



**XL CATLIN**

# EXCELLENT SERVICE, REWARDED AGAIN, AND AGAIN...



## **Advisen's 2016 Pacesetters List**

XL Catlin has earned the top spot on Advisen's Annual Pacesetter Index for its work in insurance innovation, having introduced 33 new property, casualty, professional or specialty insurance coverages, risk management services or coverage enhancements in 2016.

## **Marsh Insurance Performance Survey 2016**

December 2016

In Marsh's Insurer Performance Survey 2016, XL Catlin was the highest rated insurer for all categories in the survey, including Underwriting, Client Focus, Quoting Policies and Programme Administration, Claims and Loss Control.

The survey rated insurers against key attributes for each of the categories, of the 35 attributes identified by Marsh, XL Catlin scored highest in 33 (and we're working on the other 2!). From pricing, coverage and flexibility to service quality and client satisfaction – Marsh's survey is a great reflection on all areas of our business.

## **The XL Catlin/Lockton Stewardship Report 2016**

December 2016

XL Catlin was ranked the No.1 insurer over a range of performance attributes. The XL Catlin/Lockton Stewardship Report 2016 provides a summary on the strength of the trading relationships across our respective business units in the past 12 months.

The survey is highly representative with 85% of insurer facing employees (287 Lockton employees) taking part during November 2016 from a variety of divisions including P&C, Profin, Regions, Transportation, Global Energy, Claims, Real Estate & Construction, Business Leaders and Associates.

## **Gracechurch London Claims Report 2016**

December 2016

According to The Gracechurch London Claims Report 2016, a leading independent survey on claims service, we're delivering on our claims promise.

### **Broker Favorability**

– XL Catlin remained ranked top in the market.

### **Overall Satisfaction**

– Our score for service satisfaction has improved in 2016 and XL Catlin is now ranked joint 1st. Our highest scores come from Marine brokers and Reinsurance, Aviation and Casualty showed significant increases compare to 2015 score.

### **Performance Ratings (Service Attributes)**

– XL Catlin continues to perform above the market average for 9 out of 10 service attributes. Our highest rankings are for Speed of Service, Responsiveness, Communication, Commerciality and Technical Ability.

### **Beyond the numbers**

– We were most often described as 'responsive', 'efficient' and 'professional' and over a quarter of brokers felt that nothing needed to be improved.

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## **The Gracechurch London Insurers Report 2016** September 2016

The Gracechurch London Insurers Report is an independent annual benchmarking study which focuses on the reputation and performance of insurers. The report shows XL Catlin as the dominant force in the London market as brokers rank us as the market leader for placing new business and being shortlisted for leading new business. We are also top for 7 of 9 of the reputational attributes with the highest scores in offering an 'Excellent range of products and services' and 'Global strength'.

### **No.1 for placing business**

– 44% of London market brokers surveyed have used XL Catlin in the past year

### **No.1 shortlisted insurer to lead new business**

– More brokers expect to use XL Catlin than any other insurer

### **No.1 for brand reputation**

– Our brand strength outperformed the competition by a large margin

### **No.1 for outstanding talent**

– 21 underwriters were nominated as leaders in their respective fields.

## **J.D. Power awards insurer top ranking to XL Catlin\***

XL Catlin has been recognized as "Highest in Customer Satisfaction among Large Commercial Insurers" in the J.D. Power 2016 Large Commercial Insurance Study<sup>SM</sup> which was conducted in the US and Canada.

## **European Captive Services Awards: XL Catlin named best Fronting Partner** November 2016

## **Gracechurch Consulting awarded Quality Marque in 2016** August 2016

XL Catlin earned an 'Outstanding' Quality Marque' for our Claims service in the London Market from Gracechurch Consulting.

For more information on our products and services go to the [XL Catlin homepage](#)

\* XL Catlin received the highest numerical score among 11 insurers in the J.D. Power 2016 Large Commercial Insurance Study, based on 1,484 total responses, measuring the opinions of risk professionals in the U.S. and Canada with commercial insurers, surveyed April-July 2016. Your experiences may vary. Visit [jdpower.com](http://jdpower.com)