



Australian Government

Australian Reinsurance Pool Corporation

2024/25 Insurer Customer Survey Report

Terrorism Reinsurance Pool
Cyclone Reinsurance Pool



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EXTERNAL

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This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001, as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021 administered by the Australian Data and Insights Association (ADIA).

Executive Summary

ARPC has conducted an annual insurer customer survey since 2020. From 2020-2023 this consisted of a survey of Terrorism Reinsurance Pool (TRP) insurer customers, while in 2023 an onboarding experience survey for Cyclone Reinsurance Pool (CRP) insurer customers was added. Ahead of the 2024/25 survey, the survey content was completely updated to reflect the larger scope of services and insurer customer experiences across the two pools, with a single common survey developed that included only a small number of pool-specific questions.

Due to the magnitude of changes made to the survey content, the 2024/25 results are not directly comparable to results reported in prior years unless explicitly specified otherwise. The OSPI index is comparable in the sense that it is still calculated from three key individual questions, but the actual questions used have changed in the 2024/25 survey.

The 2024/25 survey was conducted by a combination of video interviews (n=17) and as an online survey (n=58) between 29 January and 4 March 2025. The interviews lasted an average of 24 minutes and sometimes involved two or more respondents from the insurer customer. To be valid submissions for analysis, online surveys needed to be endorsed and submitted by the Reinsurance Manager or the person with the closest working relationship with ARPC. The overall response rate for 2024/25 was 37%, the equal highest response rate seen since the survey began. The response rate for CRP insurer customers was 72%, and 34% for TRP insurer customers.

23 responses were obtained from Australian insurer customers, and 52 from those located overseas. The 'overall' and 'TRP' scores reported are weighted to reflect the relative share of premium income of different insurer customer segments. The weighting is 90% Australian insurer customers, 10% overseas insurer customers.

NOTES: Response rates have been within a typical range for surveys of this nature, with extra steps taken since 2023 to boost this with an additional interview process. While absolute sample sizes are small and results should be interpreted with consideration as to how non-respondents might vary from the views of those who chose to participate, the general patterns of results can be considered indicative of the current views of insurer customers.

The small absolute sample sizes mean that the results are 'noisier' than surveys with larger bases, and a greater proportion of the variations from survey-to-survey may be due to variations in how individual respondents feel when they complete the survey, how different respondents may use scales (including how many use the can't say option for questions), and/or slight differences in how people interpret the questions asked. It is important to consider this when interpreting time series results, as it is likely that some of the movements observed may reflect or be amplified by statistical noise, and may not necessarily be indicative of or fully attributable to changes in underlying experience. Over time, as multiple data points can be seen, more meaningful trends can become apparent.

It is also important to note that in many (but not all) cases, a somewhat higher proportion of overseas respondents have felt unable to give a rating, most likely due to limited experience or business with ARPC, and so lower reported positive scores are not necessarily because they felt negatively towards ARPC.

Key Results

ARPC Overall Stakeholder Perceptions Index (OSPI)

An overall stakeholder perceptions index score (OSPI) is calculated from responses to three key questions, resulting in an index score ranging from 0 (low) to 100 (high). **In 2024/25, an overall score of 84_{/100} was achieved on the OSPI.**

Table 1. Overall Stakeholder Perceptions Index (OSPI) by location and pool type

	Definition	Overall*	CRP	TRP*
Overall Stakeholder Perceptions Index (OSPI) score				
<i>As a Reinsurer Partner, what is ARPC like to deal with? ^{Q4}</i>				
<i>Over the last 12 months, how would you rate your / your organisation's working relationship with ARPC? ^{Q8}</i>	(0-100)	84 _{/100}	87 _{/100}	81 _{/100}
<i>Over the last 12 months, how do you feel about the quality of how ARPC has engaged with your organisation? ^{Q9}</i>				
* indicates that results are weighted		Sample size	75	13
			62	

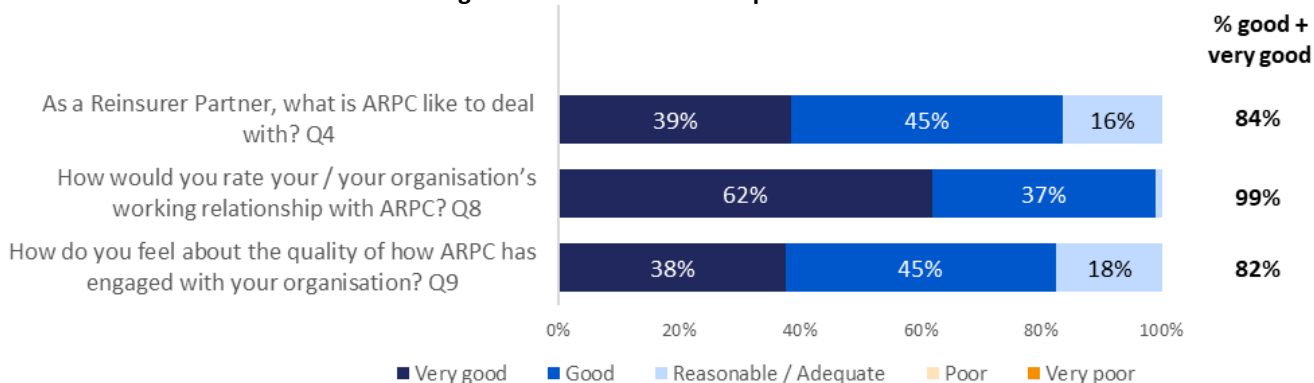
Views among CRP respondents were a little more positive, achieving a score of 87_{/100}, compared to 81_{/100} among TRP respondents. This in part reflects the higher scores among Australian respondents who were slightly more positive than overseas respondents, given all CRP respondents are Australian.

