

**TT CLUB**   
established expertise

Listening to what you told us  
about the **TT Club.**



TT CLUB  
IS MANAGED  
BY **THOMAS  
MILLER**

## Highlights

**Both Member and broker satisfaction with the Club is very high.**

**74%**

**of Members gave the club a score of 8 or above out of 10 when asked how satisfied they were with the service they received.**

**71%**

**of brokers also gave a score for overall satisfaction of 8 or above out of 10.**

**76%**

**of Members believe our service levels are the same or better than other insurers.**

**67%**

**of brokers said our service was equally as good, if not better, than other insurers.**

## **Executive Summary**

Our annual Customer Satisfaction Survey was conducted between 20th June and 10th July 2011. Levels of scoring indicated high levels of performance continue to be offered by the Club and it was particularly pleasing to see this confirmed by a significantly higher number of brokers completing the survey compared with previous years.

The Customer Satisfaction Survey continues to be a valuable source to measure customer feedback and we continue to use the analysis of the results to inform our business planning and to identify areas to focus operational service improvements.

The research was carried out on our behalf by Circle Research, an independent b2b market research company.  
[www.circle-research.com](http://www.circle-research.com)

We achieved high scores for the Club's expertise and the professionalism of our staff in both claims and underwriting performance, and high scores were given from both Members and brokers. This was very pleasing as we consider our strength and differentiation to be in our established expertise and this was supported by the survey.

The Club's Loss Prevention service was very highly rated by those that have experience of it but we need to ensure that a higher proportion of Members are aware of what we offer. Overall the survey told us that Members and brokers would like us to be a bit speedier with responses and that they would like to have more contact with us. We have updated our published Service Commitment to reflect this and we will aim to deliver on these required improvements in service.

## **Introduction**

The Board and Managers of TT Club are committed to high levels of service and we use our annual customer satisfaction survey as a benchmark to assess performance and identify areas of improvement.

## **Who did we survey?**

This year for the first time we carried out our survey online. This achieved a good response rate of 120 Members and 184 brokers worldwide. The survey was offered in a variety of languages including English, Chinese, Spanish, French and German, although the vast majority were completed in English.

Questions were included in the survey to measure the Club's performance against our published Service Commitment which was issued in September 2010 and can be found on our website. As well as a general overview we split the survey into three key sections:

- Underwriting
- Claims
- Loss Prevention.

Respondents completed the sections relevant to them which meant on average it only took 8 minutes to complete the survey.

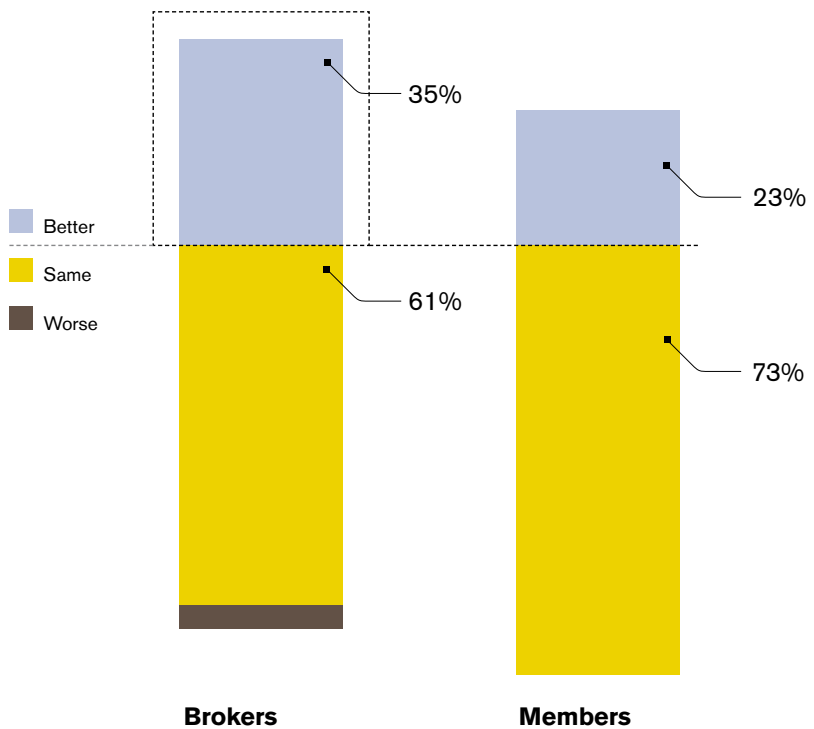
### Our levels of service keep improving

When asked whether our levels of service had improved over the last 12 months 35% of brokers and 23% of Members believed service was better than before.

