



OPTIMUM

General Insurance

“ Protecting our policyholders and their assets with creative and tailored solutions ”

The highlights of the 2024 Optimum Broker Survey

In February 2024, Optimum General Insurance conducted a detailed survey among its brokers to better understand their needs and perspectives on the current market.

90%+

We are thrilled to report **excellent results** across all regions and departments concerning **our staff’s “Competency and knowledge in comparison to the marketplace”**, with **scores in the 90% range**.

92%

Furthermore, we received **highly positive responses for our Claims and Accounting departments**, with **92% of respondents stating that we meet or exceed other markets with respect to service**.

95%

95% of Broker Management and Owners answered **positively** that **“having Optimum as a market brings value to their brokerage”**.

91%

We received **91% positive responses** to the question, **“Optimum has a good image and reputation in comparison to the market”**.

85%

Additionally, **85% of the brokers scored us 6 or higher with 59% scoring us 8 or higher on a scale of 1-10** when asked **“Would you recommend Optimum to your family and friends?”**.