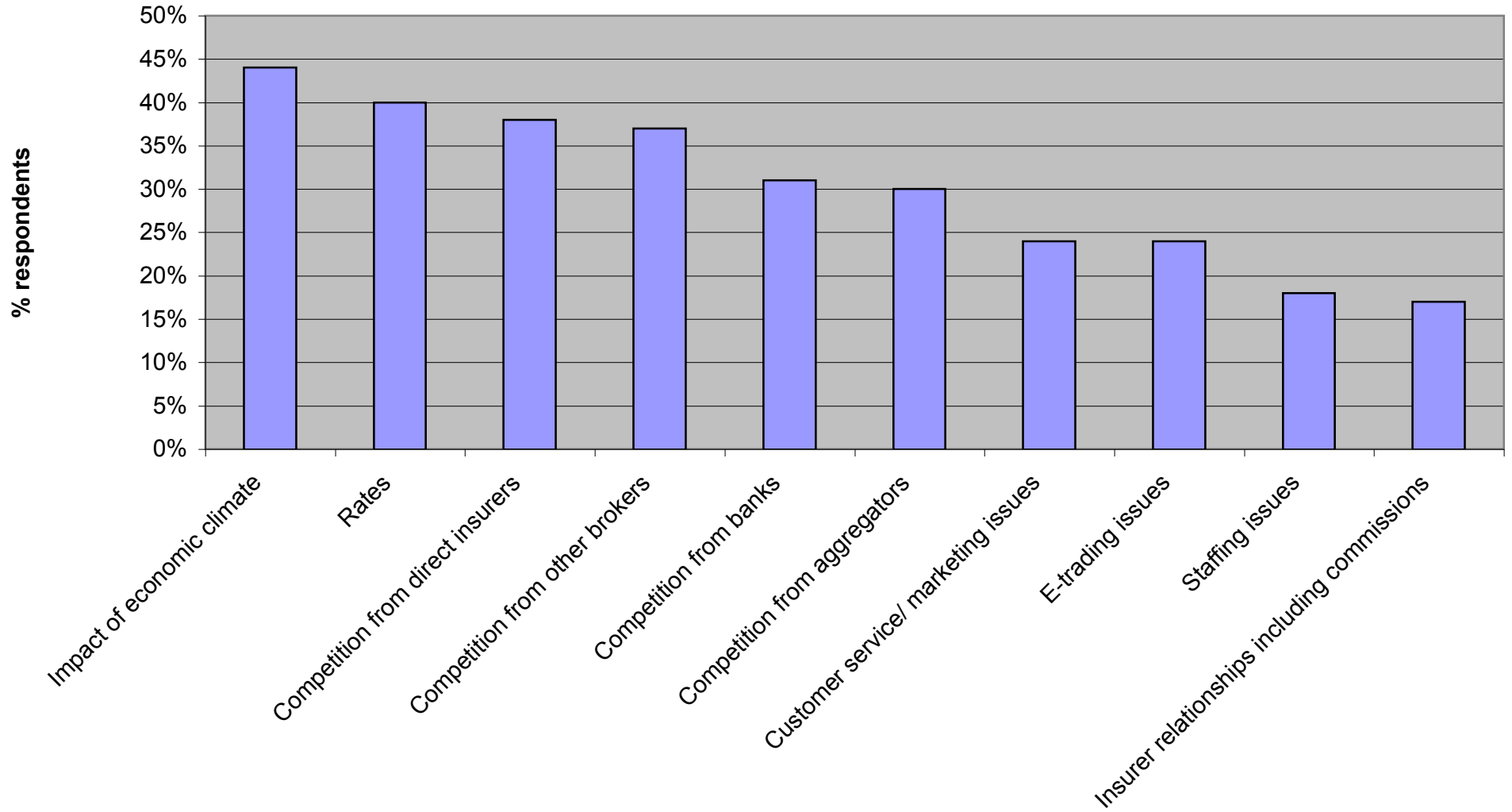
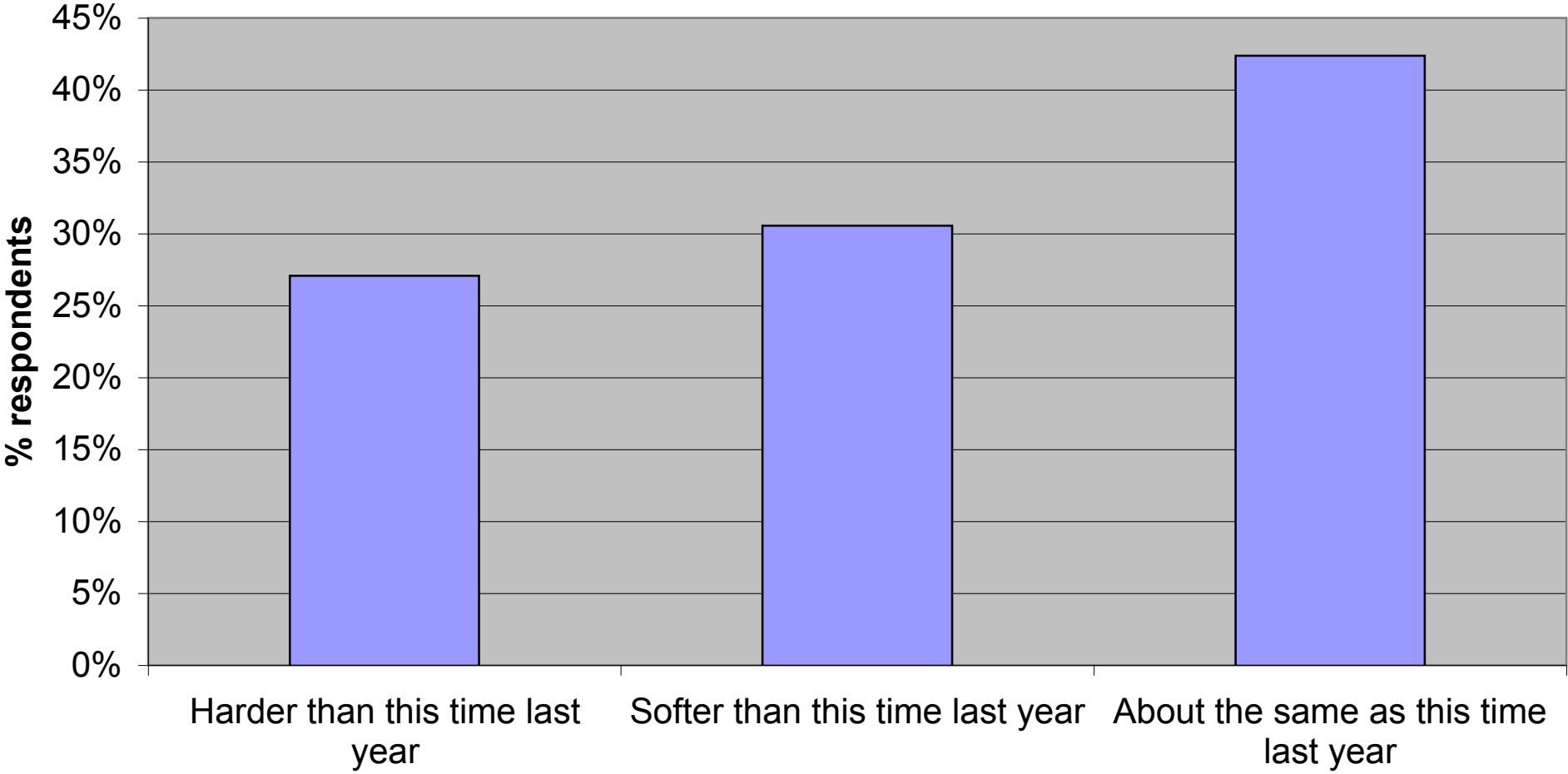


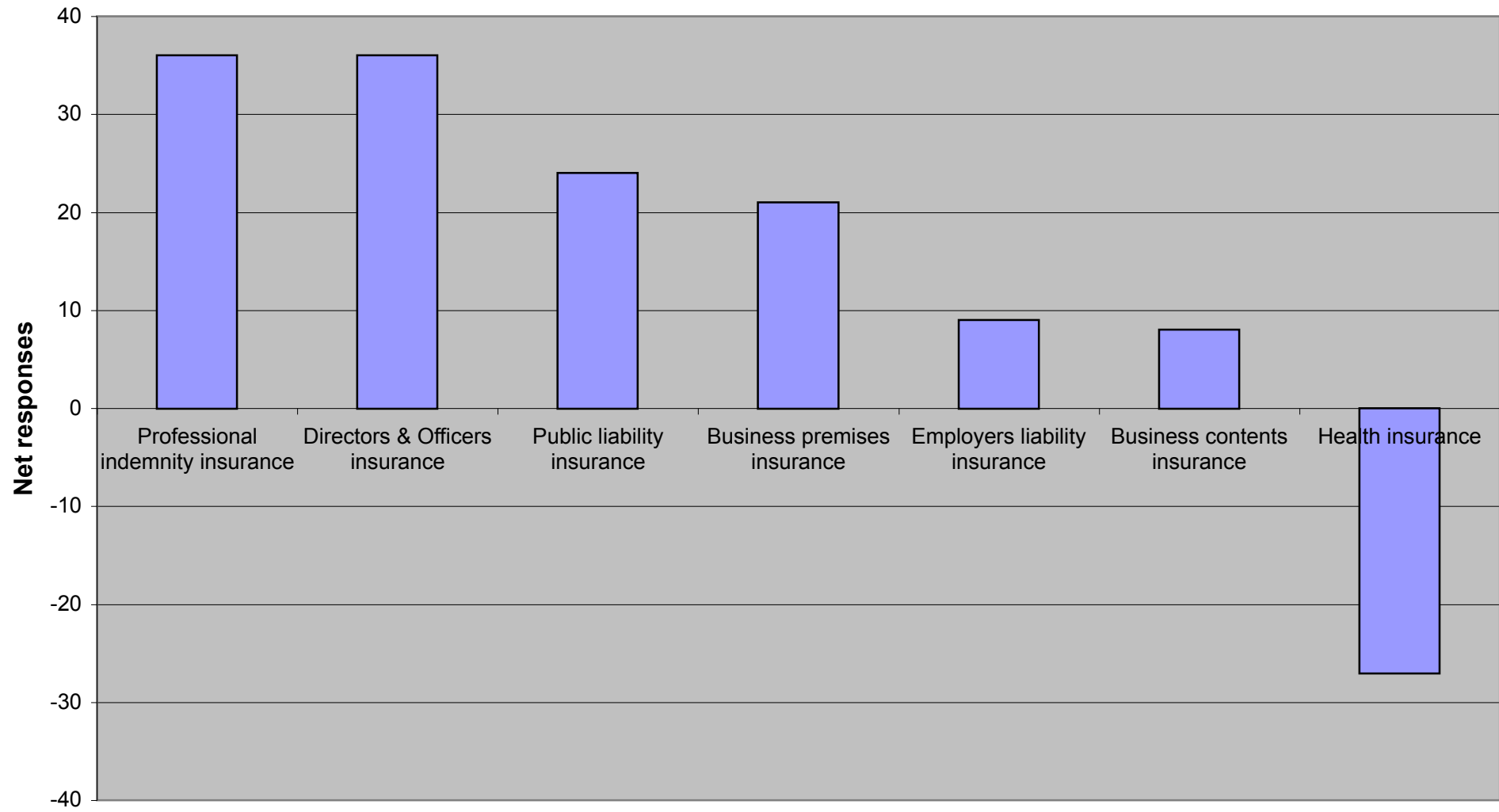
### The impact of the