

BRITANNIA P&I CLUB MEMBERS' SURVEY 2019 RESULTS



THE SURVEY



Last year we received valuable feedback from our Members' Survey, and the additional feedback this year, will help us maintain and improve the premium level of service you deserve as a Member of Britannia.

The positivity towards the Club shown in the results is encouraging and I thank both the staff and our Members for their commitment and loyalty.

However, while it would be easy to highlight only the positive feedback, it's equally important to recognise the areas where we need to perform to a higher standard.

As the Managers of the Association, we are continually measuring and reviewing our performance to ensure that we stay on track to achieving our mission to be the 'Finest P&I Club in the World'.

We are currently improving the functionality of our website and especially how it works on mobile devices.

Our Member's Portal is going through final testing and will be a welcome addition to our website. This will be available in early 2020.

The recent launch of Britannia on social media has enabled us to communicate and share information with our international hubs and the wider maritime world.

We will also continue to make improvements to our Members' Survey, so we can receive the most relevant data to help us improve the service to our Members.

This year we promised to donate US\$100 for every Member that returned a survey to our chosen charity, and are delighted to announce we were able to present a cheque to The Mission to Seafarers earlier this month for US\$14,000.

Thank you for your time and participation and I personally welcome any additional comments or feedback after you've had the opportunity to review the results.

Please email your feedback to: feedback@tindallriley.com



ANDREW CUTLER

Chief Executive Officer
Britannia P&I Club

DECEMBER 2019

AS A MEMBER OF BRITANNIA P&I I FEEL...

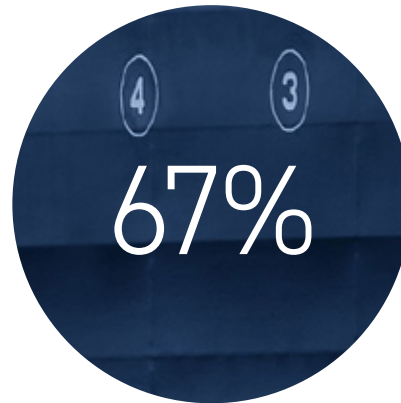
TOP 4 RESPONSES



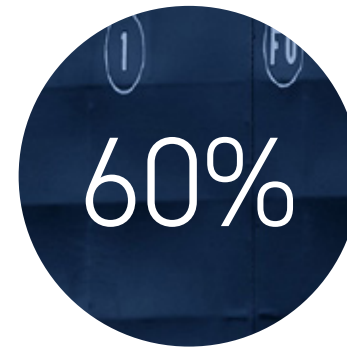
YOU RATED THE TOP 3 CORE VALUES OF BRITANNIA P&I TOP 3 RESPONSES



