



PMR.africa Leaders and Achievers Business Excellence Award

Congratulations and well done!

Savannah Marine has been awarded the **Golden Arrow 2014** Award in our annual survey on Marine Underwriting Managers.

Background on the Survey

PMR.africa has completed its annual national survey on Underwriting Managers in South Africa. The respondents rated the companies on the following 11 attributes, namely:

- Adaptability
- Attitude
- Competence
- Confidence level of the underwriter
- Financial strength of the underwriter
- Full authorization to accept/agree claim
- Innovativeness
- Know-how of advisors
- Quality
- Reputation (i.e. perception of the company's brand, integrity, CSI)
- Speed of processing

The respondents were asked to give verbatim comments on the perceived strengths and weaknesses of the companies they rated.

The ratings are based on the perceptions of the respondents.

Rating Score Card: 4/5

Award Status: Golden Arrow

How the survey was conducted:

Universe: Short term broker firms and short term insurance companies in South Africa.

Timing: Interviews were conducted during September and October 2014.

Sample: Random national sample of 120 directors, senior managers and short term underwriting managers selected from short term broker firms and short term insurance companies.

Methodology: Interviews were carried out telephonically utilising semi-structured questionnaires. Back-checks were conducted at all stages of the fieldwork.