

# BRITANNIA P&I CLUB MEMBERS' SURVEY 2022 RESULTS



## THE SURVEY



Thank you to everyone who took the time to complete our Members' Survey 2022. This is our first Members' Survey since 2019, due to the extraordinary circumstances we have all faced over the last few years. However, we felt that now was the right time to run the survey again, even if the pandemic has been overtaken by equally significant and serious global events.

Providing exceptional service to our Members has remained central to our ethos. However, the survey is a valuable tool to check that the service we feel we are providing is meeting your expectations and to identify any areas of improvement or potential development. As the Managers of Britannia, 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'.

While many of the areas covered in the survey remain the same as in previous years, enabling us to identify and monitor any trends, we introduced new topics/questions that reflect our current offering and new developments in the Club. These include sustainability reporting and support from our regional hubs.

We promised to make a donation to a charity supporting seafarers for every completed survey. We received

responses from 146 of our 248 Members so we will be donating USD14,600 to charity. Our chosen charity is the International Seafarers Welfare and Assistance Network, or ISWAN, an international maritime charity which works to improve the lives of seafarers and their families with services, resources, strategies and advocacy.

Thank you again for your time and participation. However, never feel you have to wait until a survey to provide feedback. We welcome your comments at any time as we continue to strive to provide you with exceptional service and to be a Club of which you are proud to be a Member.

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

A stylized, handwritten signature in blue ink, appearing to read 'A Cutler'.

