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BRITANNIA P&I's MEMBERS' SURVEY HIGHLIGHTS CONTINUED ENHANCEMENTS IN SERVICE EXCELLENCE AND REGIONAL SUPPORT

The Britannia Group's 2024 survey sees significant increases in satisfaction with 92% of Members recommending the Club.

Britannia P&I Club is delighted to announce the results of its Members' Survey, conducted every two years to assess the Club's service performance and identify opportunities for enhancement. The survey reflects the Britannia Group's ongoing commitment to providing outstanding protection and indemnity (P&I) cover to its Members.

With around 40% of Members participating in this year's survey, it has provided valuable insights into the evolving needs and expectations of the Club's Members. This will enable the Managers to further develop its services, reinforcing its mission to be the 'finest P&I Club'.

A key highlight of the survey was that 92% of Members would recommend the Britannia Group as a provider of P&I insurance, an increase from 88% in 2022. Commenting on this achievement, Andrew Cutler, CEO of Britannia P&I, said: "We are delighted that so many of our Members would recommend Britannia Group as a provider of P&I insurance and we will continue to strive to provide our Members with exceptional service."

Since 2018, Britannia has been delivering more localised expertise and knowledge to its Members worldwide through its regional hubs. This year's survey showed that 94% of Members rated the service and support provided by their regional Britannia Group Hub as either good, very good, or excellent.

Andrew Cutler commented: "Our regional hubs play an important role in serving our Members locally, so we are delighted that our Members value this local service. We remain committed to enhancing our regional presence to ensure we continue to exceed their expectations".

Additionally, Members rated the Britannia Group's products and services highly, with the majority of measures showing improvements since the last survey. Member satisfaction increased across all measures of approach and engagement, with 96% of Members rating Britannia as good, very good, or excellent for senior management engagement, up from 93% in 2022.

As part of its long-standing commitment to the welfare of seafarers, Britannia P&I pledges to make a charitable donation for each completed Member survey. This year the Club will contribute USD12,300 to The Mission to Seafarers, an organisation dedicated to supporting the 1.89 million men and women who work at sea.

The full report of the Members' Survey 2024 Results can be found on our [website](#). For further enquiries or to provide additional feedback, Members are invited to contact Britannia P&I Club at britanniacommunications@tindallriley.com.

Ends

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About the Britannia Group and Tindall Riley

Established in 1855, the Britannia Group (or Britannia P&I) is a mutual P&I Club that provides P&I and FD&D cover to shipowners and charterers worldwide. The Britannia Group consists of:

- The Britannia Steam Ship Insurance Association Holdings Limited (Britannia Holdings), which has the controlling interest in its providers:
 - The Britannia Steam Ship Insurance Association Europe (Britannia Europe) and
 - The Britannia Steam Ship Insurance Association Limited (Britannia (UK)) and
- Two Bermudian based reinsurers:
 - Universal Shipowners Marine Insurance Association Limited (USMIA) and
 - Hydra Insurance Company Limited – Britannia Cell.

Britannia Europe is regulated by the Commissariat aux Assurances (CAA) and its branches are regulated by the PRA/FCA (UK), Insurance Authority (Hong Kong), Japanese Financial Services Agency (Japan) and Monetary Authority of Singapore (Singapore). Britannia (UK) is registered by the Prudential Regulation Authority (PRA) and Financial Conduct Authority (FCA).

Britannia P&I Club was the first P&I Club in the market and remains a leader in the [International Group of P&I Clubs](#) and currently holds the positions of the IG Chair and also Chair of the IG's Reinsurance Committee. It has held its prominent position by focusing on providing an exceptional standard of service for the benefit of its Members based on the essential values and principles of mutuality combined with commercial strength. More information about The Britannia Group is available at www.britanniapandi.com

The administration and management functions of Britannia P&I are provided by Tindall Riley Europe Sàrl and Tindall Riley (Britannia) Limited. Tindall Riley & Co Limited currently manages three insurance businesses: it provides protection and indemnity insurance for shipowners and professional indemnity insurance for architects and also for brokers/intermediaries. More information about Tindall Riley is available at www.tindallriley.co.uk