





Thank you to all of you who took the time to complete our Members' Survey 2024.

We conduct this survey every two years and it remains a vital tool to check the services we are providing meet your expectations and to identify any areas of improvement or potential development. As the Managers of the Britannia Group, we are always measuring and reviewing our performance to ensure that we are delivering the best possible service and staying true to our mission to be the 'finest P&I Club'.

Many of the areas covered in the survey remain the same as in previous years, enabling us to identify and monitor any trends. In addition, we have introduced new topics/questions, such as around the service provided by our regional hubs, that reflect our current offering and new developments in the Club.

As part of our survey, we will again make a donation to a charity supporting seafarers for every completed survey. This time around we received responses from about 40% of our Members, so we will be donating USD12,300 to charity. Our chosen charity this year is The Mission to Seafarers, which provides help and support to the 1.89 million men and women who face danger every day to keep the global economy afloat. It works in over 200 ports in 50 countries caring for seafarers of all ranks, nationalities and beliefs. Specifically, we will be sponsoring two Britannia Group teams (of three persons) to take part in the Adventure Race Japan 2025, which involves two days of trekking, running, and other challenges in the shadow of Mount Fuji. Last year the 64 teams that took part in the event raised USD1.35 million for The Mission to Seafarers.

Thank you again for your time and participation in this survey. However, do not feel you have to wait until our next survey to provide your feedback. We welcome your comments at any time so we can respond quickly and ensure we continue to strive to provide you with exceptional service and to be a Club of which you are proud to be a Member.

**ANDREW CUTLER**

Chief Executive Officer, Britannia P&I Club

Please email your feedback to  
[feedback@tindallriley.com](mailto:feedback@tindallriley.com)

AS A MEMBER OF BRITANNIA P&I CLUB I FEEL...  
TOP 3 RESPONSES

61%

SATISFIED

46%

VALUED

29%

SECURE

2022: SATISFIED, SECURE, VALUED

# HOW IMPORTANT ARE THE BRITANNIA GROUP'S CORE VALUES TO YOU?

TOP 3 RESPONSES

87%

TRUST

83%

EXPERTISE

70%

INTEGRITY

2022: TRUST, EXPERTISE, INTEGRITY



## HOW YOU DECIDE ON A P&I CLUB AND/OR FD&D INSURER? TOP 3 RESPONSES

91%

SERVICE

67%

FINANCIAL STABILITY

56%

VALUE FOR MONEY

2022: SERVICE, FINANCIAL STABILITY, COST

The factors in choosing a P&I Club remain broadly the same with value for money replacing cost in 2022 survey results.

# RATE YOUR UNDERSTANDING OF THE BRITANNIA GROUP'S CORPORATE GOVERNANCE

COMBINED RATINGS OF GOOD, VERY GOOD & EXCELLENT

**87%**

REGULATORY BOARD

2022: 84%

**89%**

MEMBERS' REPRESENTATIVE  
COMMITTEE (MRC)

83%

**89%**

COMPLIANCE & REGULATION

86%

Understanding of the Britannia Group's corporate governance has improved across all measures since the 2022 survey.

# HAVE YOU READ BRITANNIA GROUP'S SUSTAINABILITY REPORTS 2023, 2022, 2021 OR ALL THREE REPORTS?

**71%**

YES

2022: 77%

**28%**

NO

23%

With our last report being published in 2023, we will publish a new Britannia Group Sustainability Report in 2025.

## DO YOU FEEL BRITANNIA P&I CLUB IS BEING PROACTIVE ENOUGH IN OUR APPROACH TO SUSTAINABILITY?

64%

YES, ENOUGH IS BEING DONE

5%

NO, MORE IS REQUIRED

30%

DON'T KNOW

While the majority of Members feel the Club is being proactive enough in our approach to sustainability, we will continue to consider ways of addressing the sustainability challenges we are facing as a Club.