**ANDREW CUTLER**

Chief Executive Officer  
Britannia P&I Club

NOVEMBER 2022

## AS A MEMBER OF BRITANNIA P&I I FEEL... TOP 4 RESPONSES



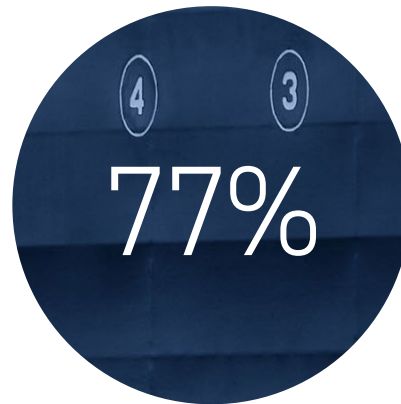
2019: SATISFIED, VALUED, PROUD, SECURE

## HOW YOU RATED THE TOP BRITANNIA VALUES

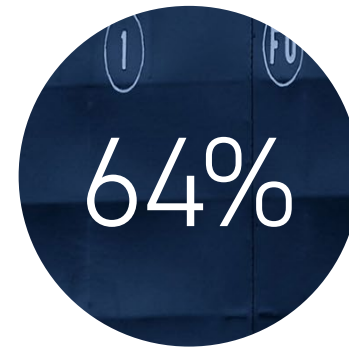
### TOP 3 RESPONSES



TRUST



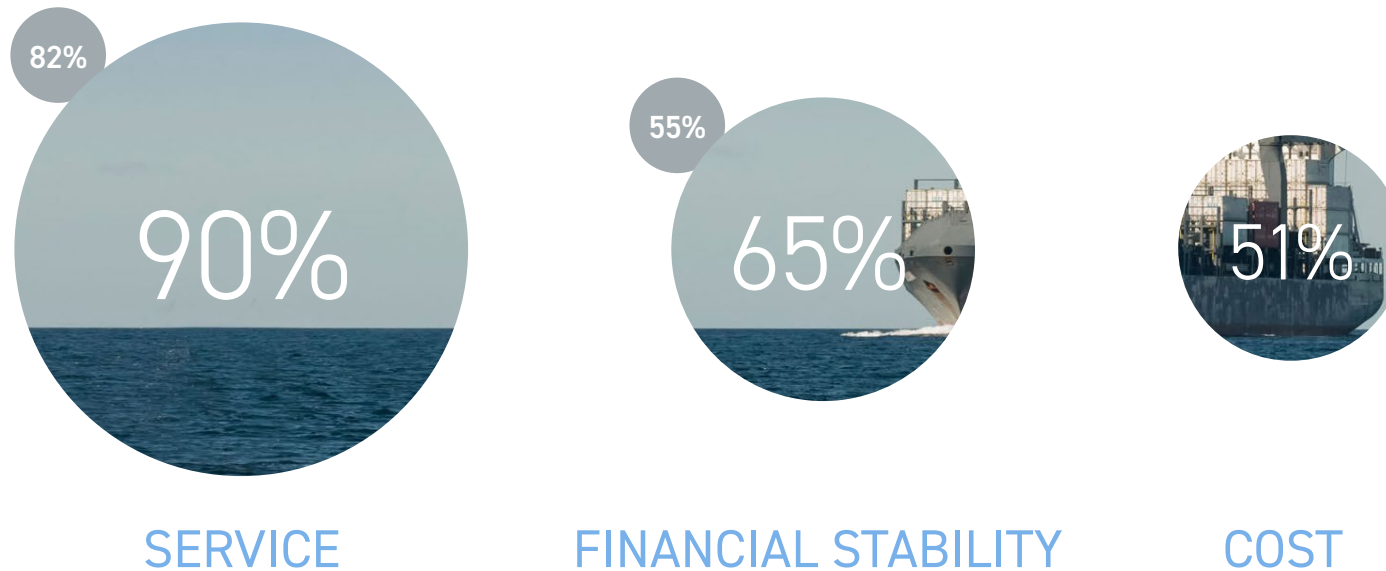
EXPERTISE



INTEGRITY

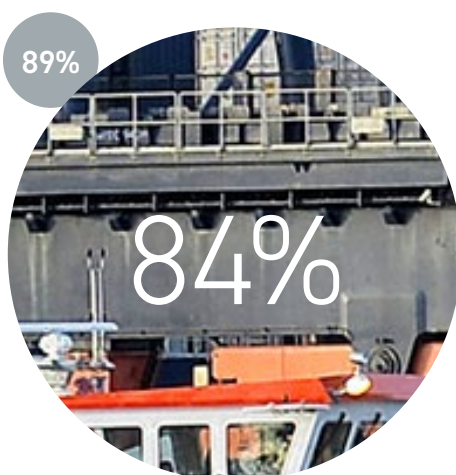
## THE MOST IMPORTANT REASONS YOU CHOOSE A P&I CLUB AND/OR FD&D INSURER

2019



## YOUR UNDERSTANDING OF CORPORATE GOVERNANCE COMBINED RATINGS OF GOOD, VERY GOOD & EXCELLENT

2019



REGULATORY  
BOARD



MRC



COMPLIANCE  
AND REGULATION

To improve and clarify your understanding of our corporate governance, including the roles of the regulatory board and MRC, we will update the information on our governance structure on the Britannia website in the first quarter of 2023.



## SUSTAINABILITY

### MEMBERS WHO HAVE READ BRITANNIA'S SUSTAINABILITY REPORTS



YES - THOROUGHLY / PARTLY

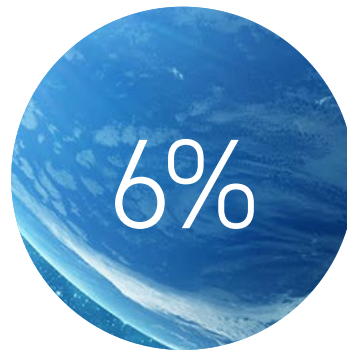


NO

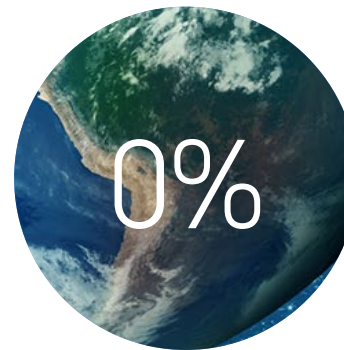
### AGREEMENT WITH BRITANNIA'S APPROACH TO SUSTAINABILITY AS DETAILED IN THE REPORT



STRONGLY AGREE / AGREE



SLIGHTLY AGREE



DISAGREE



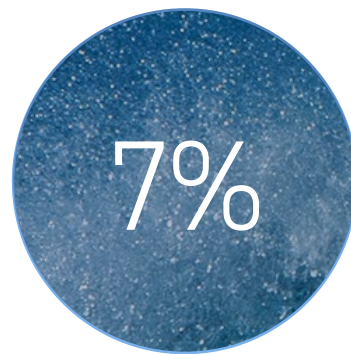
NOT SURE

## SUSTAINABILITY

AGREEMENT THAT BRITANNIA SHOULD PLAY AN ACTIVE ROLE IN SUPPORTING MEMBERS IN DEVELOPING THEIR APPROACH TO MANAGING SUSTAINABILITY



