

## No. 9 2014/2015 - Member and Broker Survey

July 2014

Dear Sirs,

### Member and Broker Survey

The West of England's Board is committed to actively listening to the Club's Members, and the Broking community, to ensure the Club continues to meet expectations in terms of product, quality of service and performance.

As part of this process the Club will be conducting a Member and Broker survey to help provide information to better understand our current strengths and to identify areas where further improvement may still be required.

The Club has commissioned an independent market research agency, Firebrand Insight, who will be conducting the on-line survey on the Club's behalf. Over the next few weeks you should receive an email containing a dedicated link to your own copy of the survey which should take no longer than 10 minutes to complete.

The Board hopes that you will actively participate in this survey.

A donation will be made to The Mission to Seafarers for every completed questionnaire.

Yours faithfully

For: **West of England Insurance Services (Luxembourg) S.A.**  
(As Managers)

**M R Stevenson**  
Chief Operating Officer