

How you rate us, helps us serve you better

2024 Customer Satisfaction Survey



TT CLUB
IS MANAGED
BY **THOMAS
MILLER**



At TT Club, we value the power of partnership with our Members, their brokers and the wider industry. By working together, sharing our thoughts and agreeing ways forward, we can achieve the exceptional.

The 2024 Member and Broker survey has been refreshed to refocus the content and ensure it delivers insights that are valuable to the business.



232

online surveys were completed
by Members and Brokers across
our global network

Europe

72

Members



Brokers



Americas

43

Members



Brokers



Asia Pacific

104

Members

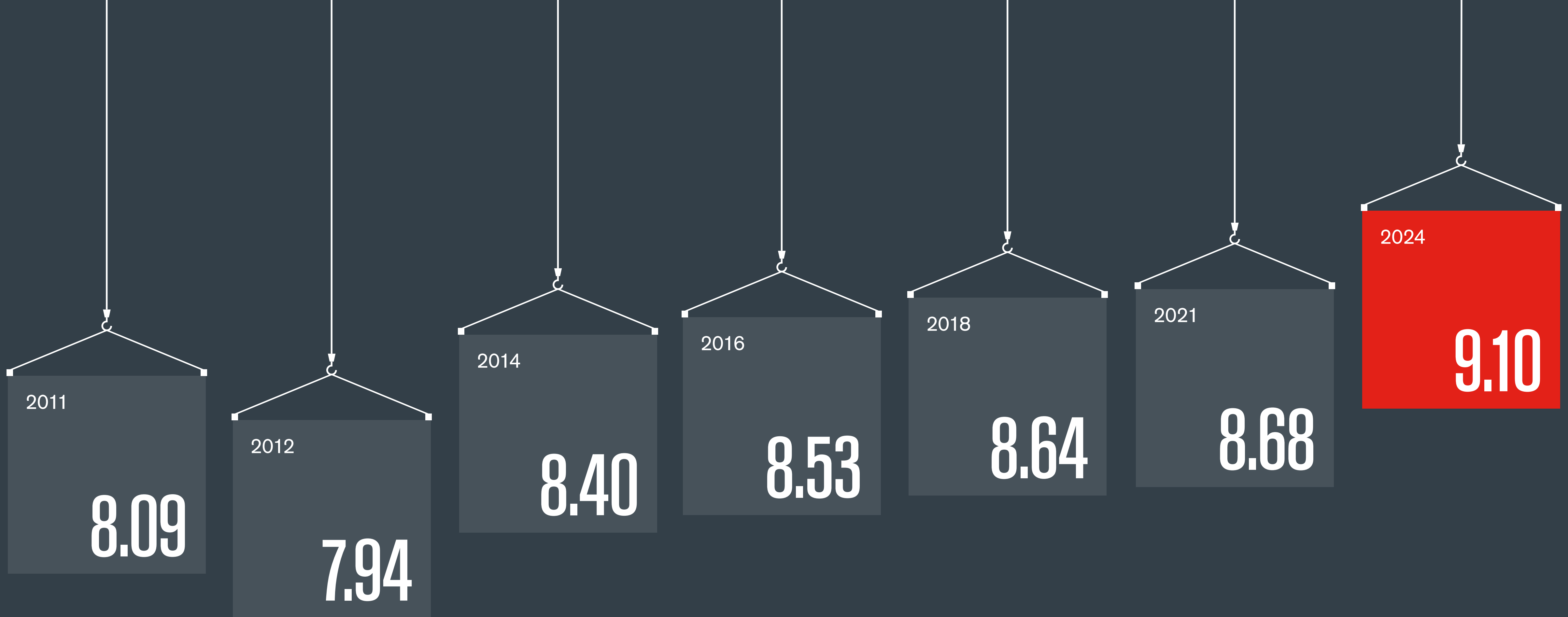


Brokers



Satisfaction.





Overall satisfaction was 9.1

(compared to 8.68, in 2021, when we last did the survey)

Average overall satisfaction score out of 10

All respondents said they were likely, or extremely likely to recommend TT Club.

From the survey, TT Club Members and Brokers agree that we:

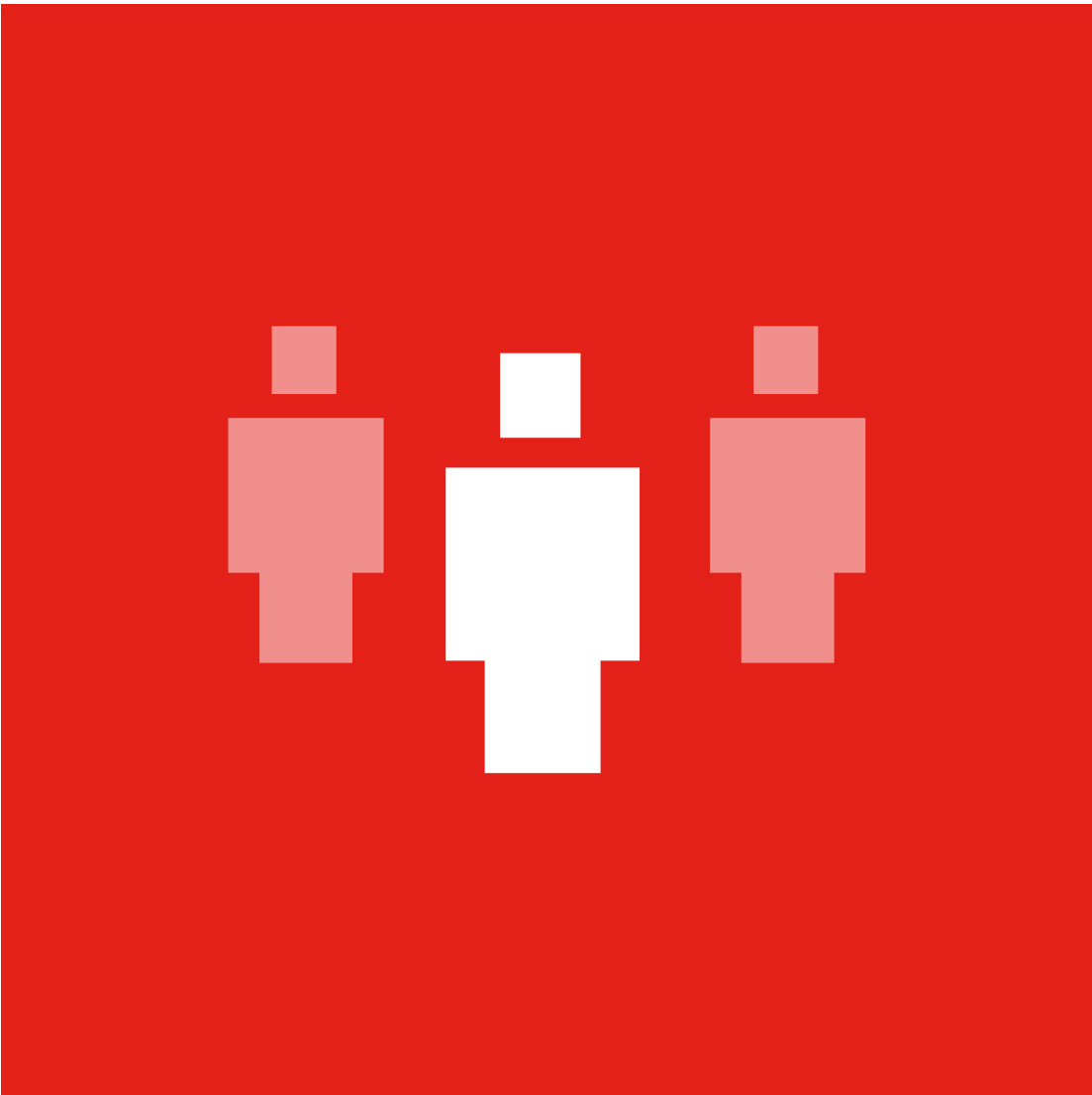
9.4

Always act with
fairness and integrity



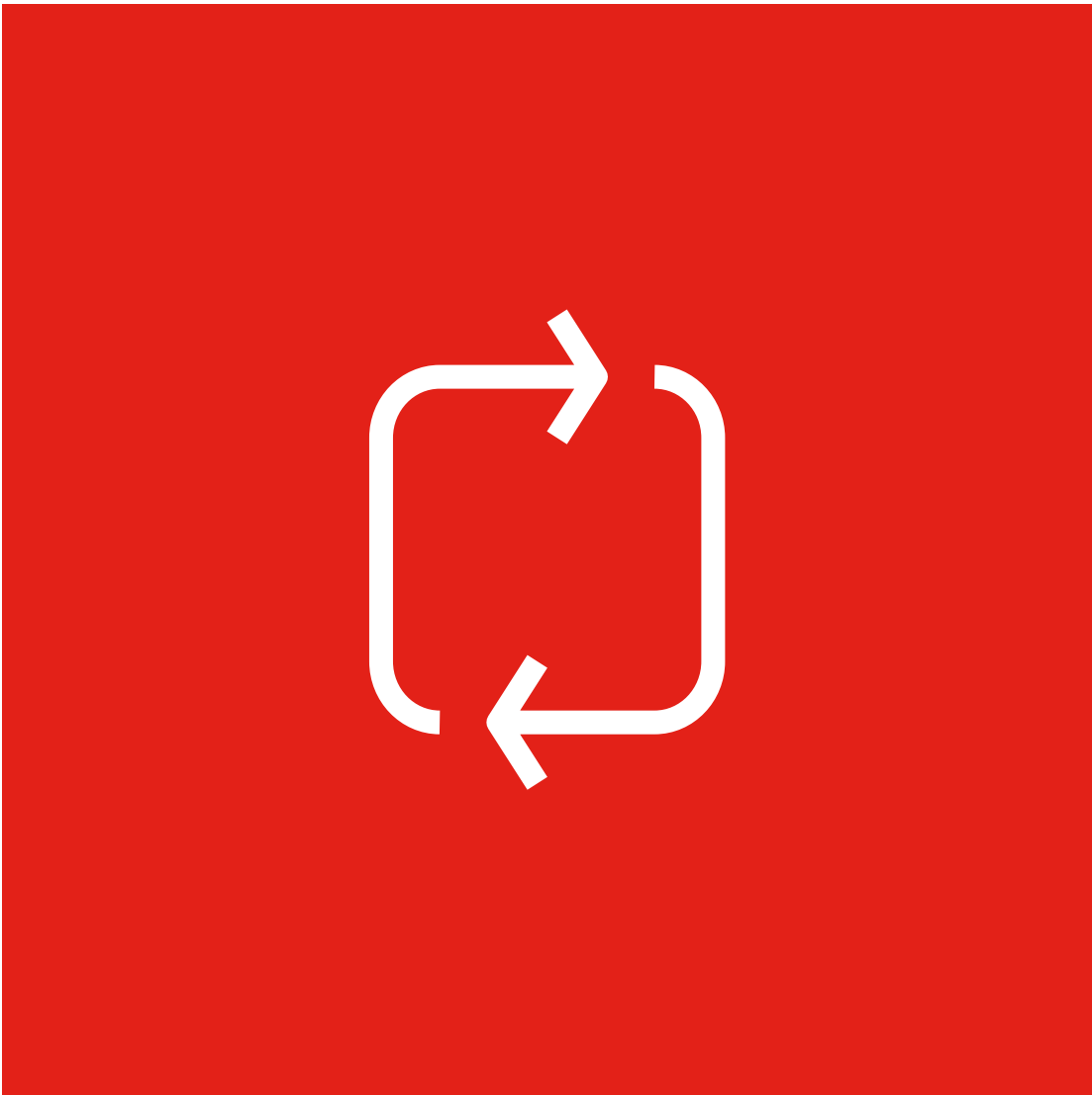
9.4

Always act in best
interests of our Members



9.2

Have been responsive
to industry challenges



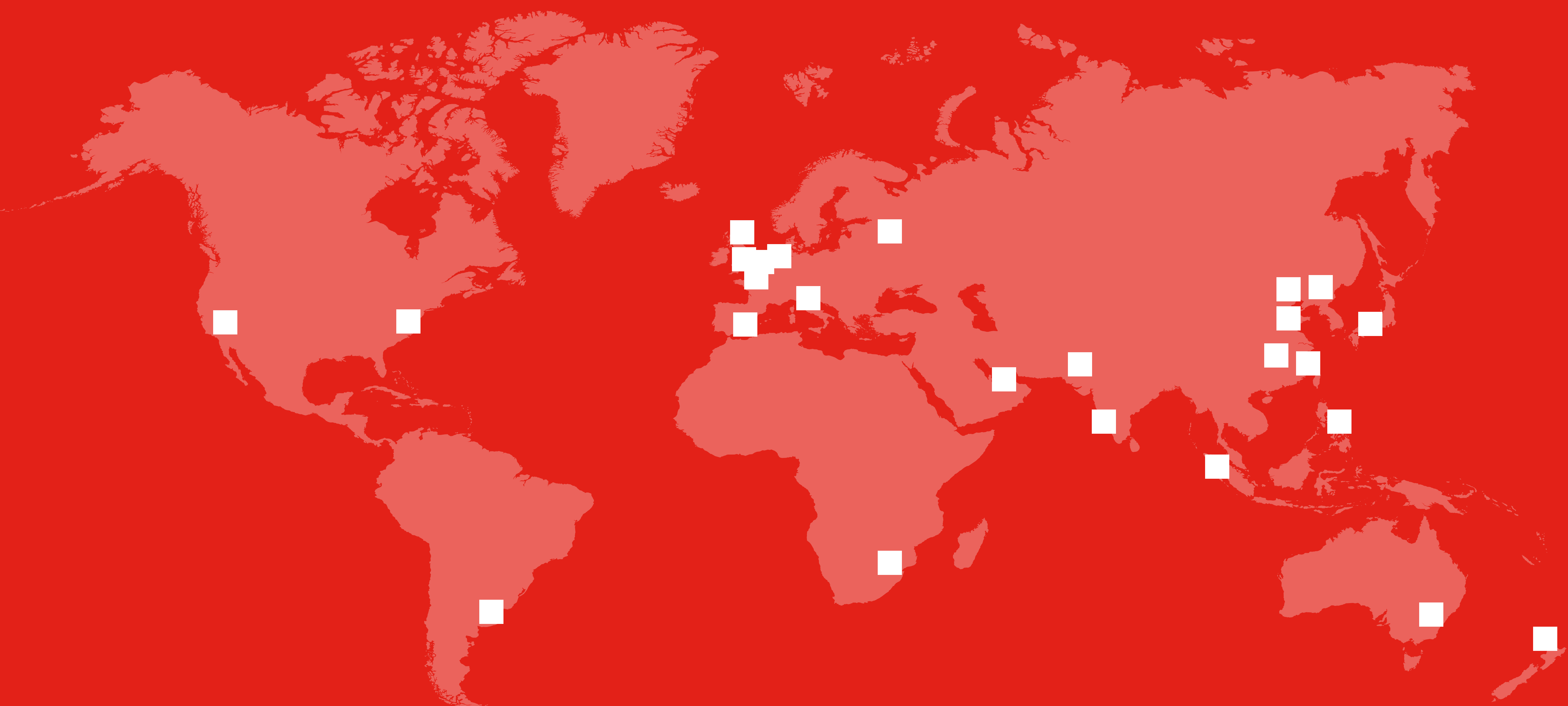
9.1

Have the required level of local
presence and service delivery



Our global network of offices ensures a
dedicated presence in over 20 countries

Our global network



Members and brokers globally praised many aspects of TT Club's service

Flexibility and adaptability

“TT Club’s team is always accessible by phone and email. The claims handler I deal with is fantastic, very responsive, knowledgeable, and willing to share advice and looks at a range of options”

Broker, North America

Knowledge and expertise

“The depth of knowledge possessed by the team together with a supreme level of understanding of our industry and the people within it.”

Member, Europe

Quality and speed of service

“TT Club is professional and very quick at responding. They also provide the best claims support and understand what Members and Brokers need.”