STRONGLY AGREE / AGREE



SLIGHTLY AGREE



DISAGREE

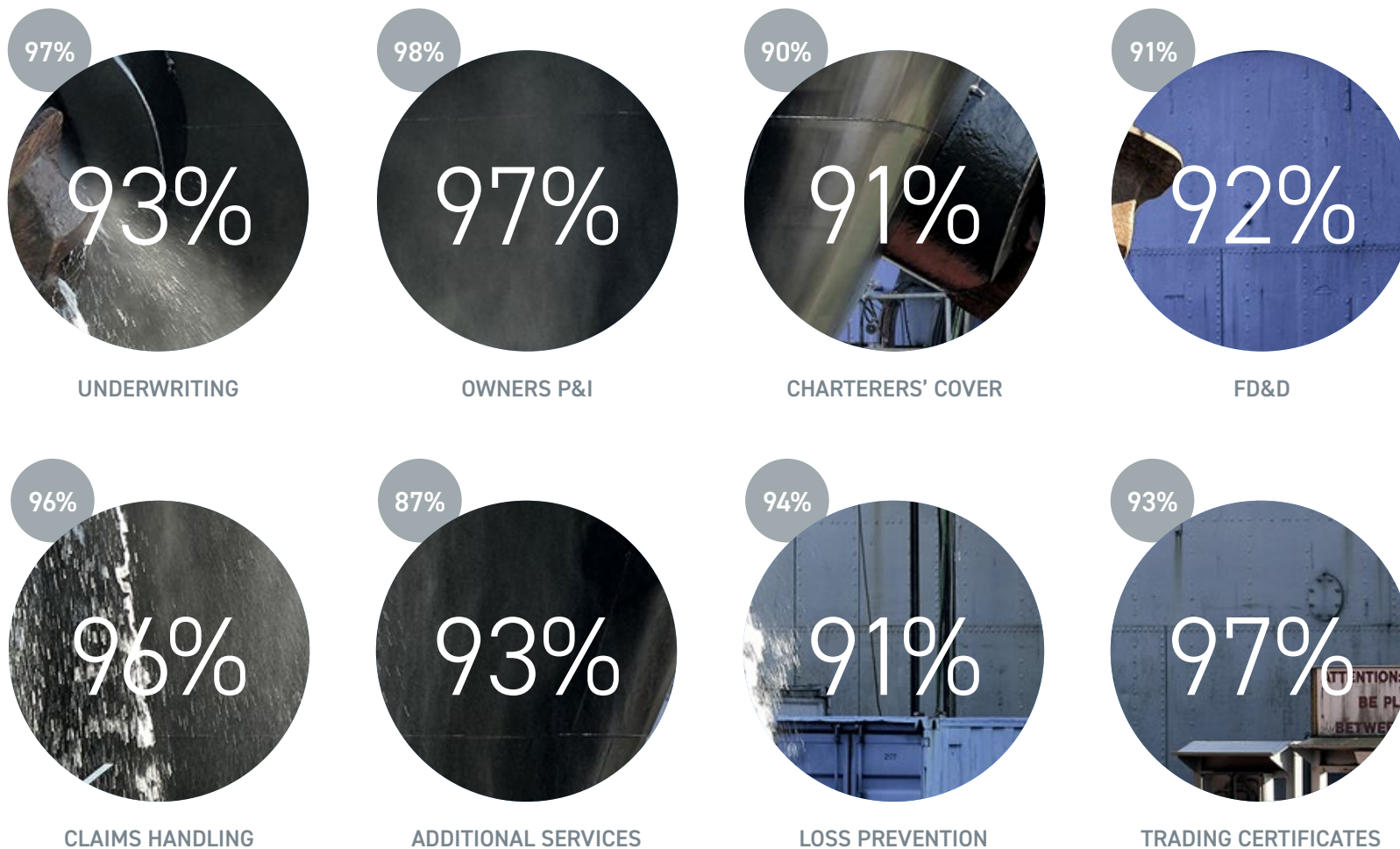


NOT SURE



## OUR SERVICES COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

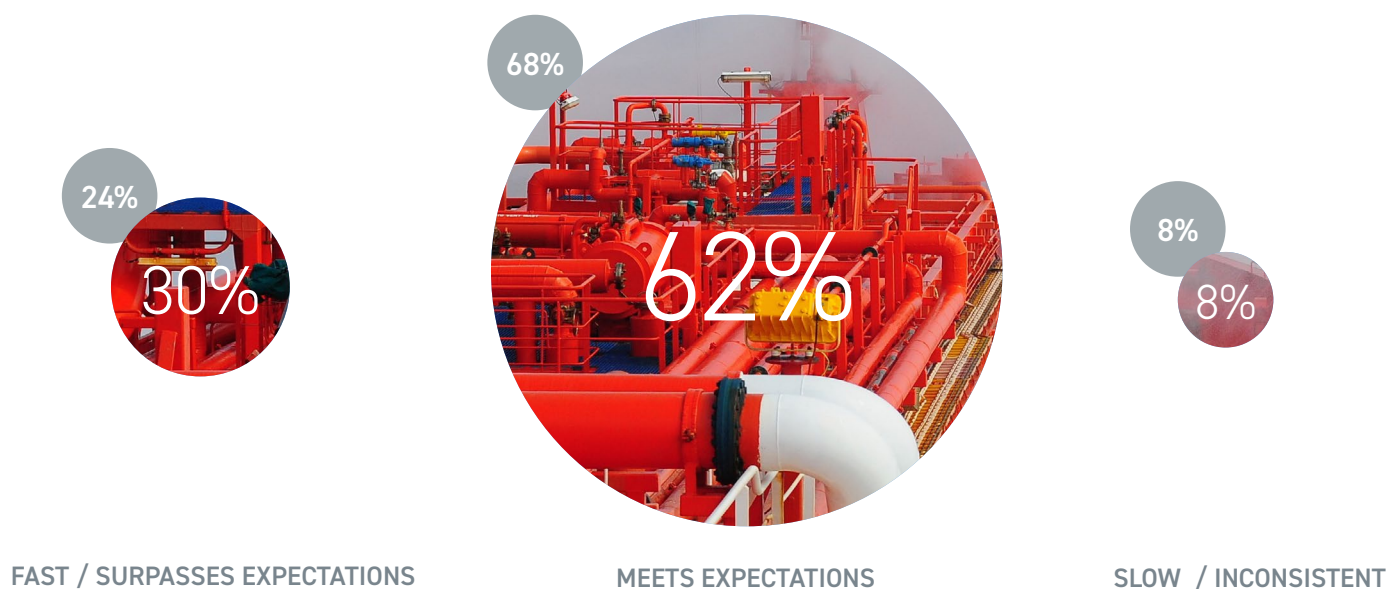
2019



While our service scores remain broadly consistent with those in 2019, we will