PROFESSIONAL



TRUSTED

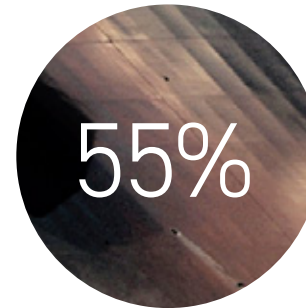


FINANCIAL STRENGTH

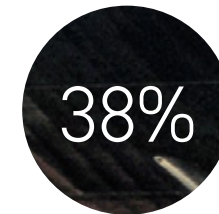
THE MOST IMPORTANT REASONS YOU CHOOSE A P&I CLUB AND/OR FD&D INSURER



SERVICE



FINANCIAL STRENGTH



REPUTATION

YOUR UNDERSTANDING OF CORPORATE GOVERNANCE & CITIZENSHIP COMBINED SCORES OF VERY GOOD & EXCELLENT



MRC



REGULATORY BOARD



COMPLIANCE & REGULATION



ENVIRONMENTAL



SUSTAINABILITY

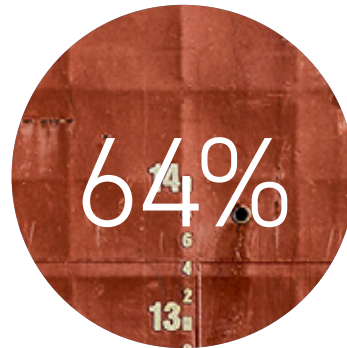


CSR

OUR SERVICES COMBINED SCORES OF VERY GOOD & EXCELLENT



OWNERS P&I



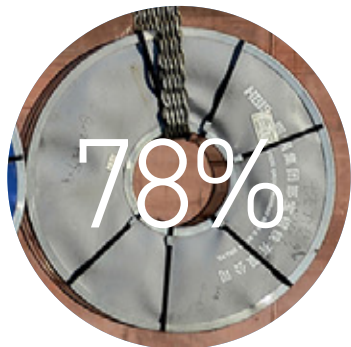
CHARTERERS' COVER



