



Steamship
Mutual

Member and Broker Survey Highlights



We commissioned
an online survey to provide
information to help us
understand how our service
is received and improve
our performance
in the future





Stephen Martin
Club CEO



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We routinely have a dialogue with Members and their brokers about service delivery and are always on the lookout for information that will help us tailor products and improve service. However to help us better understand how our work is received we commissioned an online survey. We were delighted to receive almost 300 responses and would like to thank those that participated in the process.

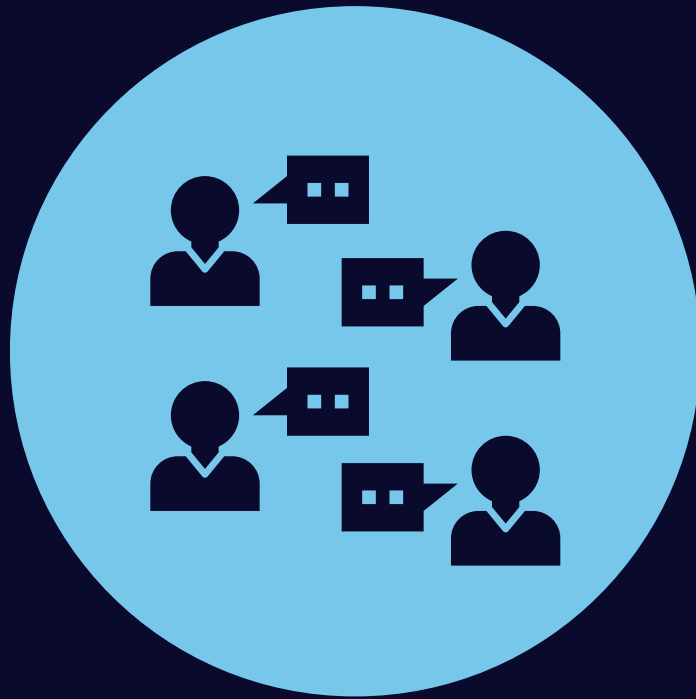
The results of the survey have been reviewed internally and we were pleased to see that the majority of responses were very complimentary about the Club and its people. In many cases what was reported was not at all surprising. Members appreciated accessibility of resources, the goodwill of the Club's staff, the quality of our work and our commitment to our Member relationships. In areas where we did not score as highly, for example in areas of IT innovation and automation, work is already underway to review our approach and improve performance.

Feedback is important to us, and we welcome and encourage all of our Members and brokers to continue sharing their views. Our Members are at the centre of our business, and we strive to offer them the best advice and support possible. If you were unable to complete our survey, please do not hesitate to get in touch with your usual Club contact to let us know your thoughts. Contact details can be found on our website.

A few brief highlights from the survey have been included in this report.

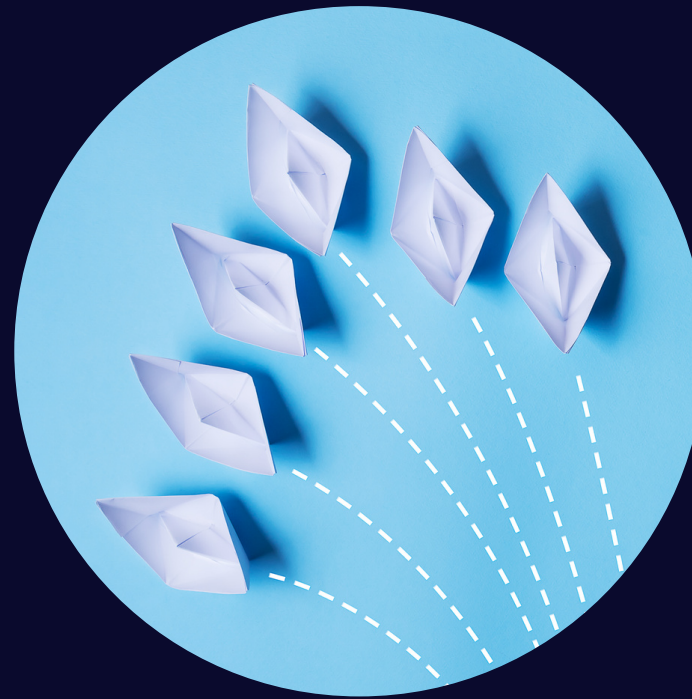
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Endorsed

97% of Members and brokers said they would recommend Steamship Mutual for P&I Insurance



Supported

97% of Members and brokers said they would continue to place their business with Steamship Mutual in the future



Trusted

94% of Members and brokers said they can rely on Steamship to handle claims professionally and settle them promptly

↑90%

of Members and brokers agreed that the Club
was in the top quartile of P&I Clubs

Reliable in claims handling and with capable
and experienced senior management



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Most Highly Rated for...

- Accessibility of staff
- Speed/quality of responses
- Strength of Service
- Ability to retain strong relationships
- Acting in the spirit of mutuality
- Communicating effectively with Members and brokers

Steamship Mutual's Service



**Brokers (96%)
regarded the
underwriting team
as responsive and
communicative**

96%

80%

Of Members who responded rated
Steamship Mutual
in the top 2 of all P&I Clubs
for each of these categories



Speedy
response

Communicating
effectively with
Members & brokers

Acting in
the spirit of
mutuality

Open &
accessible

Understanding
all issues when
advising

Demonstrating a
knowledge of
their business

Being
flexible in all
aspects

Having open
and transparent
processes



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Steamship Mutual

If you have any further feedback you would like to share, please reach out to your Club contact.

Contact Us

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