pay particular attention to our underwriting and loss prevention services.

## OUR RESPONSE TO A CLAIMS REQUEST

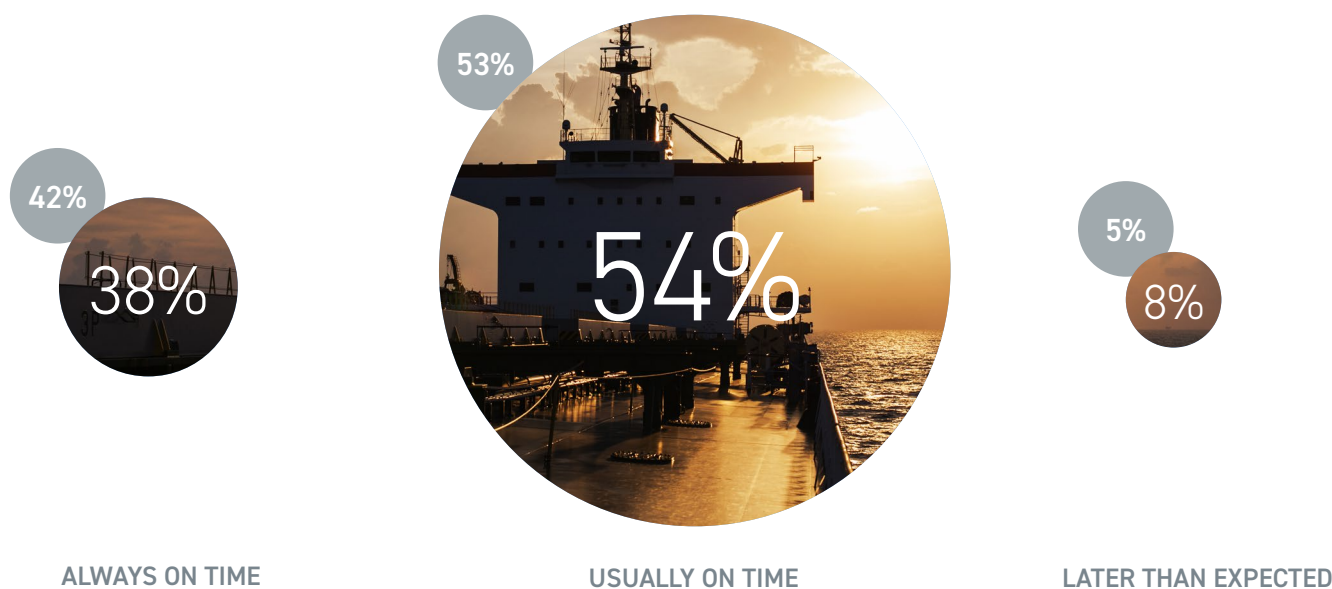
2019



We are delighted that more of you (30% in 2022 compared to 24% in 2019) now think our response to a claims request is fast or surpasses expectations.