## HOW YOU RATE THE PRODUCTS/SERVICES OF THE BRITANNIA GROUP? COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

**97%**

OWNERS' P&I  
2022: 97%

**97%**

CHARTERERS' COVER  
91%

**97%**

LOSS PREVENTION  
91%

**95%**

TRADING CERTIFICATES  
97%

**93%**

UNDERWRITING  
2022: 93%

**93%**

FD&D  
92%

**93%**

CLAIMS HANDLING  
96%

**90%**

ADDITIONAL SERVICES  
93%

We are reassured that the majority of our core service ratings have improved since the last survey. However, we will investigate why the rating for claims handling has declined slightly and consider if any remedial action is required.

## HOW QUICK IS OUR RESPONSE TO A CLAIMS REQUEST?

**41%**

FAST: SURPASSES  
EXPECTATIONS

2022: 30%

**52%**

MEETS  
EXPECTATIONS

62%

**6%**

SLOWER THAN  
EXPECTED

8%

**1%**

INCONSISTENT

N/A

While we are pleased to see that more of you feel that our response to claims requests surpasses expectations, we will continue to try to improve our response times.

## HOW EFFICIENT IS OUR RESPONSE TO A CLAIMS REQUEST?

**41%**

VERY EFFICIENT

**54%**

EFFICIENT

**3%**

VARIABLE

**2%**

INEFFICIENT

It is good to see that 95% of Members think our response to a claims request is efficient or very efficient.

## HOW QUICKLY DO YOU RECEIVE REIMBURSEMENTS OF CLAIMS?

**42%**

ALWAYS ON TIME

2022: 38%

**50%**

USUALLY ON TIME

54%

7%

LATER THAN EXPECTED

8%

While more Members reported receiving reimbursement of claims 'always on time' than in 2022, we will continue to work towards converting 'usually on time' responses to 'always on time'.

## DO YOU CURRENTLY USE THE BRITANNIA MEMBERS' PORTAL?

1%  
DAILY

13%  
WEEKLY

42%  
MONTHLY

27%  
ANNUALLY

While we are pleased that 83% of Members surveyed use the portal, we would like Members to use it more frequently, as well as understanding why 17% of those surveyed do not currently choose to use the portal.

## IF YOU USE THE MEMBERS' PORTAL, DO YOU FIND IT USEFUL?

**19%**  
VERY USEFUL

**54%**

USEFUL

**27%**

SOMETIMES USEFUL

**1%**

NOT USEFUL

We continue to develop the functionality of the Portal with the aim of even more Members finding it useful or preferably very useful.

## HOW GOOD IS OUR APPROACH & ENGAGEMENT?

COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

**97%**

HELPFUL & RESPONSIVE  
SOLUTIONS

2022: 93%

**95%**

REGULAR CONTACTS  
AND/OR VISITS

90%

**96%**

SENIOR MANAGEMENT  
ENGAGEMENT

88%

**98%**

ACCURATE & TIMELY  
DOCUMENTATION

95%

We are delighted our scores for approach and engagement have increased across all measures compared to 2022.

# HOW DO YOU RATE THE SERVICE AND SUPPORT BY YOUR REGIONAL BRITANNIA HUB?

COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

94%

2022: N/A

Our regional hubs, play an important role in serving our Members locally, so we are pleased that our Members value this local service.



## ARE YOU FAMILIAR WITH THE LOSS PREVENTION SERVICES THE CLUB PROVIDES?

**24%**  
VERY FAMILIAR

**48%**  
FAMILIAR

**23%**  
SOMEWHAT FAMILIAR

**6%**  
NOT FAMILIAR

While 72% of Members are familiar or very familiar with our loss prevention services, we would like all Members to take advantage of these useful services. If you are not familiar with our services, please contact the team at [lossprevention@tindallriley.com](mailto:lossprevention@tindallriley.com) and/or visit our website and sign up to BNS for regular updates on the latest loss prevention content.

