

UK Insurers Monitor: Anglia

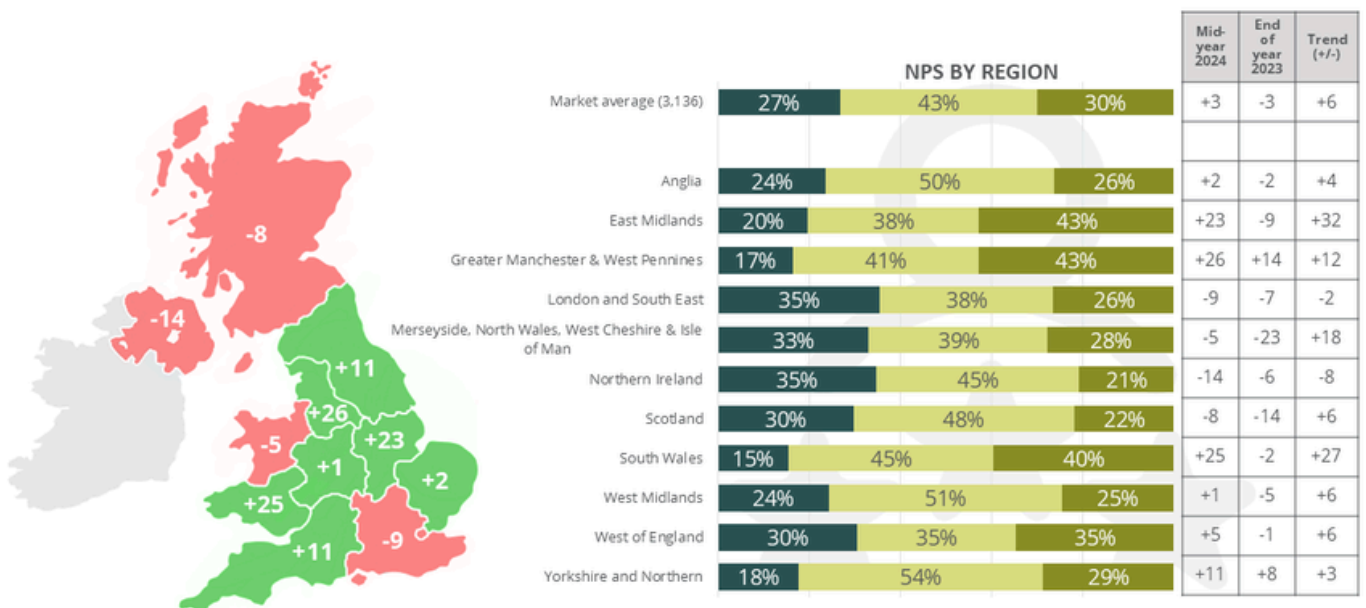
Market Context

The service provided by the whole of the UK insurance market, as measured by NPS, **improves six points** since the end of 2023 and, for the first time, is above zero.

This improvement continues the trend of improved service since the first measure in 2022. However, despite headline improvement, **service remains very inconsistent**: half of providers now have an NPS above zero, half are below.

Service performance varies across the country. At the end of 2023, there was a spread of only nine points across the broad UK regions; this is now up to 30 points at the mid-year point. In addition, proximity (i.e. physical distance of a broker to an insurer office) is important. Overall, **the closer the broker is to an insurer's office, the higher their NPS.** Carriers further away from their brokers, therefore, need to work harder for the same score, as service delivery is perceived better if it is delivered locally.

Regional breakdown: NPS scores



Stars in insurance: Anglia

- **Motor Fleet Team, Allianz (Chelmsford):** "Fantastic level of service."
- **Kirstie Di Franco, AXA (Ipswich):** "They have been happy to listen and discuss clients needs and try to look at solutions, they may not always be the only solution but they are joined up and more holistic, not a siloed approach. Understand the importance of working together."
- **Jason Hartard, Covéa Insurance (Chelmsford):** "Excellent service levels and quick decisions."
- **Chris Baystead, Hiscox (Colchester):** "Excellent relationship & always striving to improve service through what has been a challenging 18 months."
- **Commercial team, Zurich (Chelmsford):** "Helpful and come back quickly when needed."