## CLAIMS REIMBURSEMENT

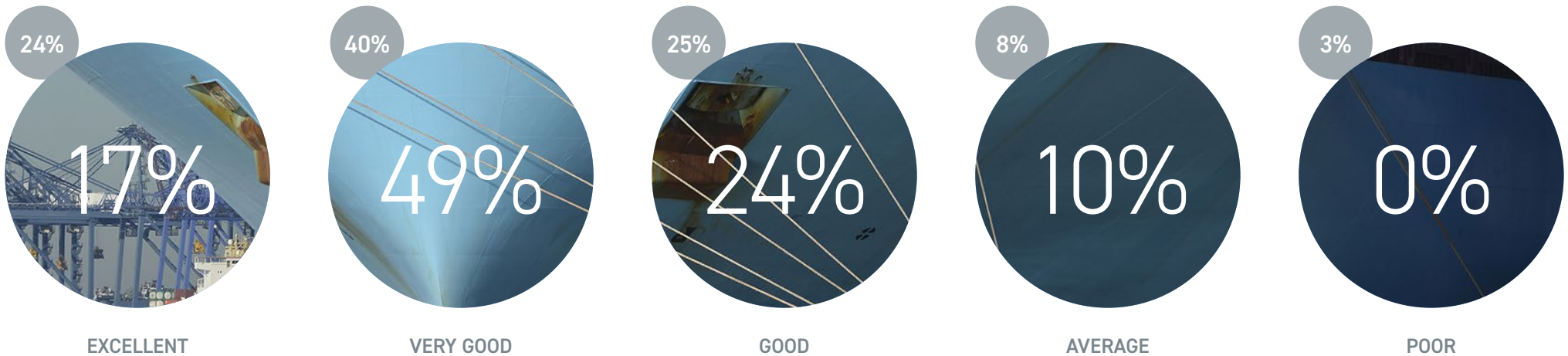
2019



We note a small rise in claims reimbursement being 'later than expected'. We will investigate why this might be and seek to improve the position.

## RATING OF CLAIMS REIMBURSEMENT PROCESS

2019

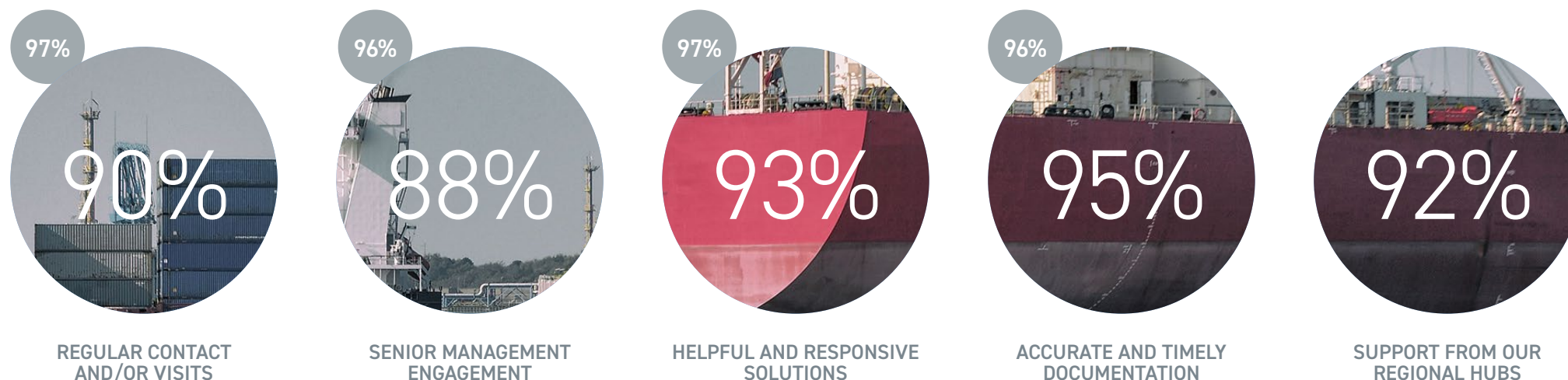


While the number of respondents rating our claims reimbursement process as 'excellent' has fallen, there has been a corresponding rise in 'very good'. We will investigate why this might be.