Broker, Asia Pacific

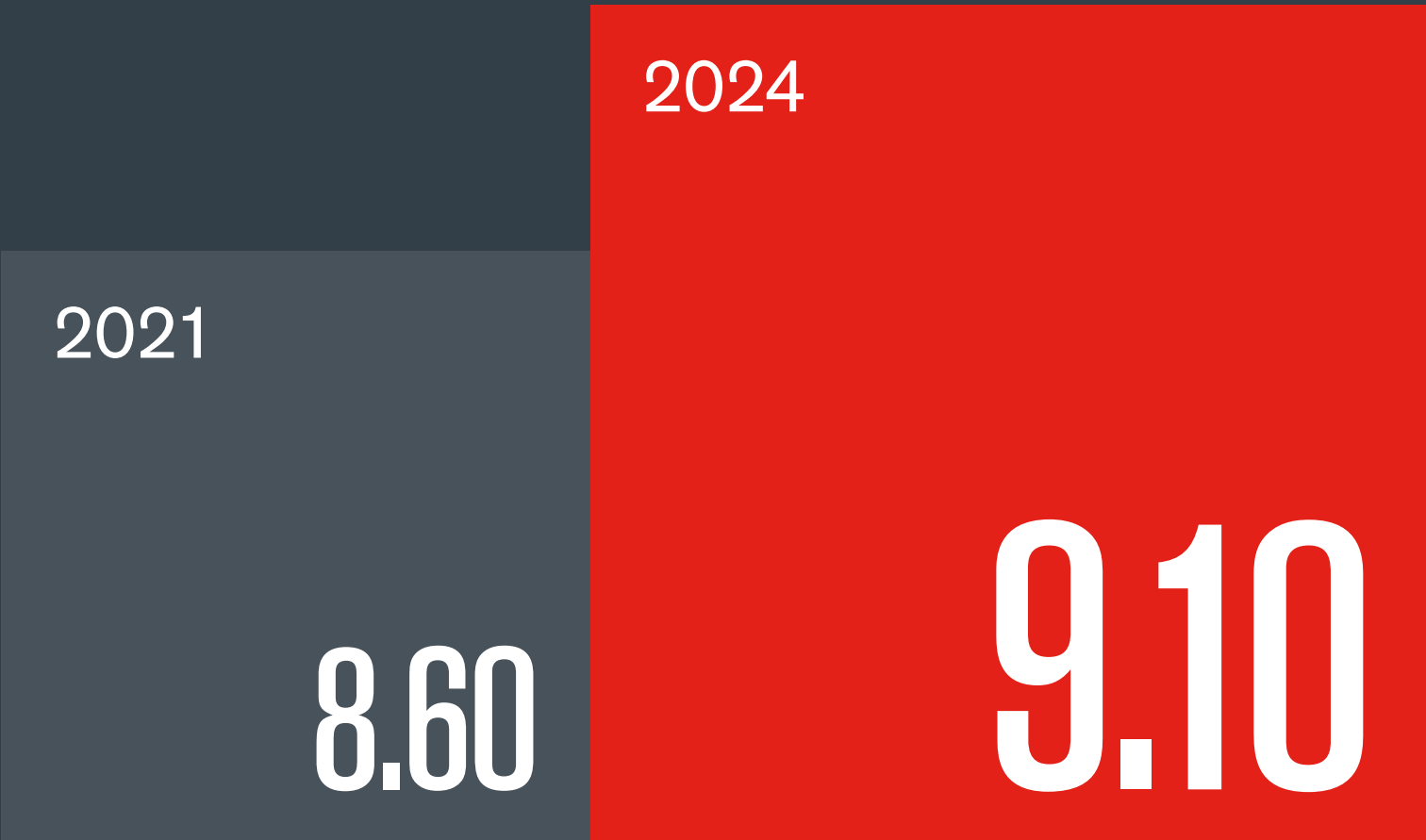
Commitment to Members

“TT Club's team is always accessible by phone and email. The claims handler I deal with is fantastic, very responsive, knowledgeable, and willing to share advice and looks at a range of options”

