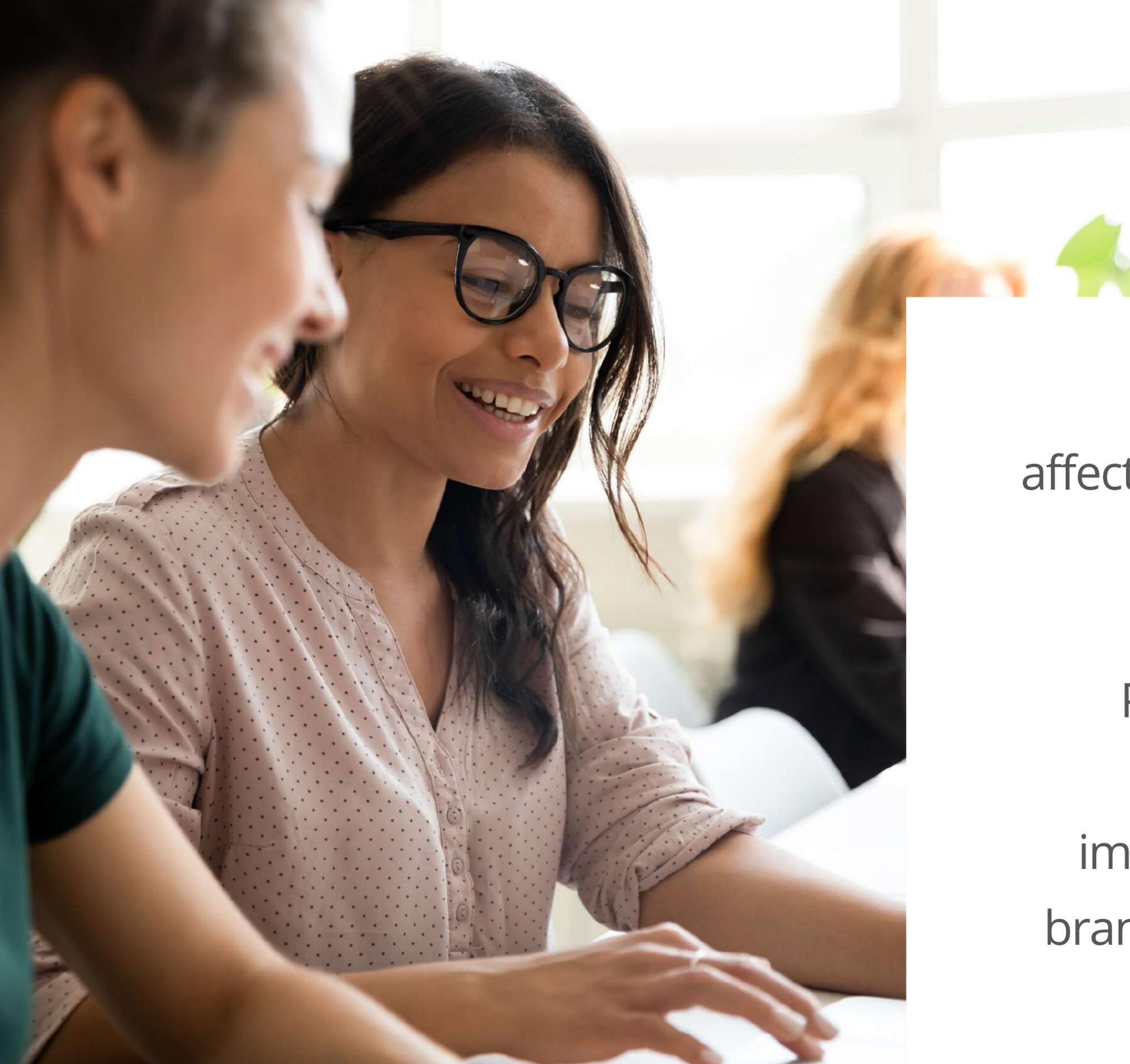


GRACECHURCH



## **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.

## 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 realtime.

## The stats for the London Claims Monitor per year:



**200**

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, UK Mid-Market, the US and Asia Pacific speciality markets

Service Quality Marque achievers include:



TOKIO MARINE  
KILN



CHUBB®



beazley

**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



GRACECHURCH

**Ben Bolton**  
Managing Director  
Gracechurch

E: [bbolton@gracechurchconsulting.co.uk](mailto:bbolton@gracechurchconsulting.co.uk)  
T: +44 (0)203 865 1578

**Kayleigh Pitt**  
Head of Client Experience  
Gracechurch

E: [kpitt@gracechurchconsulting.co.uk](mailto:kpitt@gracechurchconsulting.co.uk)  
W: [www.gracechurchconsulting.co.uk](http://www.gracechurchconsulting.co.uk)