

The survey

The biennial customer survey is conducted by Circle Research, an independent business to business market research agency. The survey provides a formal and important feedback opportunity for Members and Brokers of the Club to have their say on the Club's performance and service commitment.

This year, a total of 261 interviews were conducted across the regions via the online survey. We would like to thank you for your valued input.

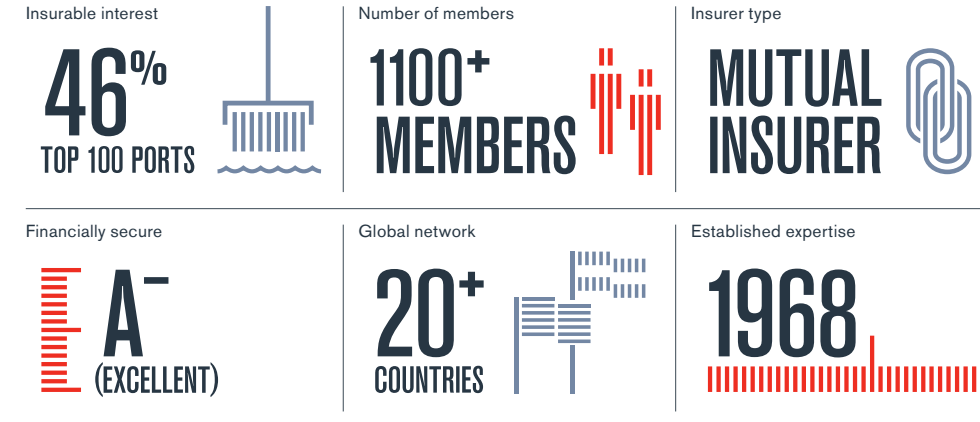
The information enables us to assess our service performance as well as understand the changing needs of our customers. The results help to explain the Club's excellent Member retention rate of 95% and why some of our Members have been insured with the Club for over 30 years.

TT Club would like to thank everyone who participated in the 2018 survey. If you were unable to participate and would like to share your views, you can do so by contacting Sarah Moorhead: sarah.moorhead@thomasmiller.com

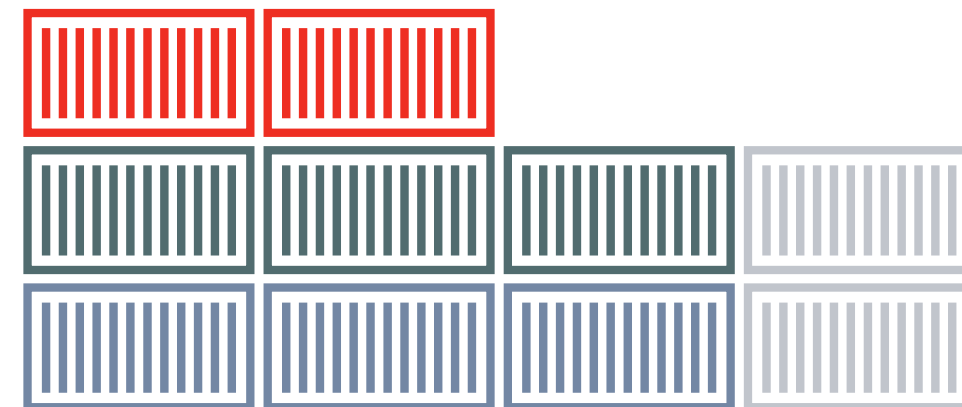
For more information about TT Club: visit ttclub.com

Your Club

TT Club was established as a mutual insurer in the year that containerisation revolutionised freight transport.

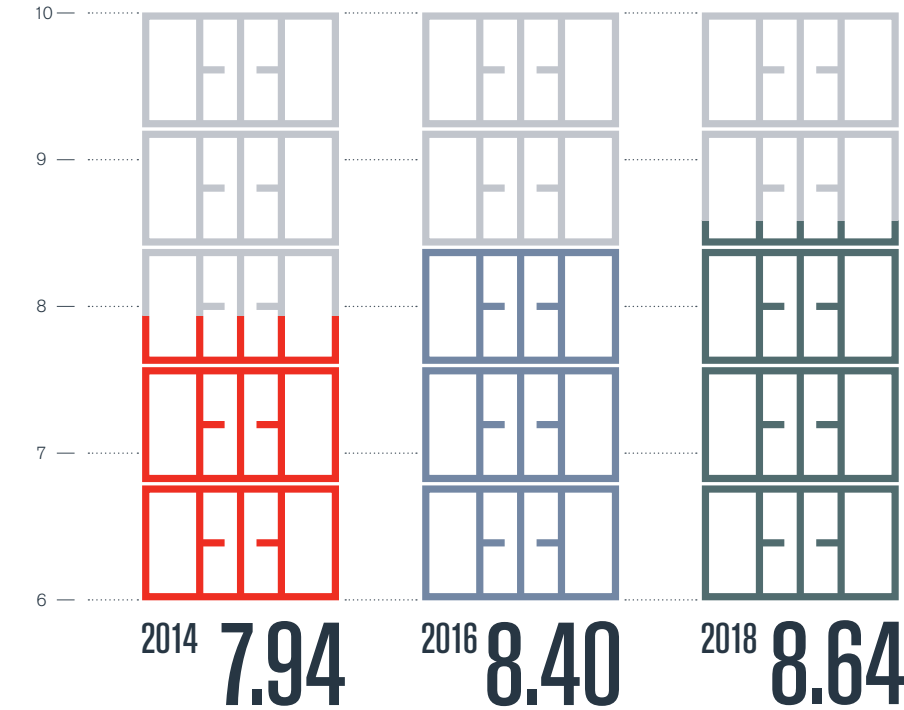


80% OF THE WORLD'S CONTAINERS ARE INSURED BY US

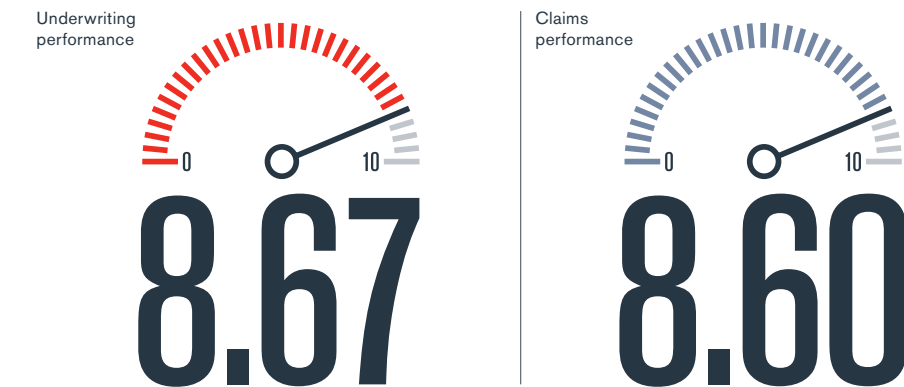


Our performance

Our customers are increasingly satisfied, rating the club's performance higher year on year.



Satisfaction across our two service lines remains consistently high.



Our customers

According to our customers, TT Club stands out in the market.

-  **CUSTOMER SERVICE**
-  **KNOWLEDGE & EXPERTISE**
-  **RESPONSIVENESS**
-  **RANGE OF SERVICES**

Performance ratings



95% OF OUR MEMBERS RENEW YEAR ON YEAR