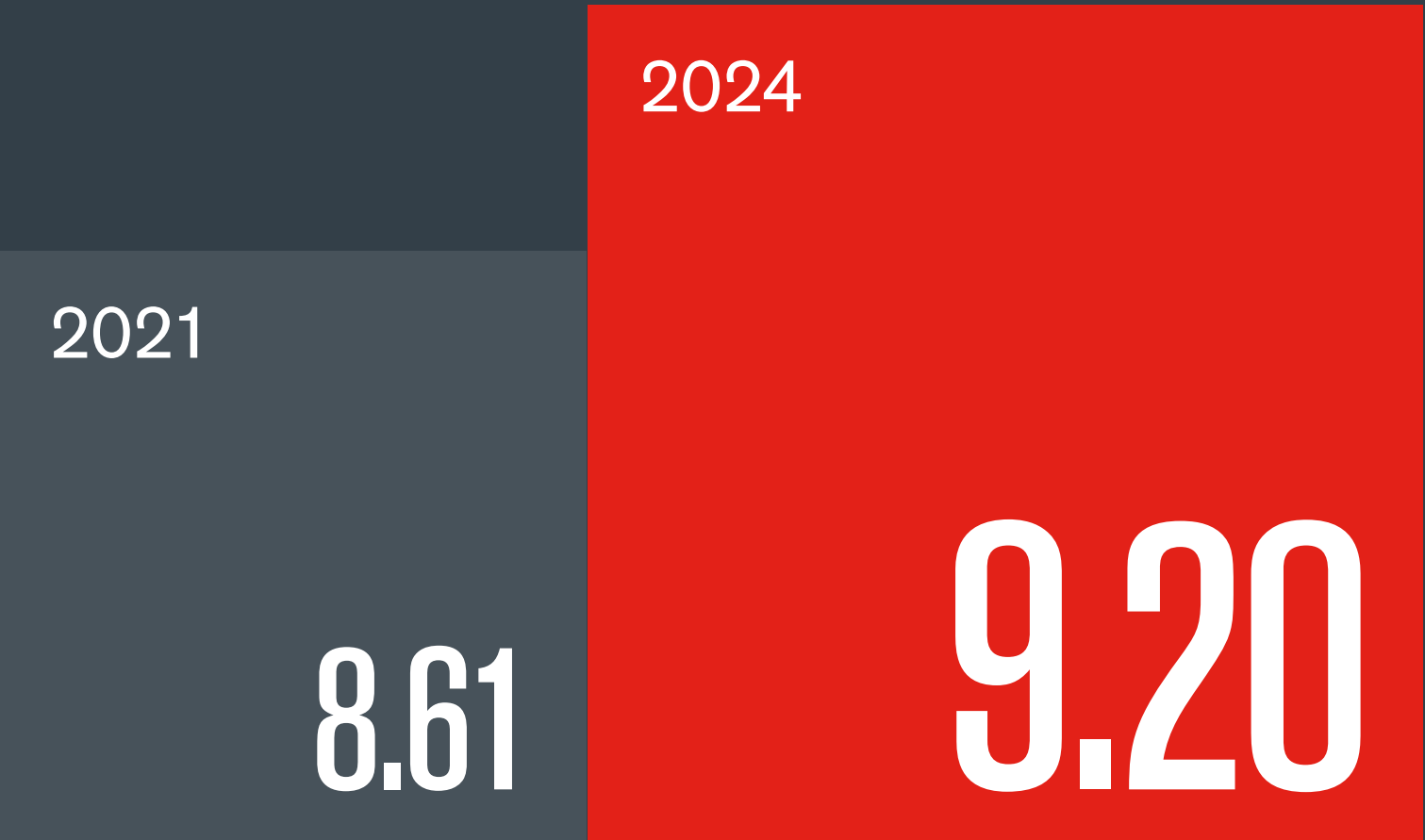
Member, Asia Pacific

Satisfaction has risen for all service areas since 2021

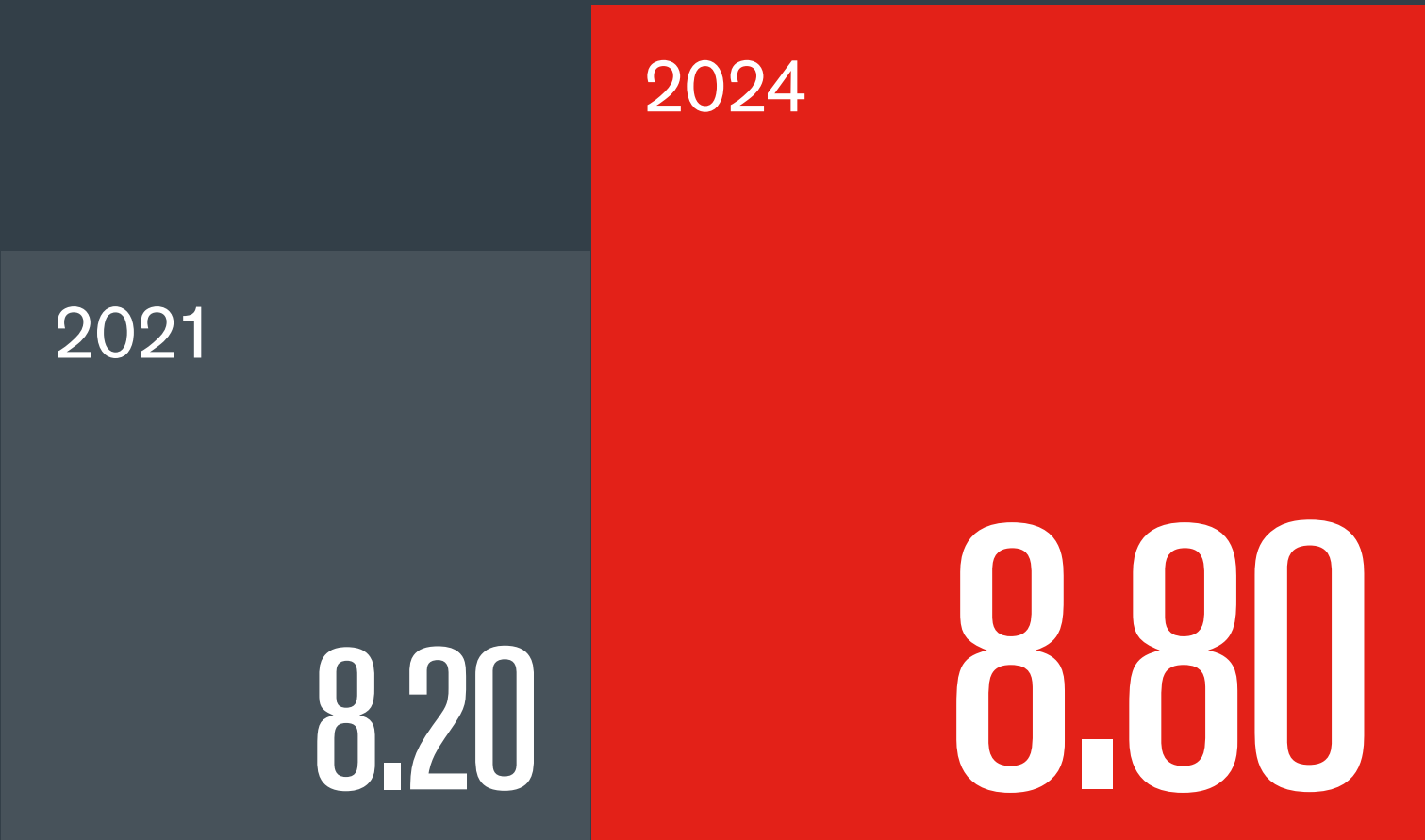
Underwriting



Claims management






Loss prevention



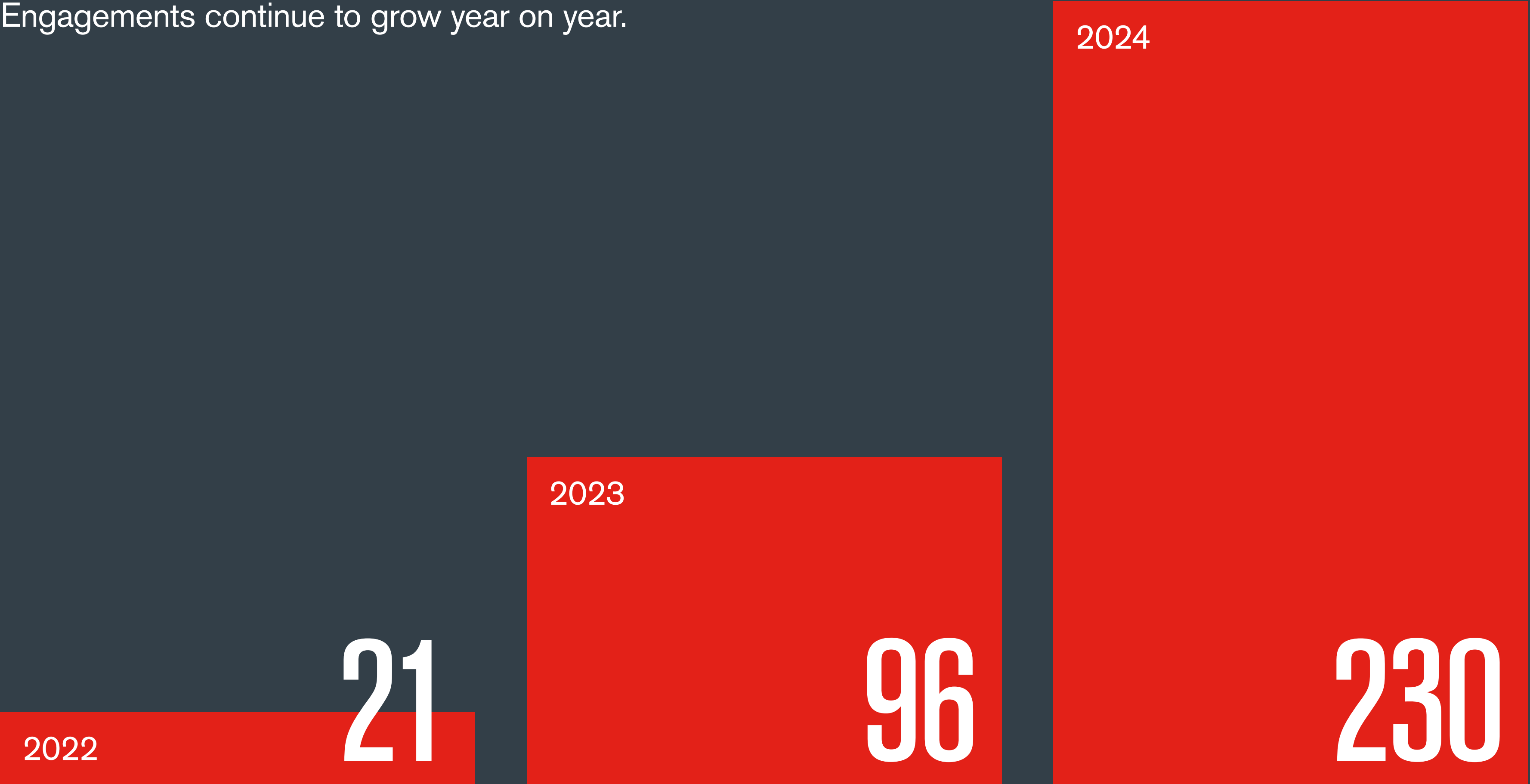
Average satisfaction score out of 10