FD&D



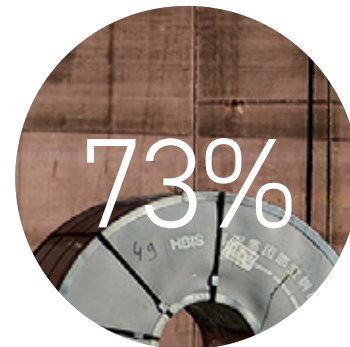
UNDERWRITING



CLAIMS HANDLING



ADDITIONAL SERVICES

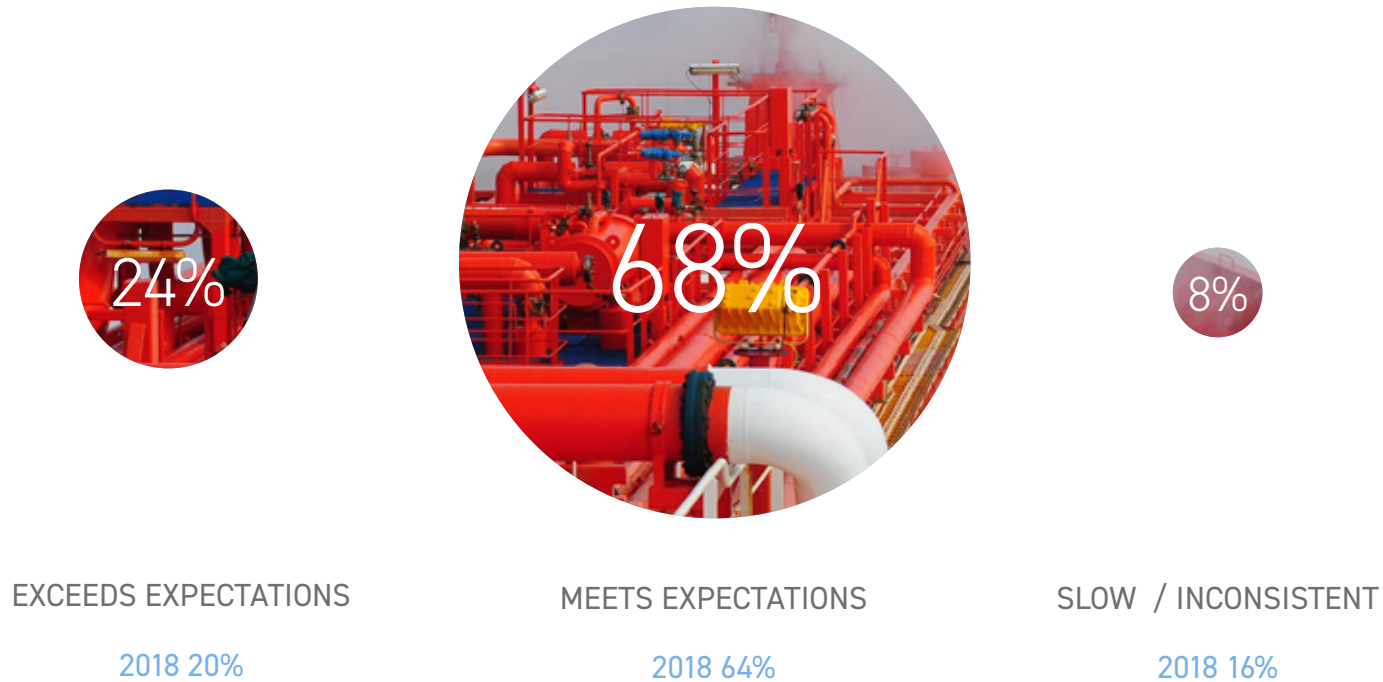


LOSS PREVENTION



TRADING CERTIFICATES

HOW GOOD IS OUR RESPONSE* TO A CLAIMS REQUEST



* OUR FIGURES HAVE IMPROVED SINCE LAST YEAR. WE AIM TO IMPROVE YEAR ON YEAR.

HOW QUICKLY YOU RECEIVE REIMBURSEMENT* OF CLAIMS



ALWAYS ON TIME

2018 47%



ON TIME

2018 48%



LATER THAN EXPECTED

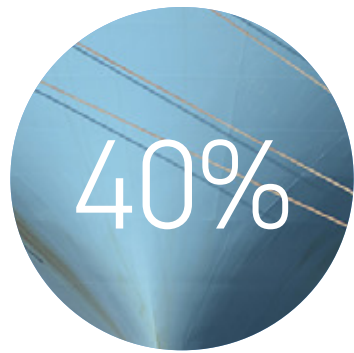
2018 5%

* 'ALWAYS ON TIME' FIGURES HAVE SLIPPED SLIGHTLY. 'LATER THAN EXPECTED' REMAIN STABLE. WE AIM TO IMPROVE THESE IN 2020.