economic climate is causing the greatest concern



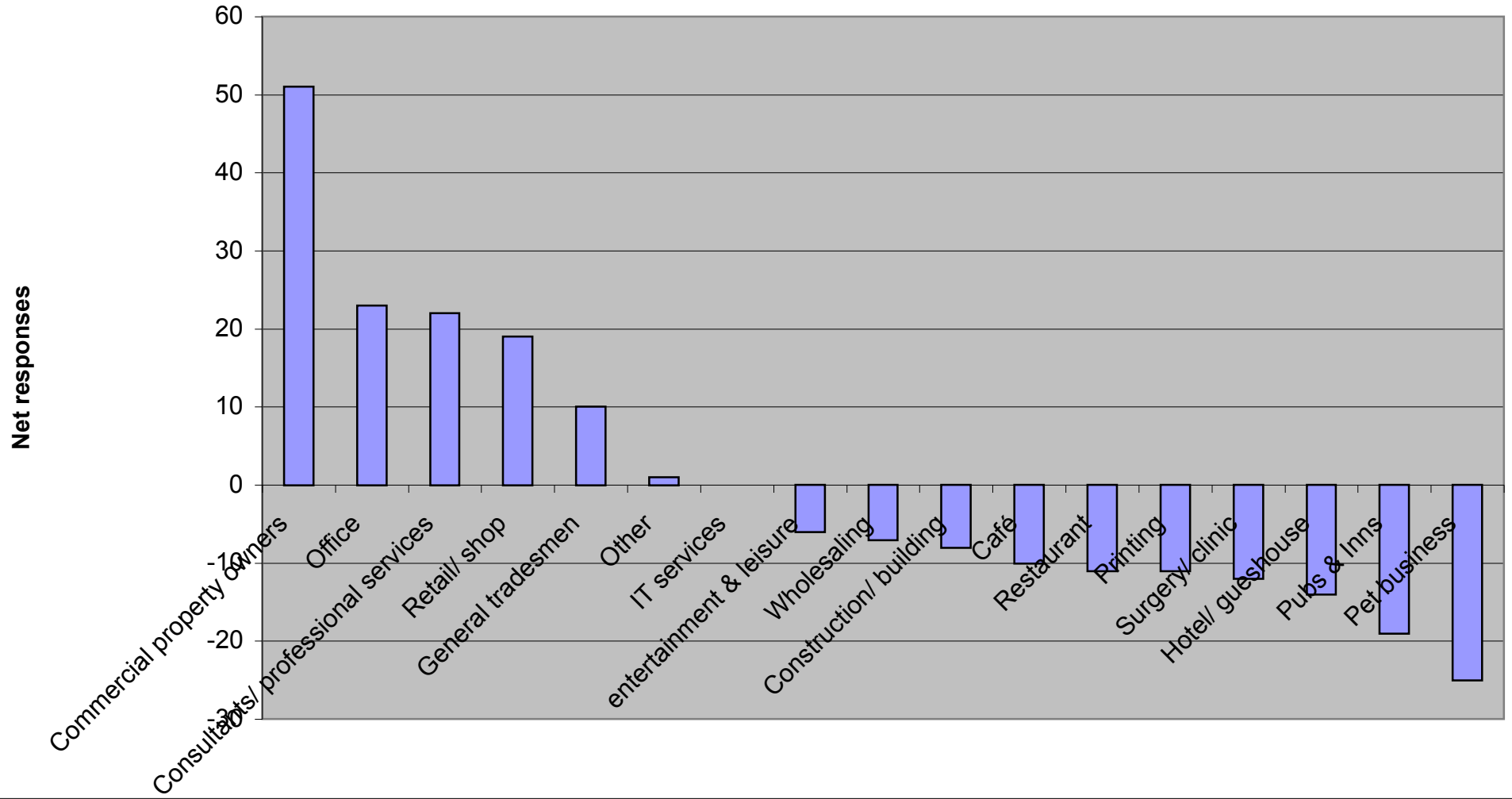
**Little agreement about SME rates although more respondents