Loss prevention remains a key growth area

-  Webinars
-  In person visits
-  Email enquiries

Engagements include webinars, in person visits and email enquiries

Engagements continue to grow year on year.

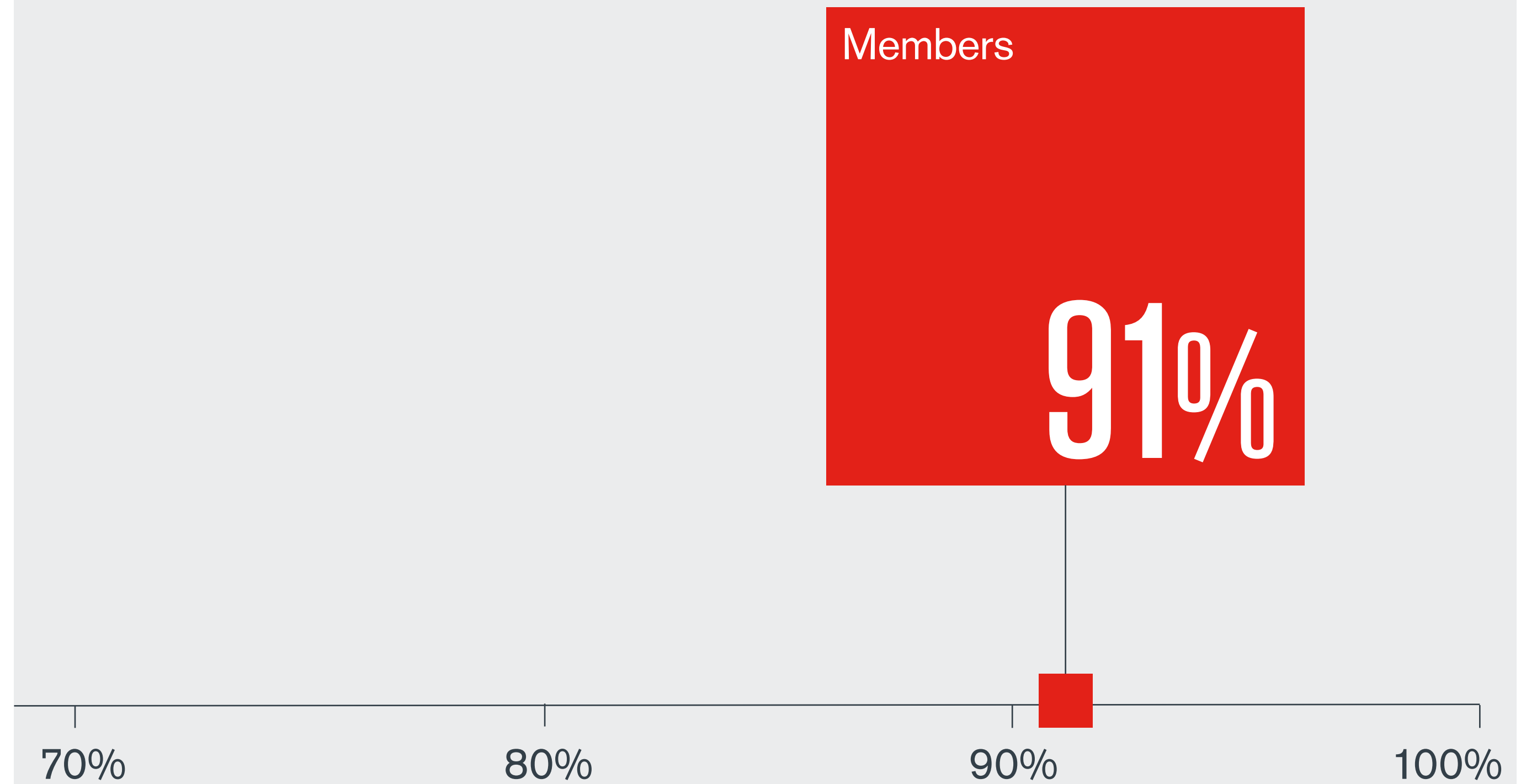


Challenges.