HOW YOU RATE THE CLAIMS REIMBURSEMENT PROCESS



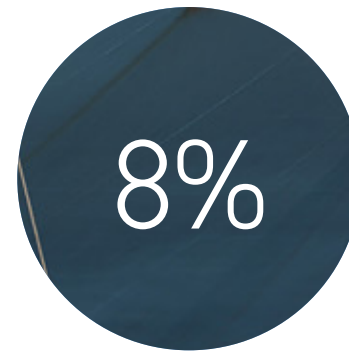
EXCELLENT



VERY GOOD



GOOD



AVERAGE



POOR

OUR APPROACH AND ENGAGEMENT COMBINED SCORES OF VERY GOOD & EXCELLENT



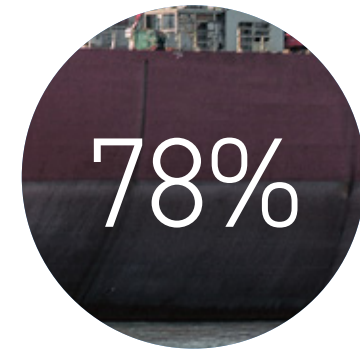
REGULAR VISITS



ENGAGEMENT BY
SENIOR MANAGEMENT

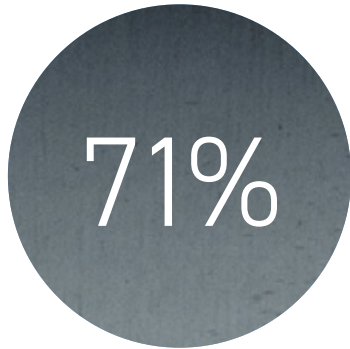


RESPONSIVE
SOLUTIONS



ACCURATE
DOCUMENTATION

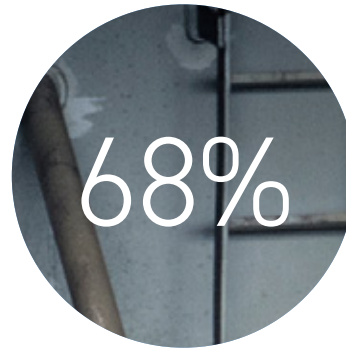
OUR TRAINING & EDUCATIONAL INITIATIVES COMBINED SCORES OF VERY GOOD & EXCELLENT



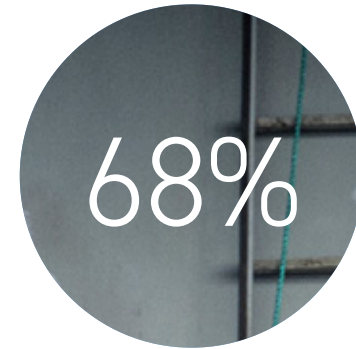
TRAINING WEEK



DPA SEMINARS



CREW & TECHNICAL
SEMINARS



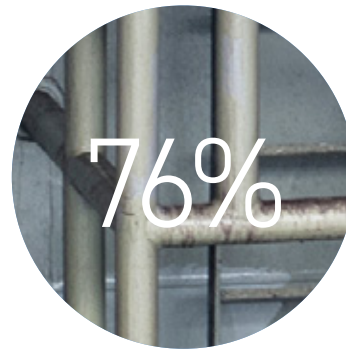
VIDEO SIMULATIONS



SHIP SURVEYS



CREW WATCH



RISK WATCH



VALUE TO MEMBERSHIP

THE CONTENT OF OUR LOSS PREVENTION SEMINARS COMBINED SCORES OF VERY GOOD & EXCELLENT



RELEVANT TOPICS



QUALITY ADVICE



WELL PRESENTED



EASILY UNDERSTOOD

THE QUALITY OF OUR PUBLICATIONS COMBINED SCORES OF VERY GOOD & EXCELLENT



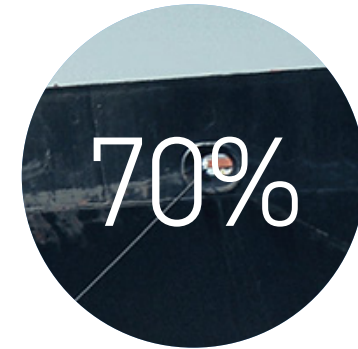
ANNUAL REPORTS



RISK WATCH



CREW WATCH



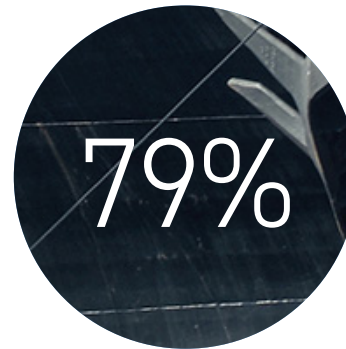
POSTERS



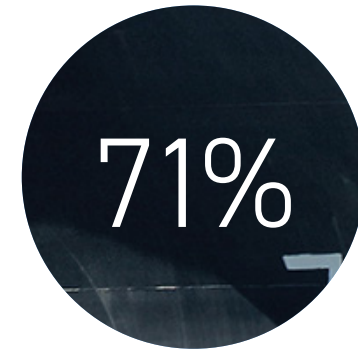
BRITANNIA
NEWS SUMMARY (BNS)



