

COMPANY PROFILES

MGAs

LOREGA

OVERALL 2018/19 STAR RATING



INSURER	SCORE
Quality of cover	★★★★★
Claims: fairness of settlement & speed	★★★★★
Policy documentation: accuracy & transparency	★★★★★
Underwriting: expertise, flexibility & support	★★★★★
Access to decision-makers	★★★★★

Logega was awarded a maximum five-star rating. Brokers across all segments felt they received a five-star service in claims, underwriting, quality of cover, accessibility and policy documentation.

BROKER SEGMENT RATING

INSURER	SCORE
Small Independent broker	★★★★★
Large Independent broker	★★★★★
Top 50 broker	★★★★★
Network Member	★★★★★

VERBATIM COMMENTS

REGION	GROSS WRITTEN PREMIUM	JOB CATEGORY	PRODUCT OR SERVICE ACQUIRED	BROKER REVIEW – POSITIVE	BROKER REVIEW – DESIRED IMPROVEMENT
London	More than £75m	Middle/operational manager	Claims	Speed of response and positive attitude.	Wider cover.
Yorkshire & the Humber	From £2.5m to £10m	Composite account executive/claims handling role	Loss Recovery	One customer described the service as amazing, the best £260 he has ever spent.	Discussing Acturis with them, which will eliminate the double keying that we currently do.
North West	From £2.5m to £10m	Account executive/client-facing staff member	Logega 10	Claims service.	A liability product.

