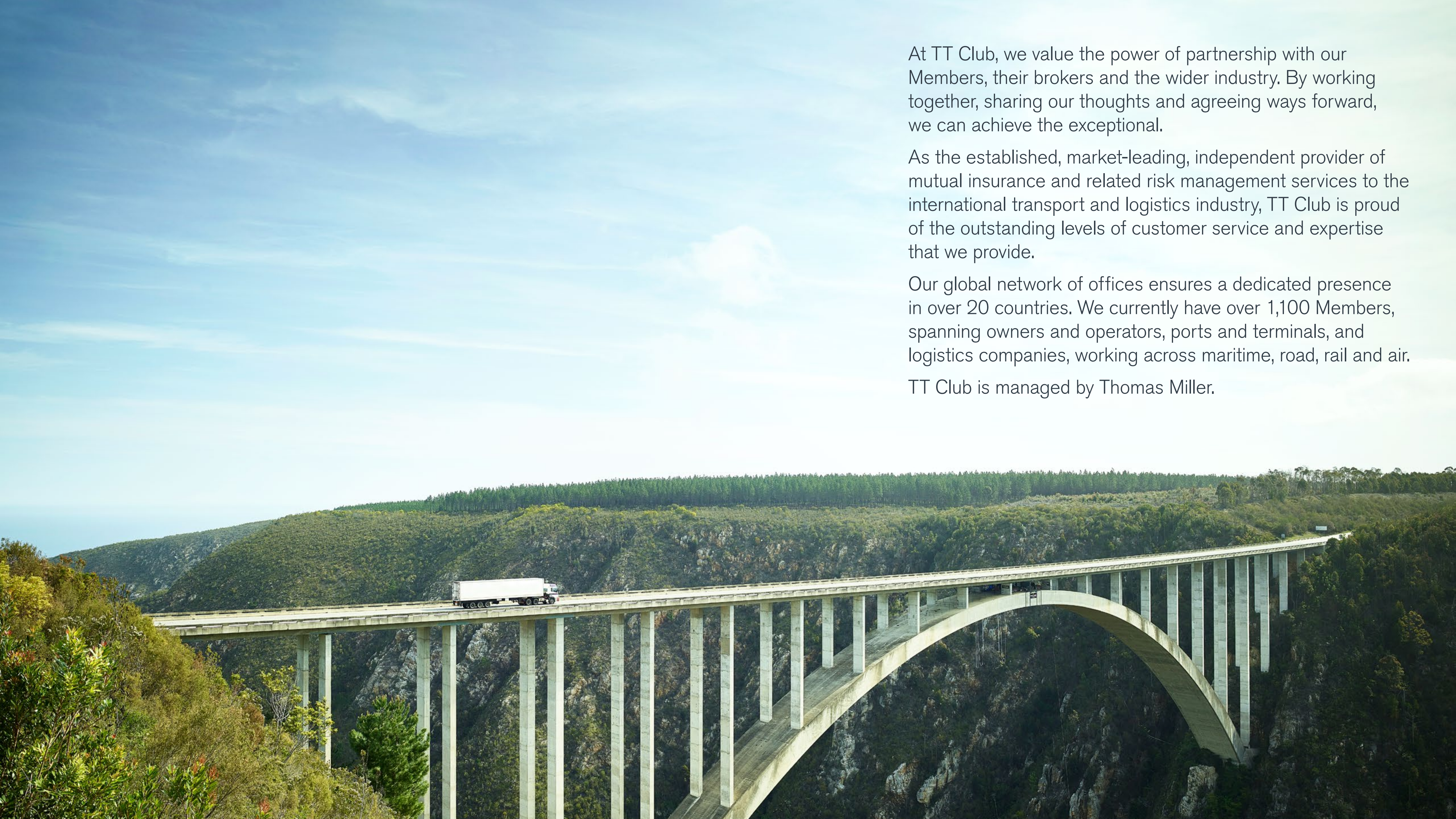


How you rate us helps us serve you better

Moving forward together with our
2021 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.

As the established, market-leading, independent provider of mutual insurance and related risk management services to the international transport and logistics industry, TT Club is proud of the outstanding levels of customer service and expertise that we provide.

Our global network of offices ensures a dedicated presence in over 20 countries. We currently have over 1,100 Members, spanning owners and operators, ports and terminals, and logistics companies, working across maritime, road, rail and air.

TT Club is managed by Thomas Miller.

The survey

From the start of 2020, our industry has not been alone in experiencing unprecedented disruption, bringing both personal and professional challenges. The value of working together, communicating with each other and sharing our viewpoints has never been greater.