## HOW EASY IS IT TO ACCESS AND USE OUR LOSS PREVENTION SERVICES THROUGH OUR WEBSITE?

**25%**

VERY EASY

**47%**

EASY

**27%**

NEUTRAL

**1%**

DIFFICULT

We are planning to further develop our loss prevention service offering. This includes enhancing our website which will make it even easier to find out about and access these services.

# HOW DO YOU RATE THE QUALITY OF OUR LOSS PREVENTION PUBLICATIONS & EVENTS

COMBINED SCORES OF EXCELLENT, VERY GOOD AND GOOD



**98%**

INSIGHT REPORTS

2022: 95%

**96%**

GUIDANCE & UPDATES

N/A

**94%**

WEBINARS

91%

**93%**

SEMINARS

91%

We are pleased that our Members rate the quality of our loss prevention materials highly and that these ratings have increased since 2022. The quality of our loss prevention insight reports was also endorsed externally by the Club winning the Safety4Sea 2024 Initiative Award.

## ARE YOU AWARE OF BSAFE, OUR PROACTIVE ONLINE SAFETY CAMPAIGN?

**67%**

YES (2022: 62%)

**33%**

NO (2022: 38%)

## IF YES, HOW USEFUL DO YOU FIND THE BSAFE CASE STUDIES AND OTHER MATERIALS?

COMBINED SCORES OF USEFUL AND VERY USEFUL:

**83%**

2022: 76%

We will continue to aim to improve awareness of our BSafe campaign and it is reassuring that our Members find the materials useful.



