

2010 RESULTS: COMMERCIAL LINES INSURERS

2010 RANK (OUT OF 37)	INSURER	2009 RANK (OUT OF 31)	OVERALL* SERVICE RANK
1	Chubb	2=	1
2	Hiscox	1	4=
3	Arista	2=	2
4	Ace	14=	3
5	Fusion	8=	4=
6=	Ecclesiastical	10=	8
6=	HCC International	4=	9
8	CNA	12=	10
9	Oak Underwriting	new entrant	18
10	LV=	10= (as ABC)	6
11	MMA	16=	7
12=	Markel	7	11=
12=	Fortis	14=	11=
14	Catlin	4=	11=
15	Brit	12=	14
16	QBE	8=	15
17	Allianz	18=	17
18	Travelers	6	19
19	Amlin	16=	16
20=	Sterling	new entrant	21
20=	Chartis	21	22=
22	Groupama	20	20
23	Towergate	24=	22=
24	Legal & General	new entrant	22=
25	Aviva	26=	26
26	DAS	26=	25
27	Zurich	18=	27=
28	Congregational & General	new entrant	30
29	Equity Red Star	23	27=
30	RSA	22	29
31	Primary	26=	31
32	NIG	24=	32
33=	Sabre	new entrant	35
33=	AXA	29	34
35	Provident	new entrant	33
36	Quinn Insurance	30	36
37	Tradex	31	37

METHODOLOGY

Brokers were asked to give their opinion of insurer service in terms of 'excellent', 'very good', 'satisfactory', 'poor', 'very poor' or 'no opinion' on eight

performance measures: ease of access to decision makers; quality of cover; underwriting expertise and flexibility; documentation – speed of delivery; documentation – clarity of wording; claims – speed of settlement; claims – fairness of settlement; and overall service.

A weighted average score was calculated for each insurer: 5 points for excellent; 4 for good; 3 for satisfactory; 2 for poor; 1 for very poor.

Insurers were ranked in a league table according to the mean of their performance measure weighted average scores. The 'no opinion' ratings were excluded when calculating the weighted average scores. In a separate survey question, brokers were asked to indicate which insurer had shown the greatest improvement in service and why. The most improved insurer was determined based on the number of votes received.

The **Insurancetimes** 2010/2011

Broker

Service Survey

* Brokers were asked to rate insurers on overall service, as opposed to the aggregated weighted averages on performance measures.