thought they had stayed about the same as this time last year**



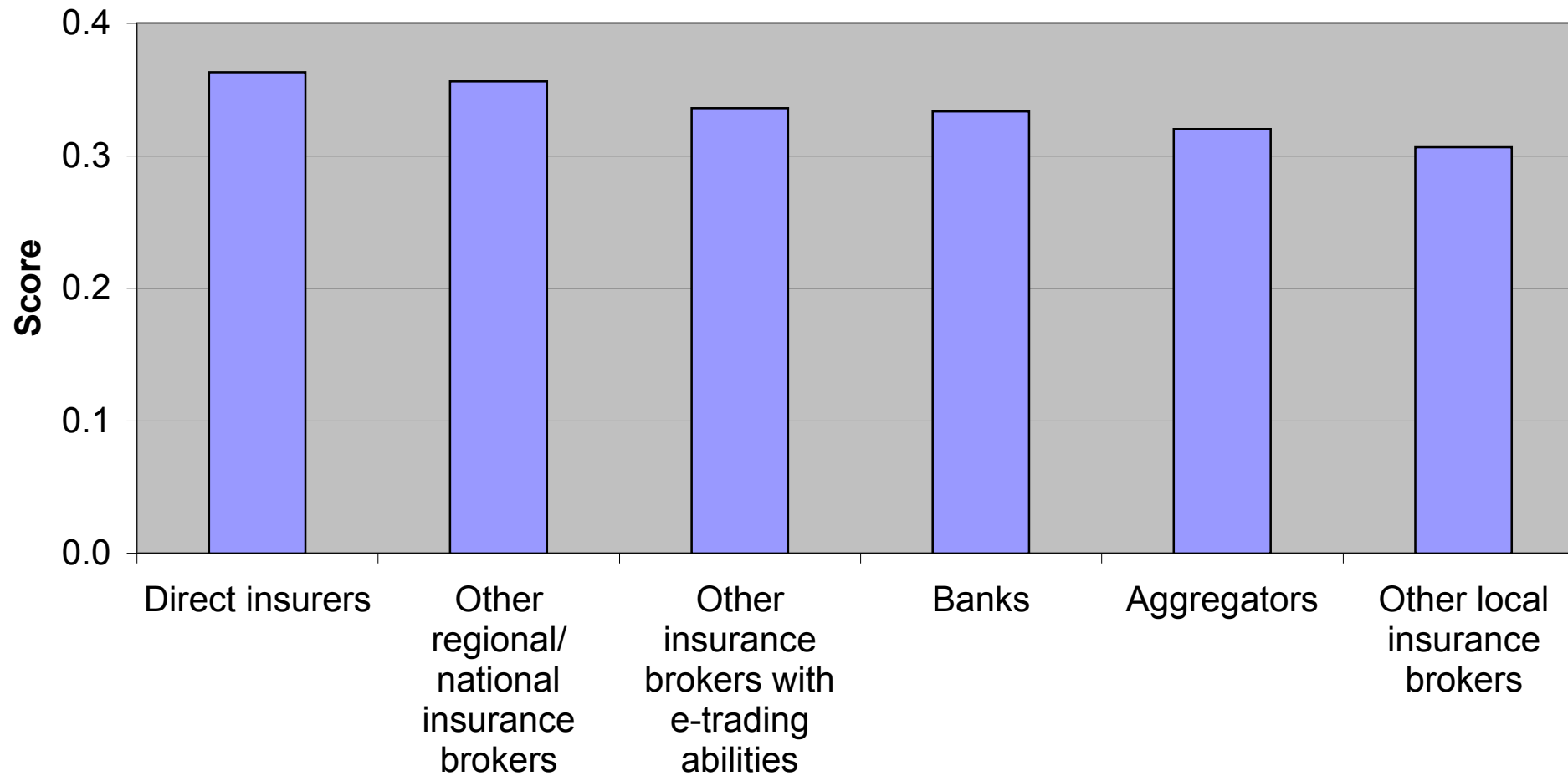
### Most sectors saw business volume