## HOW YOU RATE THE QUALITY OF OUR CLUB PUBLICATIONS AND EVENTS? COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

**99%**

CREW WATCH  
2022: 98%

**97%**

RISK WATCH  
98%

**98%**

BNS  
96%

**96%**

ANNUAL REPORT  
95%

**94%**

SUSTAINABILITY  
REPORT  
95%

**94%**

INTERACTIVE  
ONLINE RULES  
N/A

**99%**

BULLETINS  
& CIRCULARS  
96%

**95%**

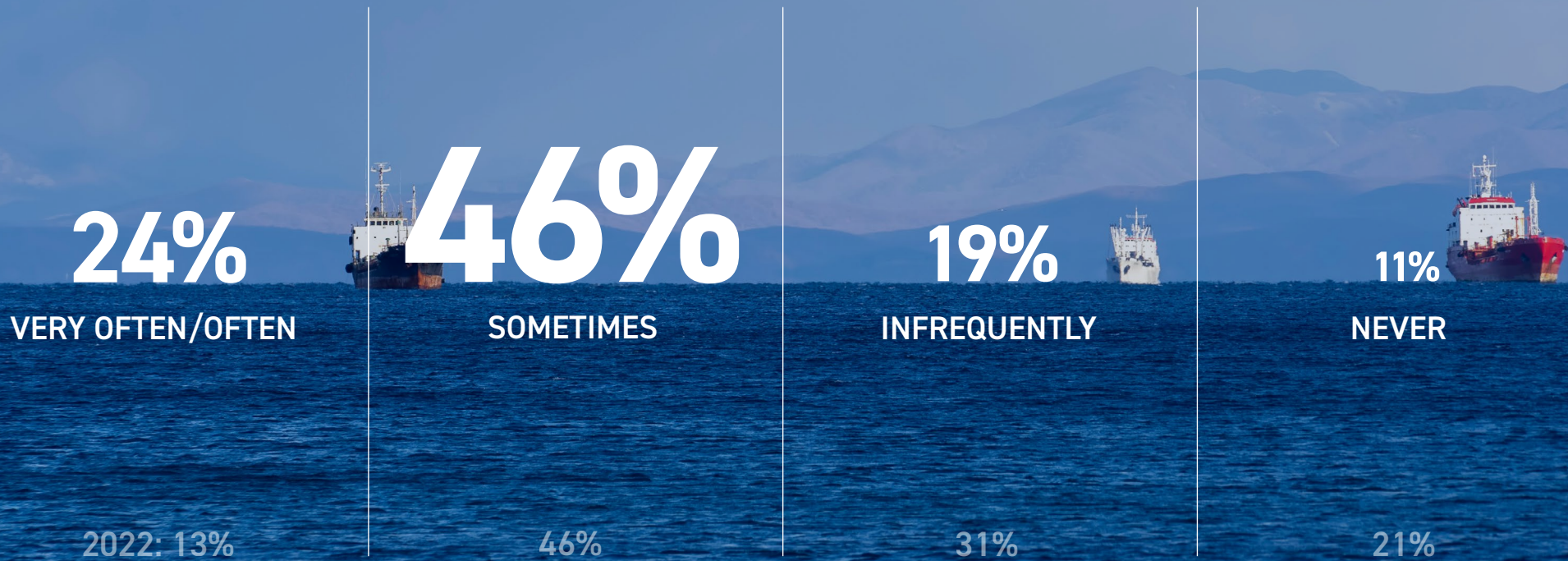
BRITANNIA  
P&I ACADEMY  
N/A

**98%**

ASIAN & EUROPEAN  
MEMBER FORUMS  
93%

We work hard to ensure our publications and events are of the highest standard. If you have any suggestions for future topics or issues please contact us at [britanniacommunications@tindallriley.com](mailto:britanniacommunications@tindallriley.com).

# HOW OFTEN HAVE YOU SEEN BRITANNIA P&I FEATURED IN THE TRADE MEDIA?



## HOW OFTEN HAVE YOU SEEN BRITANNIA P&I ADVERTISEMENTS AND SPONSORSHIP?

11%  
VERY OFTEN/OFTEN

41%  
SOMETIMES

27%  
INFREQUENTLY

21%  
NEVER



## DOES BRITANNIA P&I NEED TO RAISE ITS MEDIA PROFILE?

51%

YES

2022: 55%

49%

NO

45%

The Club continues to adopt a selective approach to advertising, media and sponsorship opportunities.



## HOW FREQUENTLY DO YOU VISIT THE BRITANNIA WEBSITE?

2%

DAILY

20%

WEEKLY

45%

MONTHLY

26%

LESS FREQUENTLY

7%

NEVER

We have started work on our new website and are working with a specialist web agency to launch the site later this year. We will update Members in the coming months.

## WHICH BRITANNIA SOCIAL MEDIA PLATFORMS DO YOU FOLLOW?

29%

LINKEDIN

2022: 25%

6%

INSTAGRAM

9%

4%

X (FORMERLY TWITTER)