## OUR APPROACH AND ENGAGEMENT

### COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

2019

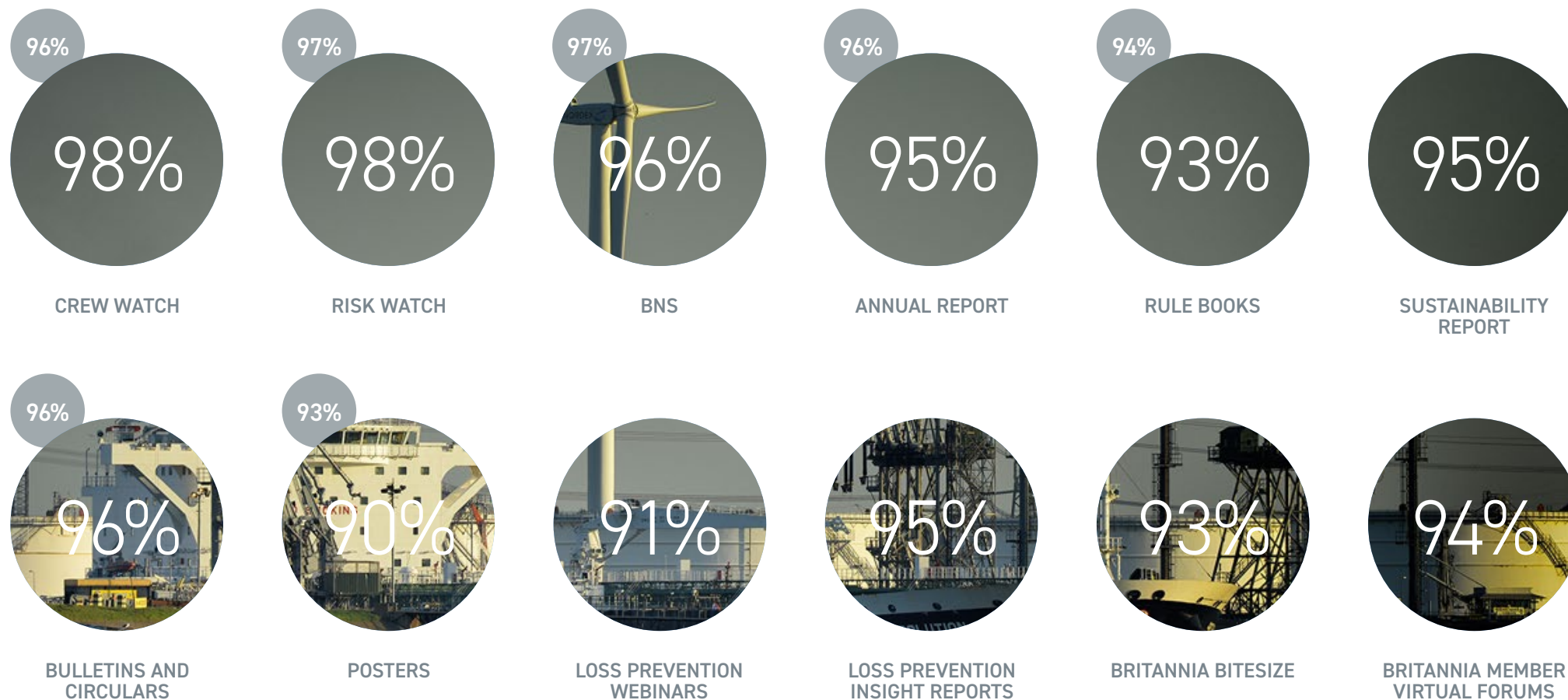


Our approach and engagement continues to score highly, but there has been a slight fall in terms of regular contact and senior management engagement. This is almost certainly due to travel restrictions as a result of the Covid-19 pandemic, but this is something we will monitor going forward.

## QUALITY OF OUR PUBLICATIONS & EVENTS

COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

2019





## BSAFE

### OUR PROACTIVE, ONLINE SAFETY CAMPAIGN

#### AWARENESS

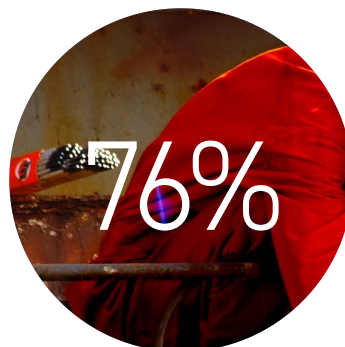


YES



NO

#### USEFULNESS



VERY USEFUL / USEFUL



FAIRLY USEFUL



NOT USEFUL

Our award-winning BSafe Campaign has been running since November 2020, and we will continue to promote it to Members' seafarers worldwide



## MEDIA PROFILE

HOW OFTEN HAVE YOU SEEN BRITANNIA FEATURED IN TRADE MEDIA?



DOES BRITANNIA NEED TO RAISE ITS EXTERNAL MEDIA PROFILE?



Britannia is relatively selective in terms of media engagement and profile. However we will continue to work closely with the key maritime publications.

## COMMUNICATIONS PREFERENCES

HOW DO YOU LIKE TO RECEIVE BRITANNIA NEWS AND UPDATES?



EMAIL



WEBSITE

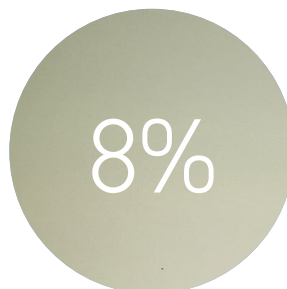


SOCIAL MEDIA



PRINT

HOW OFTEN DO YOU LIKE TO RECEIVE NEWS AND UPDATES?



FEW TIMES A WEEK



WEEKLY



FEW TIMES A MONTH

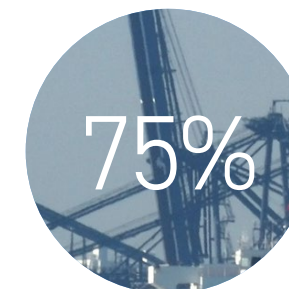


MONTHLY OR LESS  
FREQUENT

WHAT TYPE OF INFORMATION DO YOU LIKE BRITANNIA TO COMMUNICATE?