This is great news. We are constantly striving to improve our offering to you. Feedback from the previous year's survey encouraged us to publish our Service Commitment. We adhere to this commitment in order that we can ensure that you receive the same standard of service no matter where in the world you are.

61% of brokers and 73% of Members hadn't seen a change. We are not going to be complacent. There's always room for improvement and feedback from our survey gives us indications of where these improvements can continue to be made.

Geographically there were noticeable variations in the scoring across the regions (Asia, Americas and Europe). The European scoring was lower than that achieved in the Americas or Asia in some areas. Amongst Members the greatest level of positive feedback was found in the Americas region and for both Members and brokers the greatest level of perceived improvement was in Asia.



Q: Would you say that the level of service you received from TT Club improved, worsened or remained the same over the course of the last 12 months?

# 74%

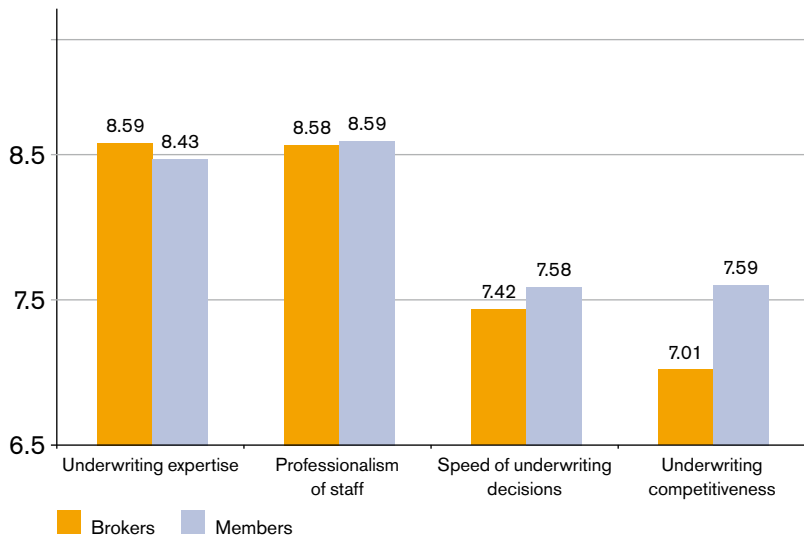
of Members felt our underwriting service was better, or usually better than other insurers.

# 64%

of brokers said, compared with other insurers, our underwriting was usually if not better.

### Our Underwriting professionalism is undoubted

The Survey results demonstrated that our key strengths are our underwriting expertise and professionalism of staff with both brokers and Members awarding high scores of over 8 out of 10 for both. Speed of response and underwriting competitiveness were still given good scores of over 7 out of 10 however these are obvious areas where we should explore focus for improvement.



Q: Please rate TT Club's performance across each of the following areas. (Scored out of 10)

# 80%

of brokers said our claims management was usually, if not better, than other insurers.

# 71%

of Members said our claims management was often superior to other insurers.

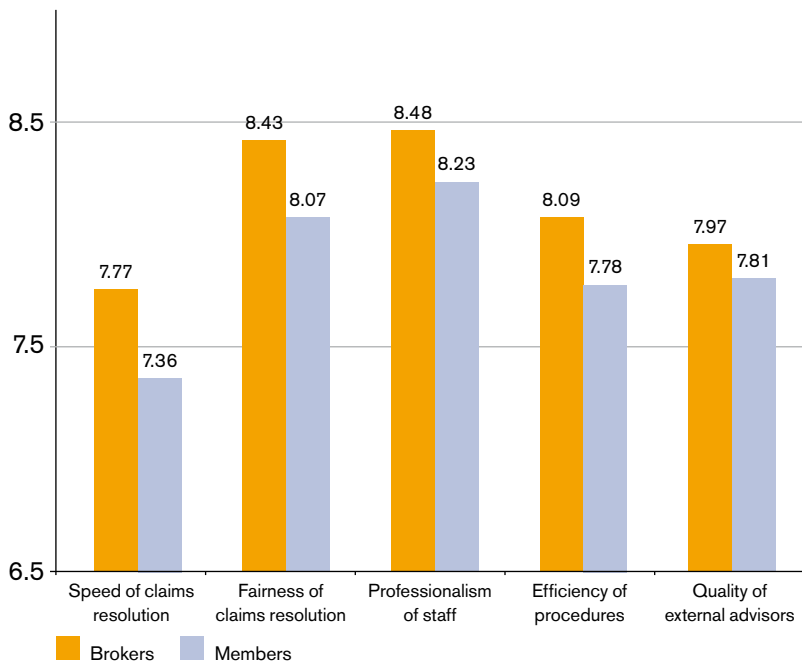
# 60%

of Members and brokers told us that the ability to pay claims was the most important characteristic when selecting an insurer.