CIRCULARS



BULLETINS



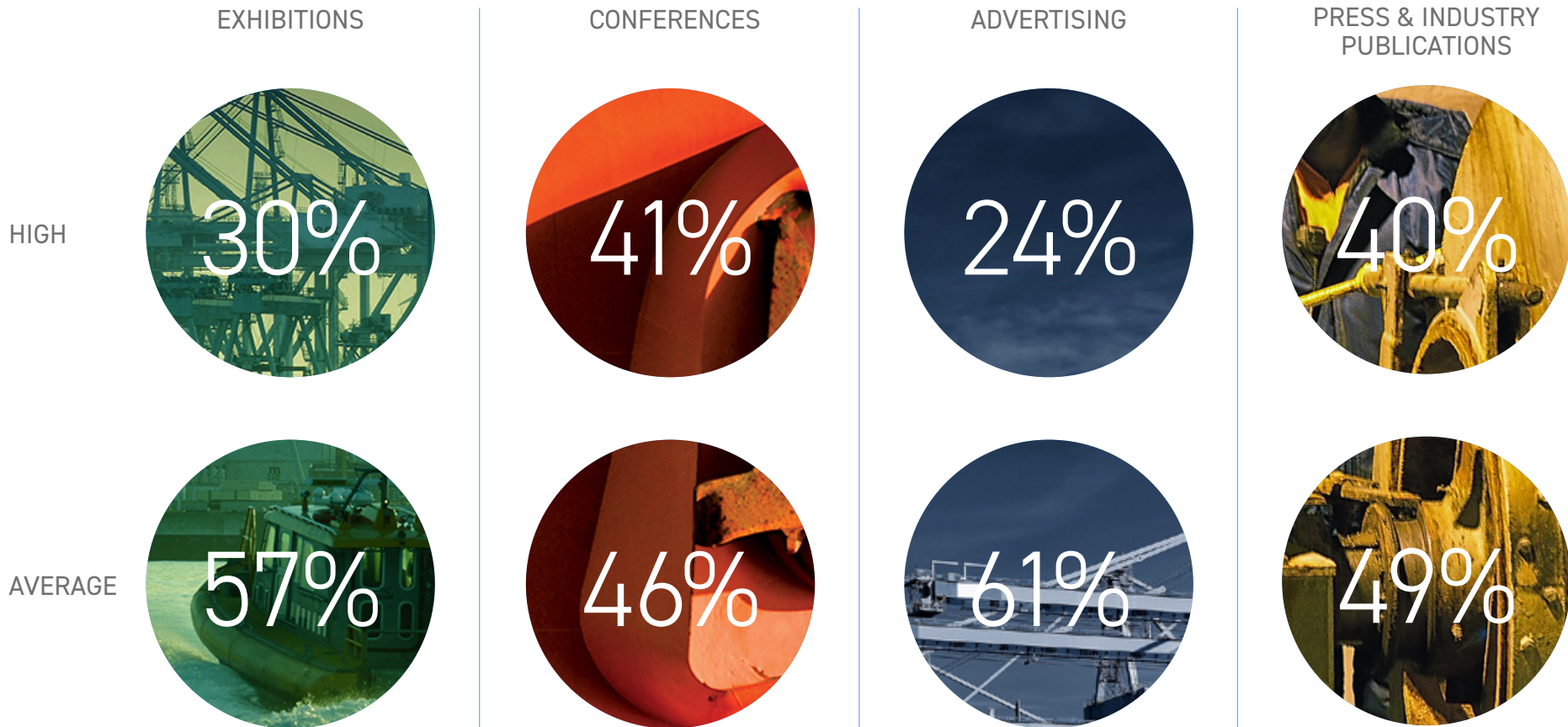
RULE BOOKS

THE MAJORITY OF YOU BELIEVE DIGITAL* IS MORE SUSTAINABLE THAN PRINT



* REFLECTING OUR MOVE TO SUSTAINABILITY, OUR 2020 RULE BOOKS WILL BE CREATED AS INTERACTIVE PDFs, AVAILABLE ONLINE.