LOSS PREVENTION  
UPDATES



CLUB NEWS

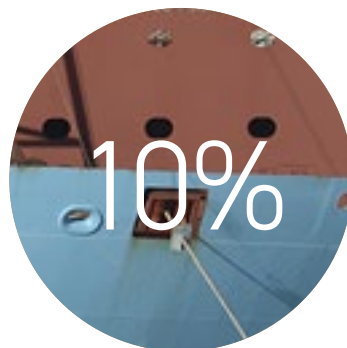


INDUSTRY NEWS

## MOST POPULAR SOCIAL MEDIA PLATFORMS



LINKEDIN



TWITTER



INSTAGRAM

## HOW INFORMATIVE ARE BRITANNIA'S POSTS?



VERY INFORMATIVE /  
INFORMATIVE



QUITE INFORMATIVE



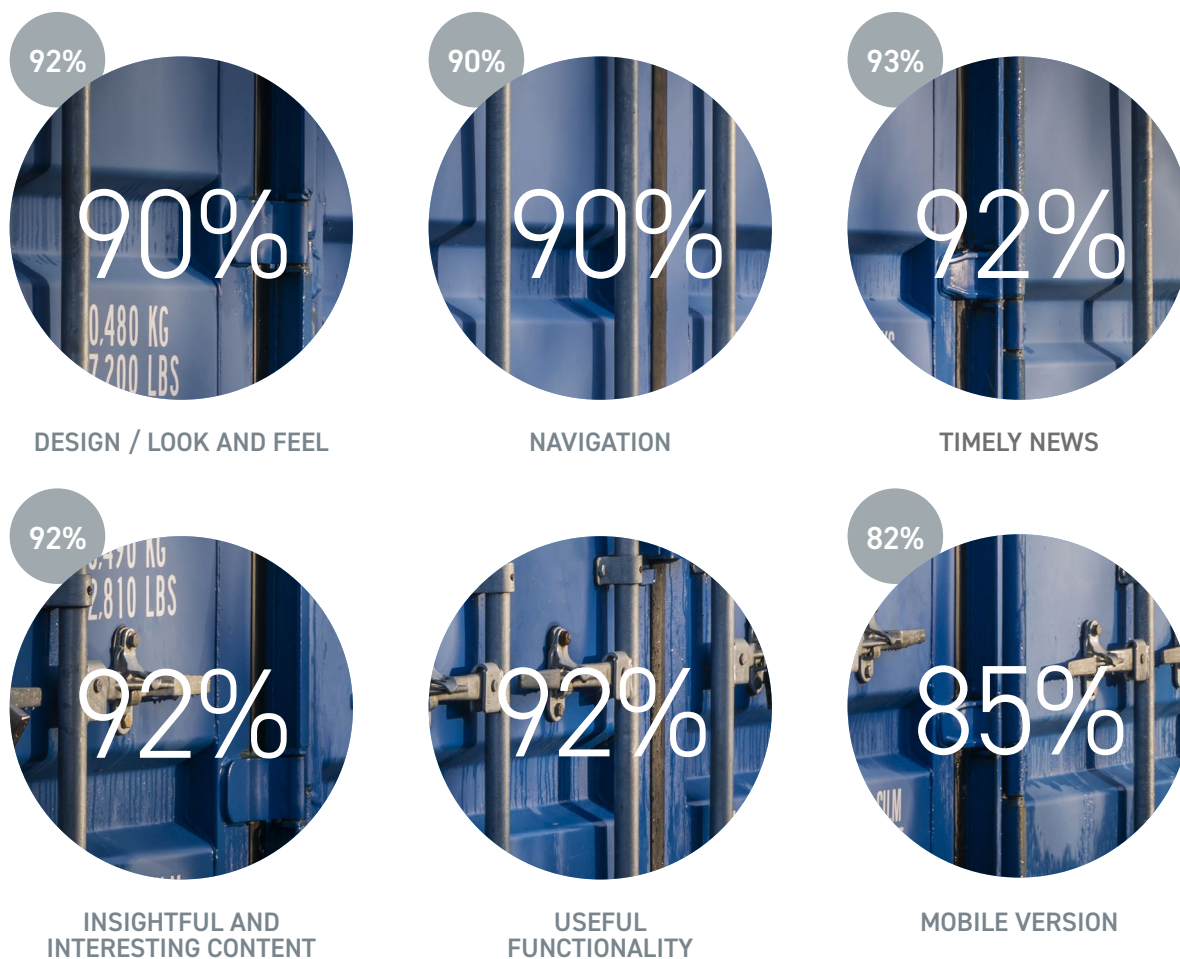
NOT INFORMATIVE

LinkedIn is our primary social media channel, and we will continue to post news and other useful content on our company page. We encourage Members to follow us on all our platforms.