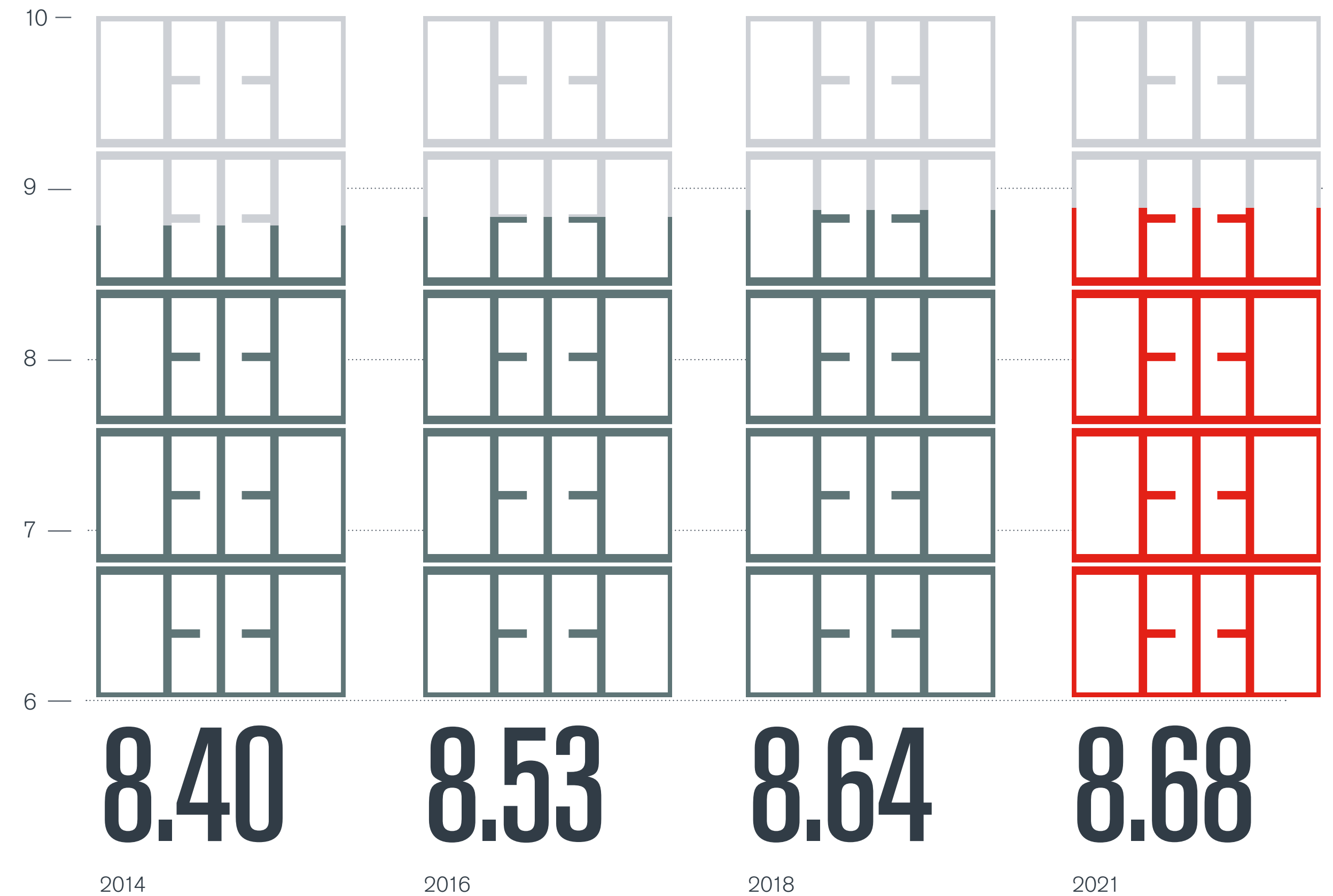
Throughout, TT Club's commitment to supporting our Members, their brokers and our industry as a whole has remained steadfast. Understanding how recent events have affected your priorities and requirements is vital for shaping the services we deliver and the way we deliver them. Which is why this 2021 Customer Satisfaction Survey is our most important yet.

In this 2021 survey, 165 TT Club Members and brokers responded to give us feedback on our performance and standard of service, and – more importantly – to let us know how their needs have changed.

Thank you to all of you who responded and please remember that you do not need to wait for this survey to let us know your thoughts. Feel free to email marketing@ttlclub.com at any time.

Our performance

Our customers are increasingly satisfied, rating the club's performance higher year on year. With 10 being the highest score possible, you have given us an 8.68 rating in 2021, up from 8.40 in 2014.



Satisfaction across our three service lines also remains consistently high and almost identical, with a rating of 8.60 for underwriting and 8.61 for claims.



Underwriting performance



Claims performance



Loss prevention

Our customers

Back in 2016, we established four factors that were the most important drivers of our Members' and brokers' level of satisfaction with their insurance provider.



Performance ratings

While we pride ourselves on the levels of service we provide, we continually strive to do even better. So, while your ratings of our performance are gratifyingly high, we will keep working towards achieving 100%.