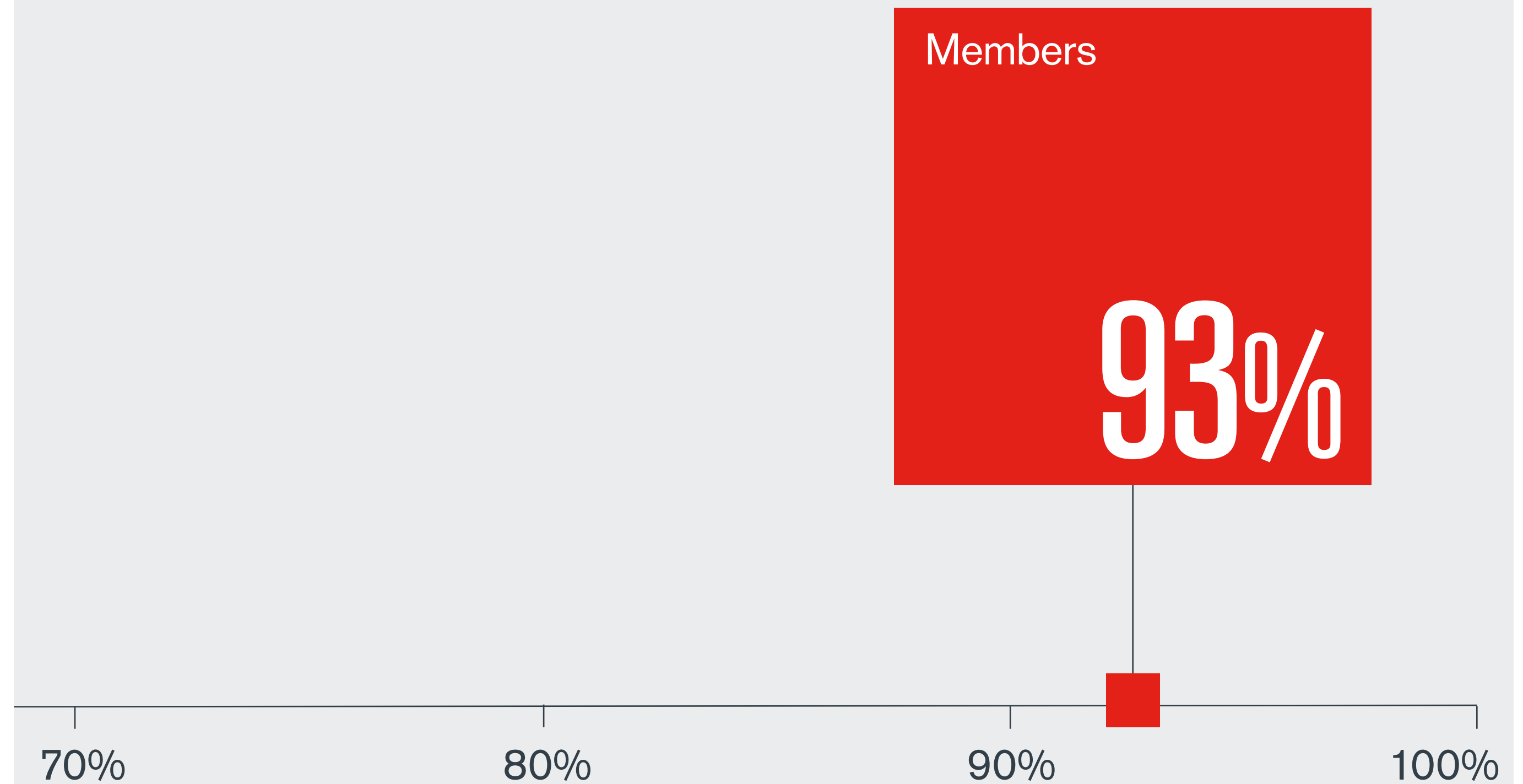


Members and brokers are confident
that TT Club can support them
through challenging market
conditions should they arise

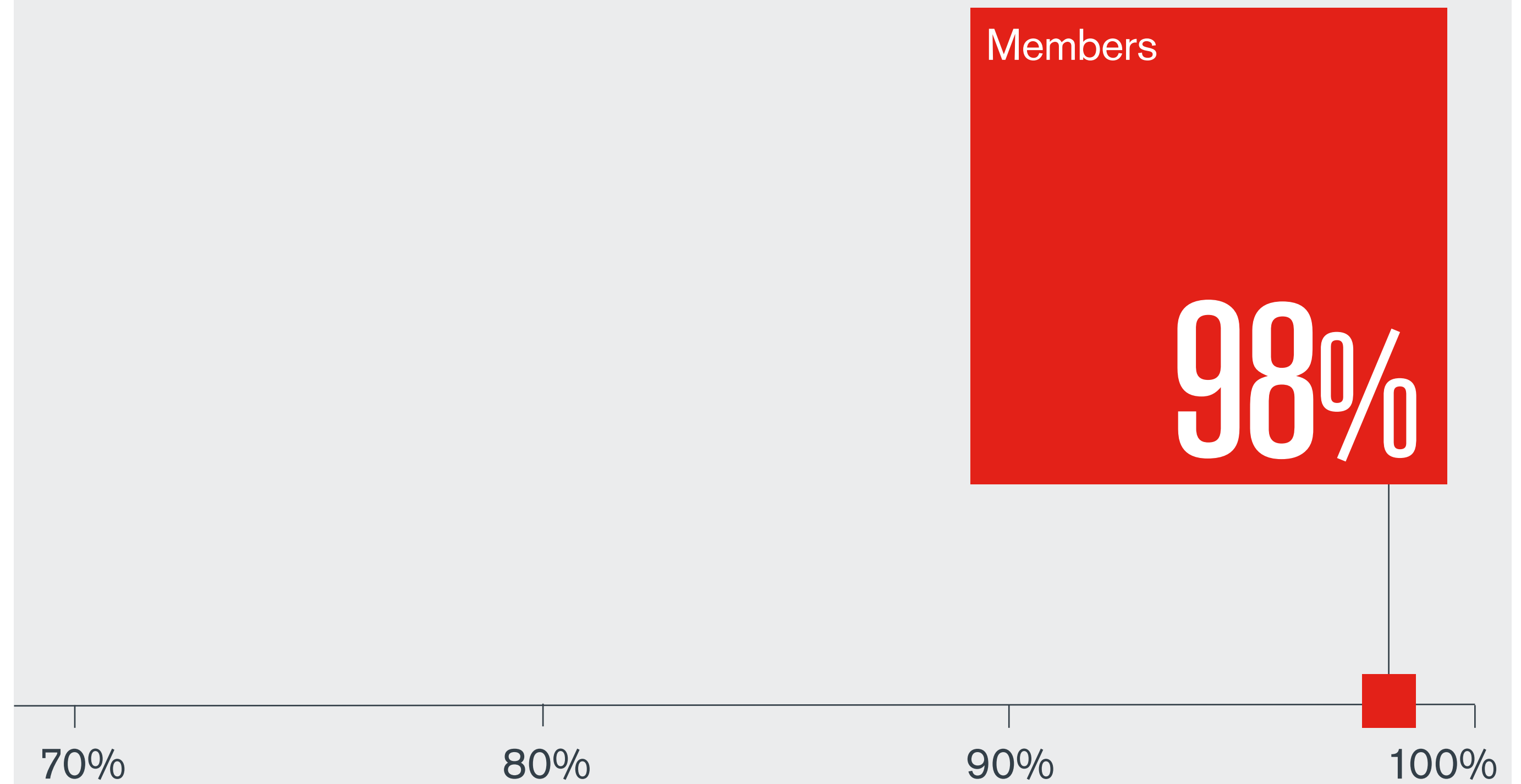
I am confident that
TT Club can adapt to
meet my changing needs



