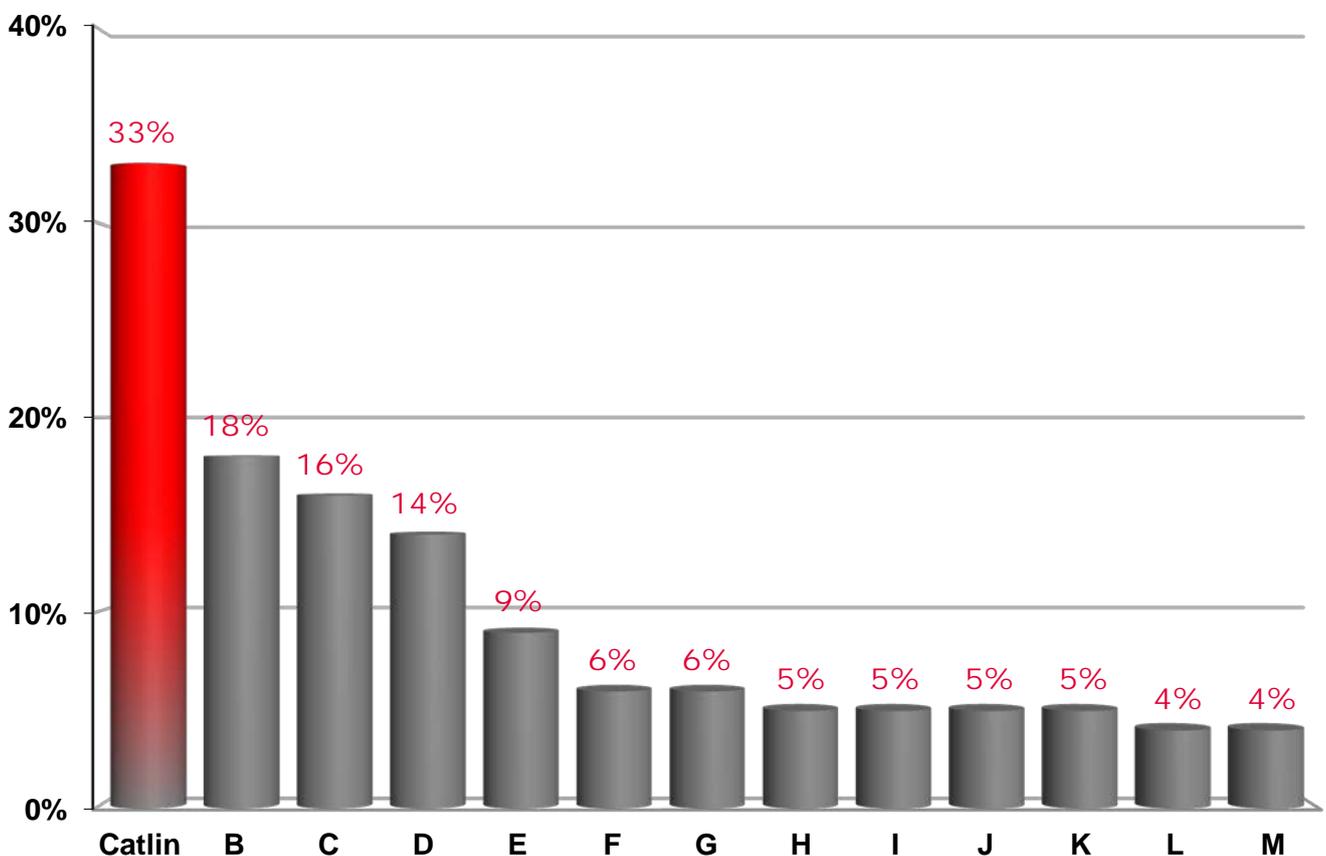


# Catlin Claims Performance

## Catlin Again Ranked Top for Claims Service *Survey Demonstrates Catlin Claims Team Goes Extra Mile to Put Clients First*

Catlin has been ranked for the third consecutive year as providing the highest-quality claims services in the London market, according to the full-year 2011 Gracechurch Claims Monitor, the largest independent survey of London claims brokers.

Thirty three per cent of the 200 claims brokers surveyed said that they would recommend Catlin to clients based on the quality of claims service offered, nearly double the performance of any other major London market insurer.



*Question: Overall, which two insurers or insurance carriers would you currently highly recommend to your clients based on the quality of the claims service which they offer to brokers?*

Gracechurch reports: "Catlin remains the most recommended insurer, and has increased its recommendation levels in 2011... Brokers spontaneously associate Catlin with a high level of service."

### Catlin's strengths:

- **Catlin has the strongest reputation in the claims market**
- **Catlin is the market leader for building 'good relationships with brokers'**
- **Service ratings have improved across the board from 2010**

Catlin leads the market in terms of share of mind for high-quality claims service.

Read what the surveyed brokers have to say about Catlin:

- ***“Professional and innovative. They are at the forefront of new technology and new ways.”***
- ***“Progressive, professional, dedicated.”***
- ***“Their claims service is second to none, they are pretty good at making a decision on the spot, and if I have any problems they are willing to assist in any way they can.”***
- ***“Their response times to claims is excellent. Their commercial point of view certain areas may not be covered but they can make allowances on a commercial basis.”***
- ***“It's their whole package. They have a very good approach, with new business they have a good percentage of premium rates. The staff are very approachable and knowledgeable.”***
- ***“Turnaround times are prompt, responsive and professional.”***
- ***“They have good staff with good knowledge and they provide quick turnaround times. They have good communication with brokers”***
- ***“They are accessible and approachable. They've got high calibre staff and you get access to decision makers.”***
- ***“Availability, accessibility, technical knowledge. Experience in the field.”***
- ***“Just the overall service, the availability is good. They send an email to brokers everyday to let us know when each person is available. Good experienced staff.”***
- ***“Overall good service. They are accessible. They are very knowledgeable in reinsurance and are easy to approach.”***
- ***“We have a good relationship with the people there. They are very responsive to my requests. They build good relationships with brokers which enhances any dealings with them. They don't ask stupid questions. They know what they are talking about. They are very accommodating to any of our requests we may have, within reason.”***
- ***“Their attitude. They are professional and they look to work with you to benefit the client and solve problems.”***

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Learn for yourself why Catlin has consistently been ranked as the top claims team in the London market.

For more information about Catlin's claims performance, please contact:

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