84%

Say service is usually or always better than other insurers



90%

Rate the club as Unique, Special, or Different

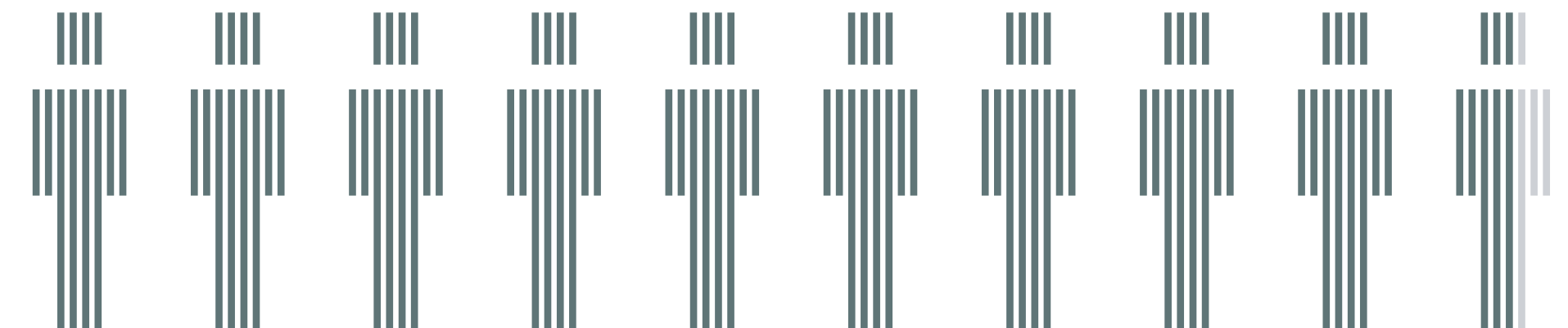


87%

Feel the club meets or exceeds service commitment

97%

Of our members renew year on year



Our changing world

From the pandemic and Brexit to digitalisation, we wanted to know whether and to what degree your requirements from us may have changed. Your responses were both illuminating and encouraging.

Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree

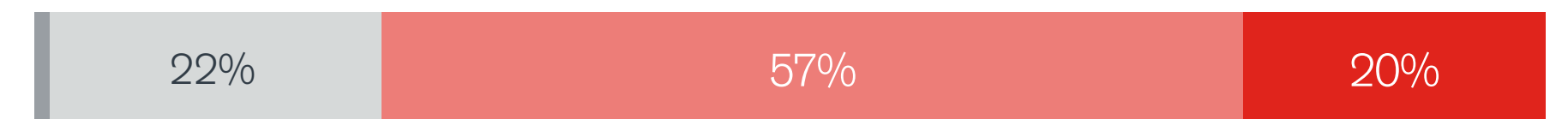
Pandemic

While we pride ourselves on the levels of service we provide, we continually strive to do even better. So, while your ratings of our performance are gratifyingly high, we will keep working towards achieving 100%.

“TT Club service levels remained consistent throughout the pandemic”



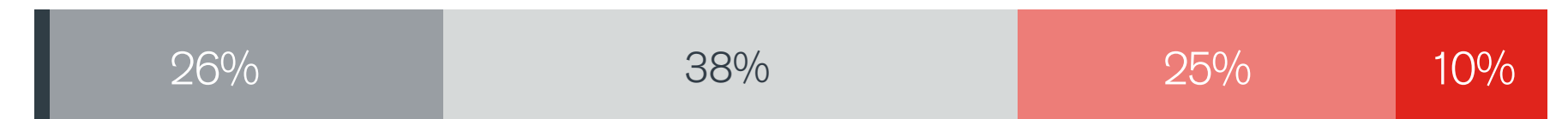
“TT Club responded well to our changing needs throughout the pandemic”



Brexit

Affecting a smaller number of respondents, less than half of you said that Brexit changed your requirements from us.

“The services we need from TT Club going forward have changed as a result of the pandemic”



“TT responded well to our changing needs as a result of Brexit”



“The services we need from TT going forward have changed as a result of Brexit”



Digitalisation

Whilst we need to do more to ensure you are benefitting from our investment in digital delivery, nearly half of you who noticed an improvement found our digital tools to be highly valuable. We are committed to providing a seamless digital experience for our Members and brokers across the globe.

“I have noticed that TT has enhanced their digital offerings in the past 12 months”



“The improvements TT has made to their digital tools and self-service information over the past 12 months has been highly valuable to me”



About Thomas Miller

TT Club is managed by Thomas Miller – an independent, international provider of insurance, professional and investment services. With origins in the provision of management services to mutual organisations, Thomas Miller has a particularly strong presence in the international transport and professional indemnity sectors; where today it manages some of the foremost insurance mutuals.