## Our Claims Management is fair and professional

Our effective claims settlement processes and the expertise we've recruited within our global network makes our claims management something of which we are very proud. This is reflected in the survey where we were highly rated across all levels of service, and in particular fairness of claims resolution and professionalism of staff.

Speed of service is something we need to review in order to understand how we might change the perception in this area. We need to meet expectation and ensure that we maintain communications with you in order that you are fully informed throughout the claims settlement process.



Q: Please demonstrate the extent of your agreement with the following statements. (Scored out of 10)

# 82%

of Members who have experienced our Loss Prevention service really value it stating it's usually, if not better than other insurers.

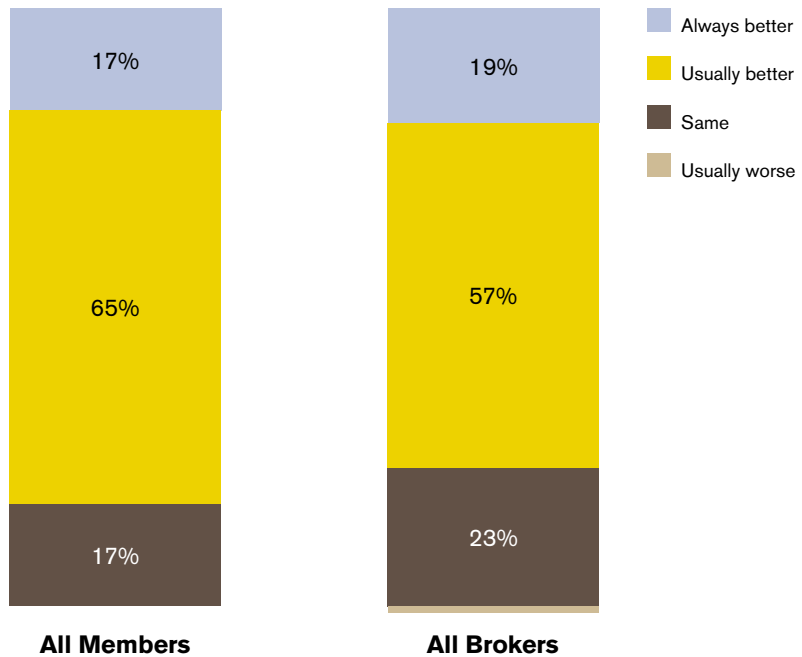
### Our Loss Prevention service is highly valued

These scores are very pleasing however the number of respondents who gave this view was low compared to the total number completing the survey. Only 41% of brokers and 38% of Members said they had experience or knowledge of our Loss Prevention service.

# 76%

of brokers who have experience of our Loss Prevention service also hold it in high regard with 55% rating the Loss Prevention service as very useful.

As a result we must ensure we better communicate to everyone the value of Loss Prevention. We see ourselves as at the heart of the industry and have over 40 years of claims data available to help us understand the risks faced by the industry. We must ensure that you are aware of the availability of this expertise and that we are passing this knowledge over to you since those who are experiencing it think it's really good.