10%

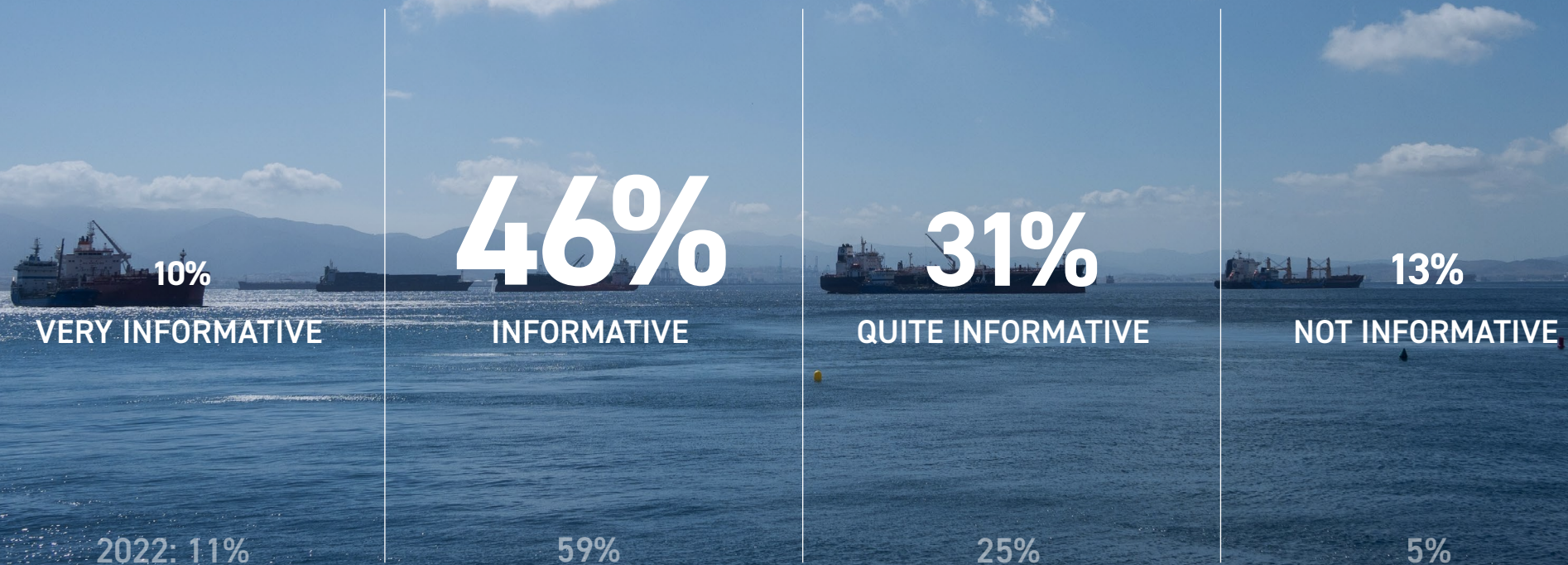
65%

NONE

65%

We regularly post news and articles on our social media channels, so we encourage Members to follow our social media accounts.