increases



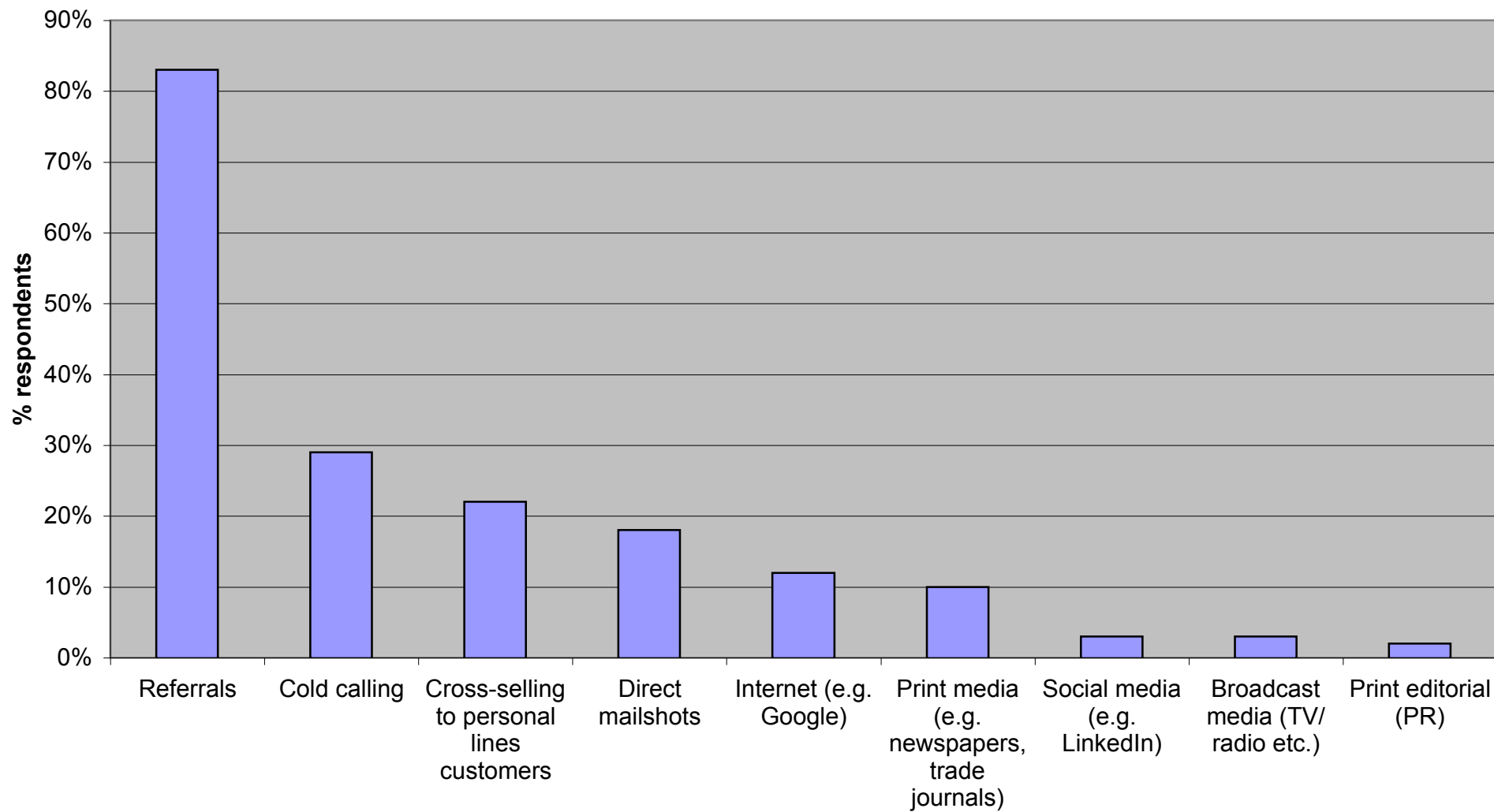
### Many consumer related specialist sectors have seen the greatest negative impact on business