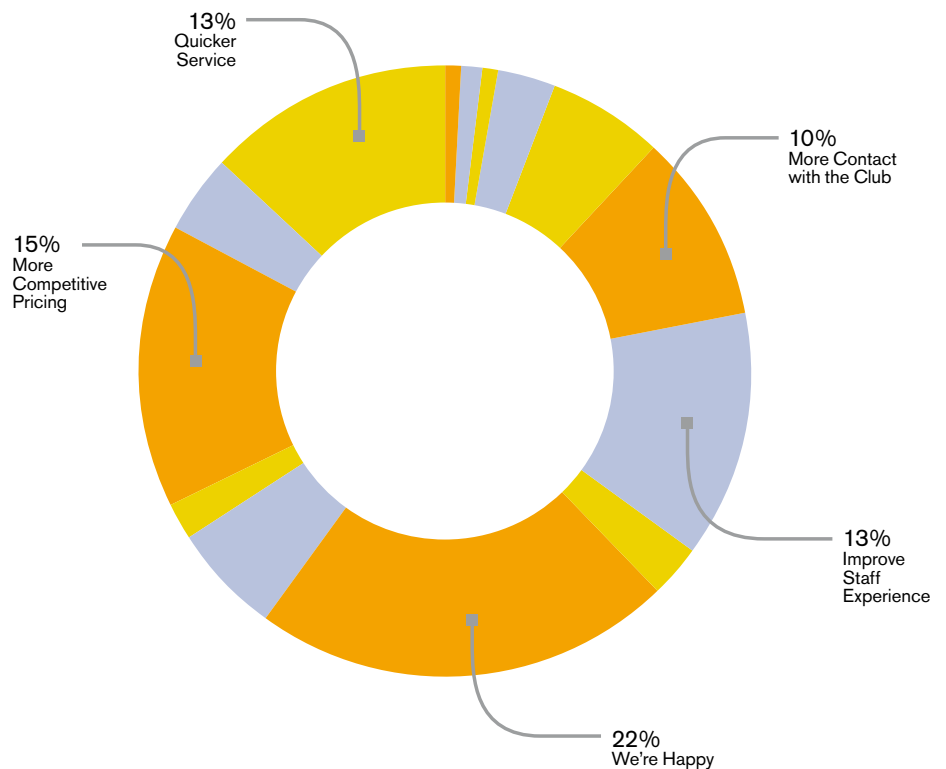


Q: How do you rate TT Club's Loss Prevention performance compared to that of other insurers?

### Advice to the Board

We asked the question ‘If you had the chance to give some advice to the Board of TT Club, what suggestions would you make to them?’. The verbatim feedback provided a useful insight into where we can focus service improvements. It was pleasing that ‘We’re happy’ was the most frequent response which gives support to the overall positive feedback received

### Qualitative Feedback



### Conclusions

We are really appreciative to all those who took part in this year's survey. The results have been presented to the Board and to all employees. We will use the analysis of the results to inform our business planning, to develop staff performance ratings and to identify areas in which to focus operational improvements.

By sharing the results with you we are providing transparency so you can see our strengths and where improvements are needed.

If you have any questions or comments please pass these on to your usual contact in the Club.

For further information contact the TT Club at one of its underwriting centres or at any point in the network.

**The TT Club underwriting centres**

**London**

Through Transport  
Mutual Services (UK) Ltd  
90 Fenchurch Street  
London  
EC3M 4ST  
United Kingdom

**T** +44 (0)20 7204 2626  
**F** +44 (0)20 7549 4242  
**E** london@ttclub.com

**Hong Kong**

Thomas Miller (Hong Kong) Ltd  
Suite 1201-1204 Sino Plaza  
255 - 257 Gloucester Road  
Causeway Bay  
Hong Kong

**T** +852 2832 9301  
**F** +852 2574 5025 &  
2574 5062  
**E** hongkong@ttclub.com

**New Jersey**

Thomas Miller (Americas) Inc  
Harborside Financial Center  
Plaza Five, Suite 2710  
Jersey City  
New Jersey 07311  
United States of America

**T** +1 201 557 7300  
**F** +1 201 946 0167  
**E** newjersey@ttclub.com

**Singapore**

Thomas Miller  
(South East Asia) Pte Ltd  
61 Robinson Road  
#10-02 Robinson Centre  
Singapore 068893

**T** +65 6323 6577  
**F** +65 6323 6277  
**E** singapore@ttclub.com

**Sydney**

Thomas Miller  
(Australasia) Pty Ltd  
Suite 1001, Level 10  
117 York Street  
Sydney NSW 2000  
Australia

Postal Address  
PO Box Q697  
QVB Post Office  
NSW 1230  
Australia

**T** +61 2 8262 5800  
**F** +61 2 8262 5858  
**E** sydney@ttclub.com

**The TT Club Network**

**Antwerp**

**T** +32 3 206 9250  
**F** +32 3 206 9259

**Auckland**

**T** +64 9 303 1900  
**F** +64 9 308 9204

**Barcelona**

**T** +34 93 23 09310  
**F** +34 93 23 09311

**Buenos Aires**

**T** +54 11 4311 3407/09  
**F** +54 11 4314 1485

**Dubai**

**T** +971 488 10167  
**F** +971 488 10955

**Durban**

**T** +27 31 368 5050  
**F** +27 31 332 4455

**Genoa**

**T** +39 010 83 33301  
**F** +39 010 83 17006

**Hamburg**

**T** +49 40 36 98 180  
**F** +49 40 36 98 1819

**Moscow**

**T** +7 495 935 8620  
**F** +7 495 981 1529

**San Francisco**

**T** +1 415 956 6537  
**F** +1 415 956 0685

**Seoul**

**T** +82 2776 4319  
**F** +82 2771 7150

**Shanghai**

**T** +86 21 6321 7001  
**F** +86 21 6321 0206

**Taipei**

**T** +866 2 2736 2986  
**F** +866 2 2736 2976

**Tokyo**

**T** +81 3 5442 5001  
**F** +81 3 5442 5002