I am confident that
TT Club can respond
effectively to future
world events

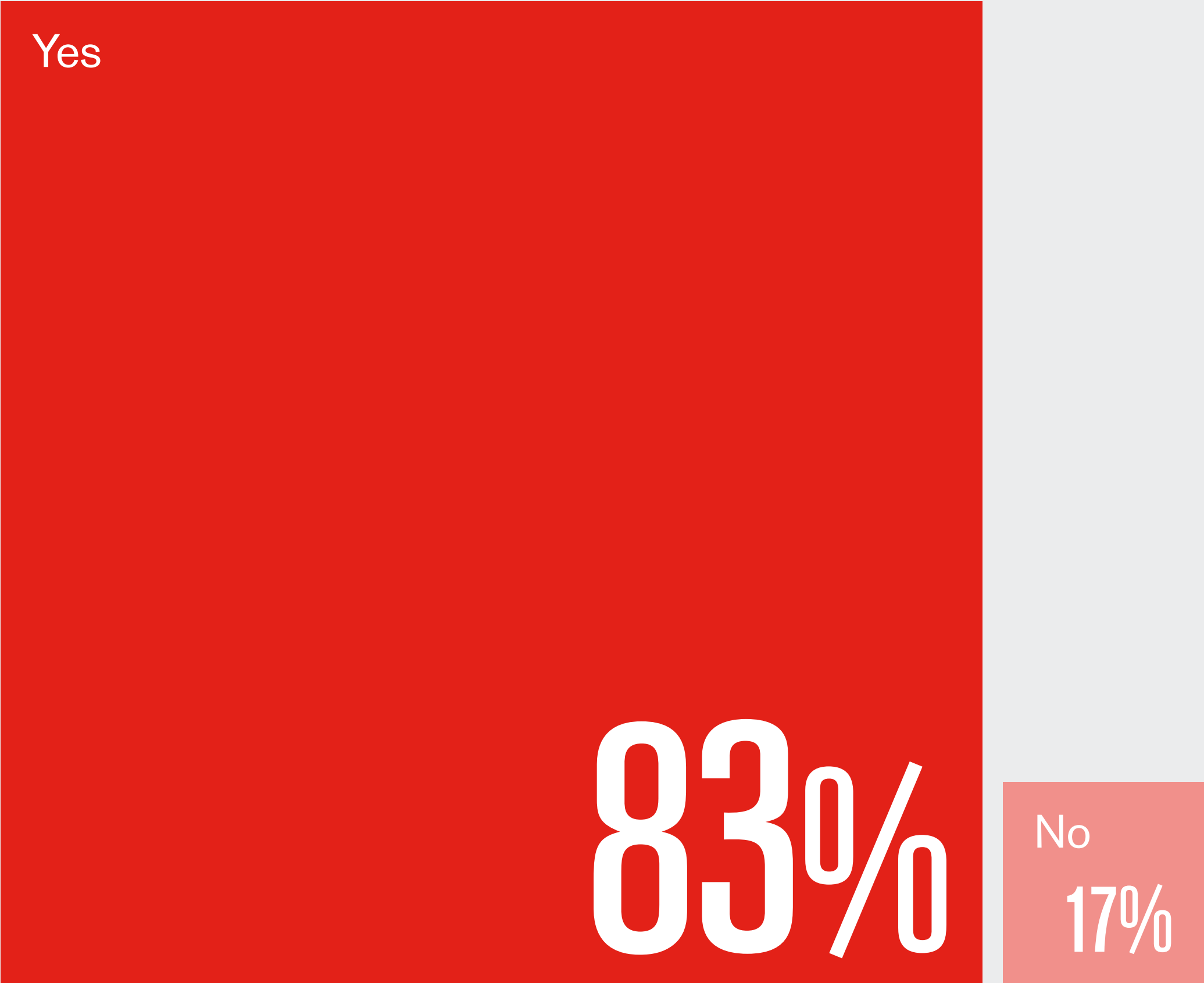


I trust TT Club's service levels to remain consistent in unstable times



Can the Club add value by supporting ESG?

Members



Can the Club add value by supporting ESG?

It is important that the Club supports my business with regards to ESG matters

Members



It's important for TT Club to address future ESG concerns proactively

Members



(% agree or strongly agree)

Conclusion.



Conclusion

01

Satisfaction score is incredibly high and has risen for almost every audience segment to an all time high.

02

Satisfaction is high and rising for all three service areas.

03

Members and Brokers feel the Club is more than capable of addressing their future needs.

04

ESG is not necessarily a top priority, but they do value and want support from the Club.

05

Customers generally feel that they have access to all the information they need, but TT Club should look to boost awareness and usage of the digital platform.

Recommendations.



Recommendations

1. More in-person visits and risk assessments
2. More loss prevention guidance
3. Continued drive for local service
4. Speed of documentation issuance
5. Enhancing our digital platform and your access to data