

# MMA: The Brokers' Verdict

Brokers rated MMA a steady second-quartile insurer on most aspects of service. Claims handling was a weak area for this insurer – but e-broking was revealed as a particular MMA strength.

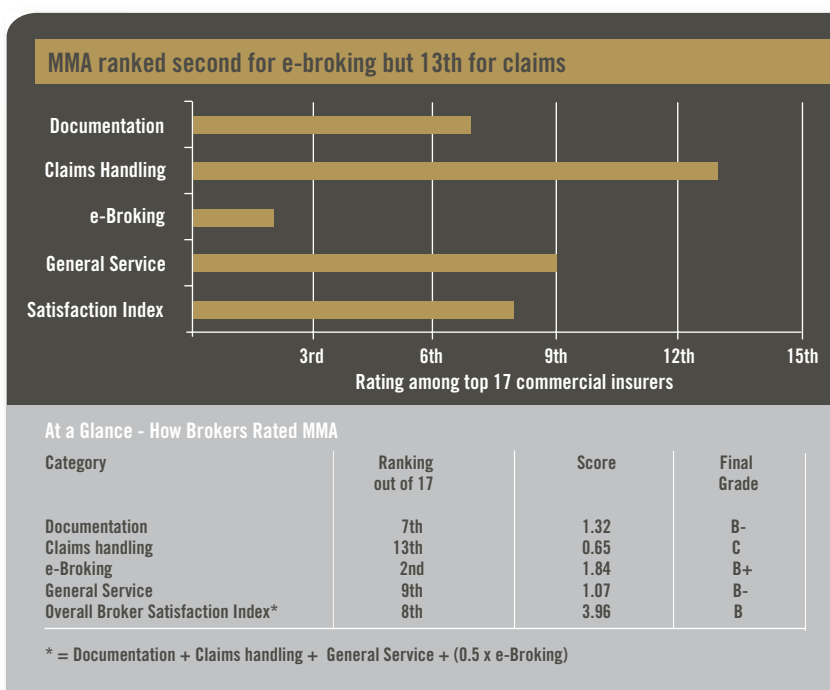
particularly for smaller general business risks. “All departments are in one place,” said one respondent, “so there is no ‘head office’ to refer to and no accounts department overseas.” Another broker remarked: “MMA are

No surprise there. In online business, MMA excelled. Its e-broking system attracted an average score of 1.84, placing it second only to NIG in the broker market’s estimation. Broker after broker described MMA’s system as well laid-out, quick and simple to use, problem-free and a good provider of competitive quotations.

MMA had underwriter back-up on tap, too. “Quick, concise questions and immediate call back service and referral,” said one happy broker. “Excellent!” Another said the system was “...user-friendly – easy to go on cover, with plain and simple documentation.”

## Summary

In total, MMA received 352 broker service ratings. Aggregated, these gave a comprehensive broker service score of 3.96, putting MMA in eighth place for an overall B grade. On claims, MMA let itself down, scoring worse than some much larger composite insurers, such as Allianz and Zurich. But MMA’s general service was adequate and its documentation sound, while its much-praised e-broking system was clearly a useful competitive weapon in the broker market.



To start with claims, MMA came in 13th of 17, with a score of 0.65. This was a markedly poor performance for a mid-sized insurer. Some brokers reported MMA claims running smoothly. But many were clearly experiencing real frustrations. The picture was brighter on documentation, however, where average scores of 1.32 brought MMA in at number seven. “MMA’s documentation is turned round very quickly and documents, on the whole, tend to be accurate,” was a typical broker comment.

On general broker service and support, MMA received ratings from 105 brokers and these averaged out at a score of 1.07, for a B- score and ninth place. Positive comment outweighed the negative five to one. Despite the odd complaint about unhelpful staff, most brokers found MMA easy to deal with,

decent. Most commercial business is done online now.”

