

CIRCULAR REF: 2018/012

**CIRCULATED TO ALL MEMBERS, BROKERS AND DIRECTORS
ATTENTION INSURANCE DEPT**

**29 MARCH 2018
JMDs/KAH**

MEMBER & BROKER SURVEY RESULTS

During Autumn 2017, we commissioned independent market research consultancy, Circle Research, to manage our second Member and Broker Survey. The purpose of this triennial research is to benchmark the levels of service we deliver to our Members and brokers and to identify areas for further improvement. We are very grateful to all the participants for the very high response rate and the positive feedback received. You can read more about the Member and Broker Survey results [here](#).

If you have any questions, or would like to provide further feedback, please contact [Rob McNally](#) or [Kim Heaselden](#) in our Marketing and Communications team.

AA WILSON and PA JENNINGS
JOINT MANAGING DIRECTORS
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CIRCULAR

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