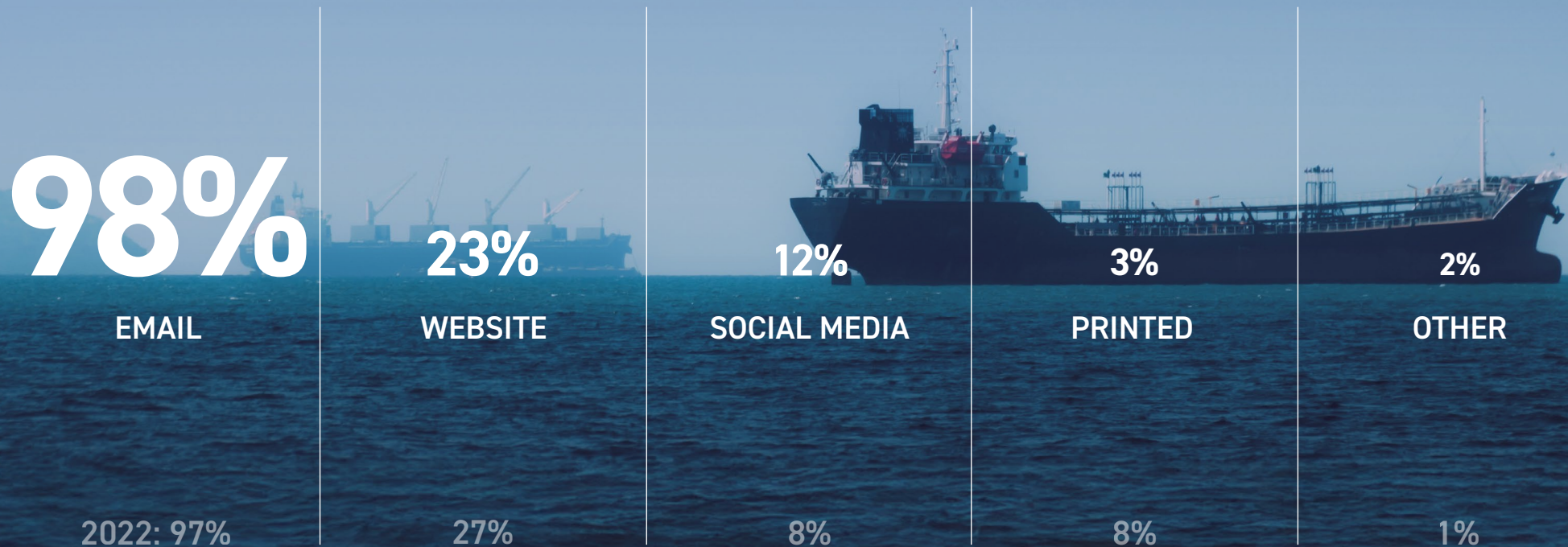
# HOW INFORMATIVE/INTERESTING DO YOU FIND THE CONTENT OF OUR POSTS



**COMBINED SCORES OF QUITE INFORMATIVE, INFORMATIVE AND VERY INFORMATIVE 87% 2022: 94%**

We post daily on LinkedIn with news and updates that we hope Members will find useful. While our followers continue to grow (to over 13,000), we will refocus our attention on the content of our posts and ensure it is as relevant and informative as possible.

## HOW DO YOU LIKE TO RECEIVE BRITANNIA NEWS AND UPDATES?



We recognise that email remains the preferred communication channel for most of our Members but we will continue to support this via our website and social media.

## WHAT TYPE OF INFORMATION DO YOU LIKE THE BRITANNIA GROUP TO COMMUNICATE?

**81%**

CLUB NEWS

2022: 75%

**76%**

LOSS PREVENTION

90%

**67%**

INDUSTRY NEWS

74%

7%

OTHER

5%

Given your feedback, we will look to slightly increase the amount of Club news we communicate to you, while streamlining our loss prevention communications.

## ARE THE CLUB/INDUSTRY UPDATES PROVIDED REGULARLY ENOUGH?

85%

YES, JUST RIGHT

6%

NO, MORE UPDATES REQUIRED

10%

DON'T KNOW

We will continue to provide Club/industry updates at a similar frequency as we do currently.



**OVERALL ON A SCALE of 0 (NOT LIKELY AT ALL) to 10 (EXTREMELY LIKELY)**  
HOW LIKELY WOULD YOU BE TO RECOMMEND BRITANNIA P&I CLUB AS A PROVIDER  
OF P&I INSURANCE TO A COLLEAGUE OR FRIEND?

**92%**

**RATING OF 7-10**

2022: 88%

We are delighted that 92% of our Members would recommend the Britannia Group as a provider of P&I insurance and we will continue to strive to provide our Members with exceptional service.

## A SELECTION OF YOUR COMMENTS FROM THE SURVEY AND OUR RESPONSES

 **MEMBER**  **BRITANNIA**

**ADDRESS ISSUES PROMPTLY AND EFFECTIVELY.**

**KUDOS FOR THE DOCUMENTATION PROCESSING TEAM - THEY ARE ALWAYS FRIENDLY AND HELPFUL AND WE RECEIVE UPDATED DOCUMENTATION REALLY QUICKLY! MUCH APPRECIATED.**

**THE CLUB'S RULE THAT APPLIES TO FD&D CASES SEEMS ON THE STRICT SIDE IN TERMS OF CONTROLLING COSTS.**

As a mutual insurer, when incurring costs the Britannia Group must always have in mind the interests of the Association's membership as a whole. Therefore, while the Managers will always seek to agree with the Member on the most appropriate way of handling an FD&D claim, they are obliged to consider the merits of any proposed action in the context of the wider membership. For this reason, the Association's FD&D Rules give the Managers the right to control how costs are incurred in handling a claim.

