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Press Releases

Beazley Claims team achieves 2022 Outstanding Service Quality Marque

February 28, 2022

Beazley is proud to have been awarded the Outstanding Service Quality Marque 2022 for claims service by Gracechurch Consulting, the independent insurance research consultancy, for the sixth year running.

The Service Quality Marque is awarded annually to claims teams who have been rated as having consistently outstanding service quality based on Gracechurch Claims Service Monitors. In 2021, 27 London Market insurers were measured, based on 3,291 individual ratings.

Beazley came highly recommended by claims broking specialists, achieving over 80% service ratings in the positive range and 44% service ratings in the excellent range. It also outperformed the market on the customer-centric attributes of communication, commerciality (where Beazley is the top performer in the market.) Beazley also achieved very high scoring ratings across all service metrics including first in the market for speed and expertise. Over the full year, Beazley's net promoter score increased, and is well ahead of the market average[1].

Steven Chang, Head of Third Party Claims, said: "I am thrilled that we have once again achieved this award, as it reflects our continued commitment to our brokers and clients. We strive to be responsive, expert, fair and accountable, and market recognition such as this assures us that we are on the right path. Although the claims landscape is constantly evolving, we believe our core claims philosophy, based upon client centricity, will allow us to meet and exceed the needs of our stakeholders.

Colin Masson, Beazley's Head of First Party Complex Claims, added: "Our culture at Beazley means that we take claims service delivery very seriously; and that is ultimately what we are selling. Our success

is only achieved through teamwork and to have it recognised through feedback and accolades makes the effort all worthwhile.”

Ben Bolton, Gracechurch Consulting Managing Director, said: “Beazley's London Market team has delivered excellent and consistently improving service throughout 2021 and sits firmly in the top quartile of service performers. Beazley's service stands out for being timely and responsive with team members strongly praised for their depth of knowledge and expertise. Beazley's leadership sees claims service as a vital component of their brand promise: we can see how much effort their diverse team puts in to delivering on that promise."

[1]. According to Gracechurch research

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