## THE BRITANNIA WEBSITE COMBINED SCORES OF GOOD, VERY GOOD & EXCELLENT

2019



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



**1) THE TIME DIFFERENCE BETWEEN JAPAN AND LONDON DELAYS CLUB DECISION-MAKING, SO PLEASE SET UP DECISION-MAKING BODIES AND SPECIALISED BODIES (LOSS PREVENTION) IN LOCAL AREAS.**

**2) PLEASE SHOW CLAIMS RECORDS ON THE MEMBERS PORTAL.**

We have senior colleagues throughout our Asian regional hubs including TRB directors in Hong Kong and Singapore. We have functional heads of underwriting and claims in Hong Kong, Japan and Singapore.

We now have two loss prevention experts in Singapore and we are currently recruiting for a loss prevention representative in Japan.

Members will be able to view their claims records via the Britannia Members' Portal. This feature will be available very soon.

**WE FEEL THE SERVICE QUALITY IN TAIWAN HAS BEEN DETERIORATING. THIS NEEDS TO BE IMPROVED.**

Maintaining the high levels of service expected by the Taiwan membership remains our priority but has clearly been difficult during the pandemic. The Hong Kong team (which handles Taiwanese Members' claims) will continue to engage via virtual meetings but aim to return to regular trips to Taiwan as soon as practically possible.

**I WOULD LIKE TO BE ABLE TO DOWNLOAD A CLAIMS RECORD UPDATE FROM THE WEBSITE WHENEVER IT IS NEEDED. THANK YOU.**

As mentioned, this will be a key feature of the Britannia Members' Portal which will be coming soon.

**THE CLAIMS HANDLING EXPERTISE, SERVICE AND RESPONSIVENESS IS BEYOND EXPECTATIONS - ALWAYS REACHABLE, PROFESSIONAL AND SUPPORTIVE!**

**THE CLAIMS FUNCTION IN SINGAPORE DOES NOT SEEM SETTLED. SOMETIMES WHEN SENIOR MANAGEMENT IS AWAY THERE IS NOT REALLY ANYONE TO HANDLE CLAIMS (ONLY RECENTLY WITH LYE JOINING HAVE THINGS GOT BACK ON TRACK, BUT THERE IS STILL A LONG WAY TO GO).**

Every claims handler in Singapore will be covered during absences to maintain service standards. During the pandemic staff absences caused workloads to increase and that, combined with a number of new junior claims handlers, meant that arranging effective absence cover for more complex files was challenging for a period.

However, the situation should now have improved with several senior claims handlers being hired since late 2021. John O'Flaherty, Director of our Singapore branch, asks that Members should contact him if they feel that an issue with service is developing.

**FOCUS LESS ON SOCIAL MEDIA AND MORE ON THE MEMBERS PORTAL. SOMETIMES LOSS PREVENTION INFORMATION RELATES TO BUSINESS UNRELATED TO A MEMBER. MORE FOCUSED NEWS SHOULD BE PROVIDED. LIKEWISE, PLEASE SUPPORT YOUR PERSONAL INJURY TEAM, AS THEY ARE A LITTLE SHORT-STAFFED. THE DECISION TO MOVE OUT OF THE GENERAL INCREASE CONCEPT BUT STILL HAVING TO ENFORCE IT REGARDLESS OF MEMBERS LOSS RECORD SEEMS A LITTLE ODD, AND FLEXIBILITY ON THIS POINT SHOULD BE KEY.**

Developing our Members' Portal remains a key focus for us and a number of Members are currently testing the platform before we roll it out more widely.

If Members would like our loss prevention team to look at a particular issue or topic, please let us know. We cover a wide

range of topics but appreciate that Members may have particular issues on which they would like further information. Recently we have bolstered our people risks team with the hire of three new experienced team members.

Britannia will continue to adjust Members' individual rates based on their claims record and risk profile, rather than announcing a general rate increase.

**WE WOULD LIKE TO RECEIVE MORE INFORMATION ON LOSS PREVENTION.**

We regularly publish Loss Prevention Insight Reports, BSafe case studies, guidance articles and host webinars. We also publish our regular Risk Watch and Crew Watch publications, while we post daily content on our social media channels and update the Britannia website several times a week. Please speak to your Club contact to ensure you are on all our distribution lists and follow us on social media.

**BRITANNIA CLUB IS STILL ONE OF THE BEST P&I CLUBS.**



## OUR HUBS

### INCLUDING EXCLUSIVE CORRESPONDENTS



DENMARK



GREECE



HONG KONG



JAPAN



KOREA



LUXEMBOURG



SINGAPORE



SPAIN



TAIWAN



UNITED KINGDOM



USA

PLEASE EMAIL ANY ADDITIONAL FEEDBACK OR COMMENTS YOU MAY HAVE TO [FEEDBACK@TINDALLRILEY.COM](mailto:FEEDBACK@TINDALLRILEY.COM)