



“A clear first choice”

for small vessel and specialist P&I insurance



An overwhelmingly positive result

Our brokers from 40 different regions across the globe participated to provide this invaluable feedback.



- 41.4% Major global broking group
- 40.9% Regional coverage/focus
- 17.7% Single market or sub regional coverage



Service

Say our service has remained the same or improved in the past 12 months, despite COVID-19



Satisfaction

Said they are satisfied with all aspects of our service



Recommendation

Will continue to recommend us to their clients. 42% said they will recommend us more



+56 An excellent Net Promotor Score*



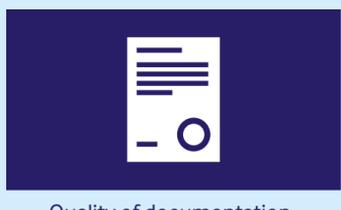
Some of our top scorers...



Expertise in small vessel insurance



Ability to retain a strong team of professionals



Quality of documentation provided



Financial stability



Speed of response



The ease of contacting us when necessary



Quality of our underwriting and book of business



Attitude towards the payment of Members' claims



Ability to build strong relationships with brokers

What our brokers have said about us...

“Absolutely no hesitation in working with [the Club]. A clear first choice”

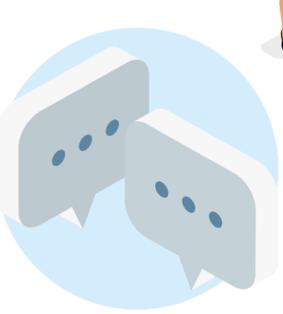


“Claims are superb – [the Club] responds with a 'how can we help' attitude”



“Great speed of response, out of hours coverage”

“100% across all areas”

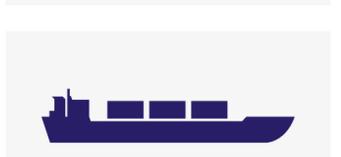
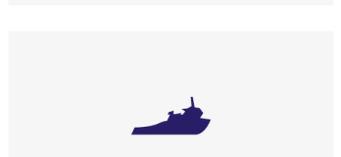
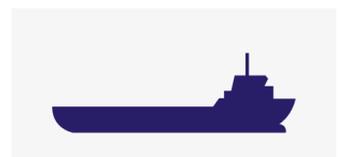


“Undisputed top choice in its sector”

“Culturally aligned, good people and strong relationships – a real hallmark”



“A fantastic advantage is the underwriting authority at local level”



Ensuring Peace of Mind

* A Net Promotor Score (NPS) is a loyalty and satisfaction measurement. We identified our NPS by asking our brokers to give us a score between 0 (not likely at all) and 10 (extremely likely) on recommendation: "How likely would you be to recommend Shipowners" to your clients or colleagues looking for an insurer in the P&I sector?"