YOUR AWARENESS OF BRITANNIA P&I'S MEDIA PROFILE COMBINED SCORES OF VERY GOOD & EXCELLENT



BUSINESS SOCIAL MEDIA PLATFORMS THAT YOU FOLLOW



LINKEDIN

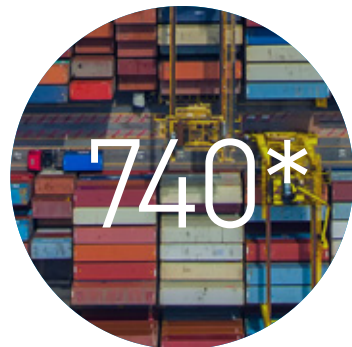


INSTAGRAM



TWITTER

SINCE OUR MEMBERS' SURVEY BRITANNIA HAS JOINED SOCIAL MEDIA



LINKEDIN FOLLOWERS



INSTAGRAM FOLLOWERS



TWITTER FOLLOWERS

* FOLLOWERS: 1 JANUARY 2020

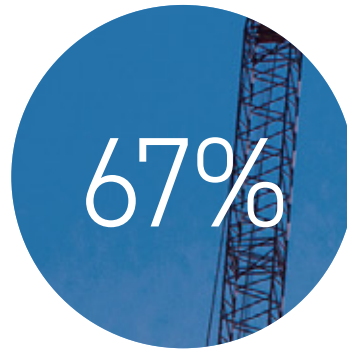
THE EFFECTIVENESS OF THE BRITANNIA WEBSITE COMBINED SCORES OF VERY GOOD & EXCELLENT



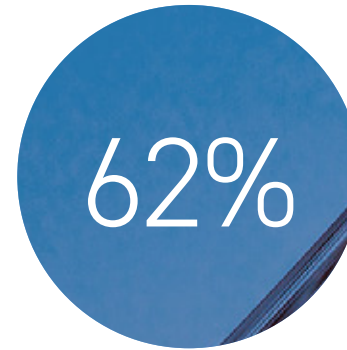
DESIGN



NAVIGATION



UP-TO-DATE



GENERAL CONTENT



MOBILE

A SELECTION OF YOUR QUERIES FROM THE SURVEY AND OUR RESPONSES

WE APPRECIATE THE CLUB'S EFFORT AND THEIR PROFESSIONAL COMMENTS AS ALWAYS, BUT IT WOULD BE EXCELLENT IF ENQUIRIES TO CLAIMS HANDLERS WERE FASTER.

Thank you for your appreciation and we are sorry to hear your claims haven't been handled as quickly as you would like.

8% of Members believe claims could be faster. We will look at ways we can improve this aspect of our service.

TRAINING SEMINARS FOR MEMBERS ARE IMPORTANT. IT WOULD BE BETTER IF WE CAN HAVE MORE THAN ONE A YEAR.

Training Seminars are important and we are currently looking at how we can enhance and improve the content, location and frequency, whilst ensuring the best value for Members.

NOT ALL QUESTIONS WERE APPLICABLE TO ALL MEMBERS.

Thank you for this feedback. In our next survey we will add a 'Not Applicable' option on relevant questions.

WOULD IT BE POSSIBLE TO RECEIVE DETAILED AND ENRICHED SEMINAR MATERIALS IN JAPANESE?

It's an important goal and we aim to improve this aspect of our seminars.

WE WOULD LIKE TO HAVE ACCESS TO LOSS RECORDS, CLAIMS RESERVES AND UNDERWRITING REPORTS ONLINE.

In due course this functionality will be included in the Members' portal. This is currently being tested and will be available to all Members in 2020.

CAN SENIOR MANAGEMENT VISITS INCLUDE PEOPLE FROM COMMERCIAL, NOT JUST LEGAL AND INSURANCE TEAMS?

Strong relationships are an essential part of our service delivery. As part of this, when cost effective, we encourage staff (including senior management) to visit Members' teams, including trying to see all staff within Members' offices.

OUR REGIONAL HUBS



UNITED KINGDOM



JAPAN



HONG KONG



SINGAPORE



GREECE



DENMARK



KOREA



SPAIN



TAIWAN

PLEASE EMAIL ANY ADDITIONAL FEEDBACK OR COMMENTS YOU MAY HAVE TO FEEDBACK@TINDALLRILEY.COM