volumes



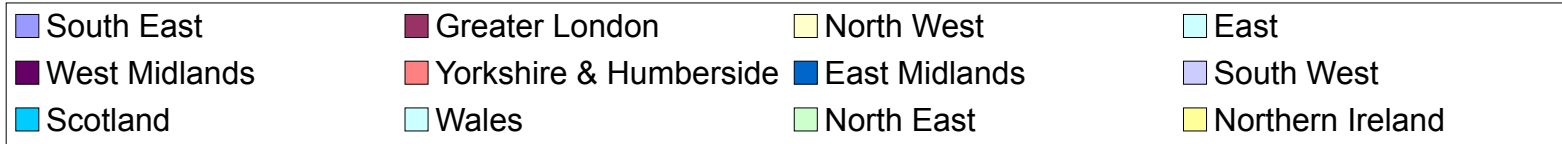
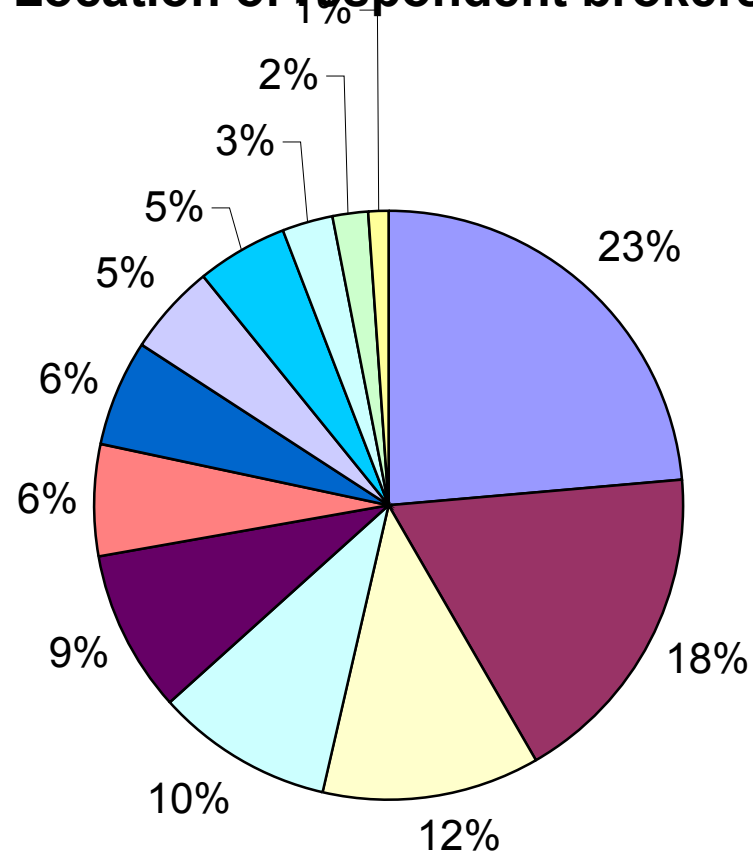
## Direct insurers are seen as posing the greatest threat - but only just



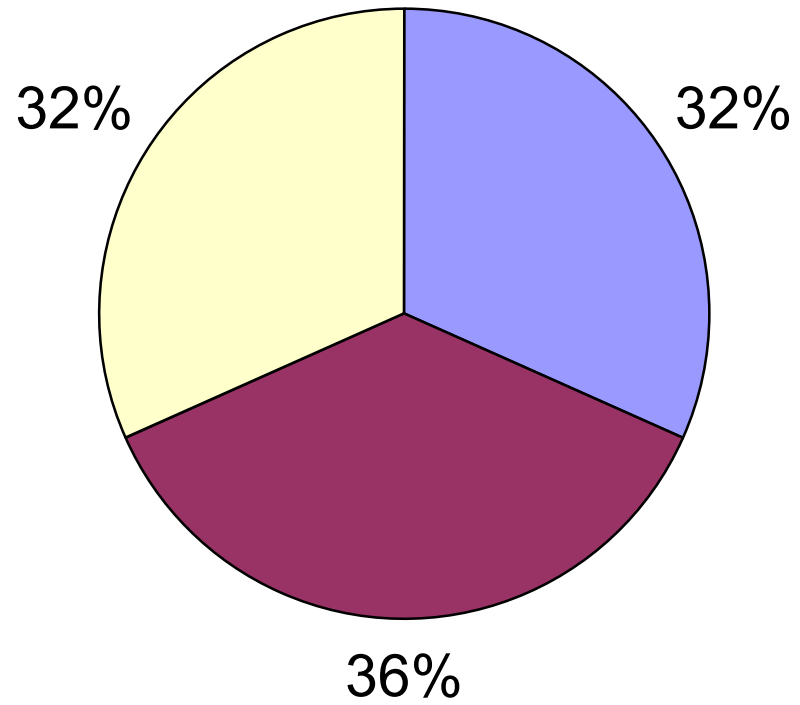
### Referrals remain the most popular method of acquiring new customers



## Location of respondent brokers



### Respondents by firm GWP



■ Large brokers (GWP > £10m) ■ Mid sized brokers (GWP < £10m > £2.5m) ■ Small brokers (GWP < £2.5m)