**MY IMPRESSION OF BRITANNIA IS NOT FLASHY BUT SOLID WHICH WE LIKE.**

**THE CLUB SHOULD INVEST MORE IN CLAIMS HANDLING EXPERTISE AND HUMAN CAPITAL. LOSS PREVENTION SHOULD BE DEFINITELY IMPROVED.**

The Club continually reviews our claims handling resource to ensure we are able to provide Members with the best possible service. We employ over a hundred claims handlers worldwide and 11 in Loss Prevention.

This includes significant claims handling and loss prevention expertise in our regional hubs to service Members locally and ensure that all time zones covered. However, any Member with any concerns about the team that services that particular Member should speak to a senior Club representative.

In the past year there has been extensive work in terms of expanding and improving our loss prevention services, which has been well received by the Membership. However, we are constantly seeking to improve our loss prevention services and, as part of this, we always welcome Members' feedback by either contacting our team directly or by completing our loss prevention feedback form on our [website](#).

**VERY PROFESSIONAL ATTITUDE AND REPLIES.**

**PLEASE ALLOW UNDERWRITERS TO HAVE MORE CREATIVITY/FLEXIBILITY WITH THEIR RENEWALS. MANY ARE ACTUARIES OR LAWYERS, INSTEAD OF COMMERCIAL PEOPLE. ALSO, TOO MUCH LOSS PREVENTION BUT WITHOUT ANY IMPACT - LESS IS MORE. WHERE THE LPD HAS ACCESS TO MEMBER'S LOSS RECORD, THEY SHOULD BE ABLE TO SEE INDIVIDUAL TRENDS AND PROVIDE BESPOKE GUIDANCE TO MEMBERS.**

We appreciate renewals can be a challenging time for both the Member and the Club. Underwriters are always encouraged to engage respectfully, courteously and clearly with Members around renewal proposals and work towards achieving the best outcome for both parties.

Loss prevention offers a range of tailored services to provide our Members with the highest level of personalised service. This includes bespoke Member seminars and workshops, as well as our claims analysis programme where we review individual Member's claims records on request to identify trends and highlight key learnings to help Members.

**WE ARE ALWAYS SATISFIED ABOUT THE LEGAL SERVICE OR ASSISTANCE FROM THE BRITANNIA HONG KONG OFFICE, ESPECIALLY GWEN VETUZ AND JONATHAN HOOI ARE VERY KIND. THEY ALWAYS PROVIDE US WITH APPROPRIATE AND PERFECT SERVICES.**

1. CLAIMS HANDLING SATISFACTION DEPENDS ON THE PERSON IN CHARGE. I SUPPOSE AN ENHANCED JOB DISTRIBUTION MAY IMPROVE.
2. BEING MORE SUPPORTIVE FOR MEMBERS TO PURSUE LAWSUITS ESPECIALLY WHEN IT IS TO PROTECT MEMBER'S (SHIPOWNER'S) INTERESTS.
3. PREMIUM PAYMENT IS SUGGESTED TO BE SIMPLIFIED AS IT IS QUITE COMPLICATED NOW, ESPECIALLY THE 3<sup>RD</sup> INSTALLMENT, WHICH IS PAID 2 YEARS LATER.

We have a wide range of claims handling experience and expertise across the Club and wherever possible we try to align our resources and capabilities with our Members' needs. However, if any Member would like to discuss the claims handling support they currently receive, they should

contact a senior representative at the Club.

It is the role of the Club to protect our Members' interests. We will assess each case individually on the basis of the merits of the claim, the financial status of the other party involved, the viability of enforcement and the potential cost implications for the Club and Member of losing in any litigation.

We will review our current premium payment process and determine if the process can be simplified.

**I AM EXTREMELY PLEASED WITH THE INFORMATIVE, PROMPT RESPONSE AND SERVICE PROVIDED (ALWAYS WITH A SMILE) BY GEOVANN LIM AND VICTORIA MCFARLANE. WE ALWAYS LIKE TO THANK B KOREA FOR THE EXCELLENT SERVICE PROVIDED TO KOREAN MEMBERS.**

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