Looking at the three individual components of the OSPI, strongly positive ratings were given across all questions and insurer customer segments (with zero ratings of 'poor' or 'very poor' on any of the three items that make up the OSPI).

99% of insurer customers rated their working relationship with ARPC as *good* or *very good*, with nearly two-thirds saying their working relationship was *very good* (62%).

Slightly lower, but still very strongly positive, ratings were given for what ARPC is like to deal with (84% *good* or *very good*); and the quality of ARPC engagement (82% *good* or *very good*).

Figure 2. OSPI Score subcomponents



Base: All insurer customer responses n=75

Overall, insurer customers gave very strong ratings to their perceptions of ARPC as an organisation to deal with, and this was backed up by the comments made by key insurer customers in the interviews. They described ARPC as knowledgeable and responsive, and they valued the accessibility of ARPC when required and the professionalism of the ARPC staff they interacted with.

Summary of other indices

In addition to the OSPI, the new survey includes four further indices, based on questions relating to reputation, capability and effectiveness, performance, and facilitating compliance. Each of these indices was scored strongly, with the lowest being *capability and effectiveness* at 75/100 and the highest being the *performance* index at 84/100.

While there were some minor variations, index scores were similar across TRP and CRP insurer customers.

Table 3. Summary of performance indices by pool type

	Definition	Overall*	CRP	TRP*
Reputation Index (RI) score <i>To what extent do you feel the following terms describe ARPC?</i> ^{Q1} <i>8x reputational characteristics including professionalism, knowledge, customer focus, respect, resourcing, consistency, accountability, and transparency.</i>	(0-100)	82/100	83/100	81/100
Capability and Effectiveness Index (CEI) score <i>How does your organisation feel about ARPC in terms of its...</i> ^{Q5} <i>3x items including understanding of the specific insurer customer organisation, experience and understanding of the industry, and skills to effectively fulfil its mandated role</i> <i>How effectively do you feel ARPC is performing its role...</i> ^{Q6} <i>3x items including administering the Terrorism Reinsurance Pool ^{TRP only}, administering the Cyclone Reinsurance Pool ^{CRP only}, and overall as a government provider of reinsurance</i>	(0-100)	75/100	79/100	72/100
Performance Index (PI) score <i>How well is ARPC performing in terms of...</i> ^{Q2} <i>6x experience items, including communication of outcomes, responding to requests, meeting its obligations to insurers, providing technical support, listening to insurers, and explaining the rationale behind decisions.</i> <i>Given your experiences with ARPC, how would you rate the following... speed of claims processing?</i> ^{Q7e} ^{CRP only}	(0-100)	84/100	83/100	84/100
Compliance Facilitation Index (CFI) score <i>Given your experiences with ARPC over the last 12 months, how would you rate the following...</i> ^{Q7} <i>11x items including accuracy of information provided, support available, proactive communication, knowledge and authority of staff to effectively support insurers to comply, usefulness of guidance provided and of materials available, clarity of requirements, responsiveness to requests, and the PACE, and RISE systems ^{TRP only}</i> <i>How valuable / important to your organisation is it that ARPC proactively provides advice and assistance to help you comply with their obligations?</i> ^{Q3b}	(0-100)	83/100	85/100	81/100
* indicates that results are weighted	Sample size	64-75	13	51-62

Conclusions

Overall, **feedback from insurer customers on their experiences interacting with ARPC and on its role administering the two reinsurance pools remains very strong.** The new survey introduced in 2024/25 purposefully focuses on the common experiences and expectations of ARPC across both the long-standing but untested Terrorism Reinsurance Pool (TRP) and the newer but more active Cyclone Reinsurance Pool (CRP).

Results across both pools are more similar than different. If anything, **CRP results are slightly more positive**, likely reflecting the greater activity and level of interaction on that pool – which for the most part has clearly been strong and positive.

Overall, the **working relationships between ARPC and its insurer customers continue to be very strong.** Regardless of views of the effectiveness of the pools – and noting there are some concerns and desired improvements to pool operations from some insurer customers – they value the **openness, flexibility, professionalism and intent of the ARPC staff they interact with.**

There remain, as always, some opportunities for ARPC to make **continuous improvements** to its processes and working relationships, such as through communications and **transparency around decisions, and pricing**, and ongoing efforts to **streamline data requirements and submission processes.**

However, with such strong results, there is also a **maintenance strategy required.** The things that insurer customers rate highly, and report valuing are ones that ARPC is currently doing well, and **making sure these aren't lost in the search for improvements or the transition to a BAU phase for the CRP will be important to monitor and uphold.**

Source of Data

Background

Since 2020 the ARPC has administered an annual Insurer Customer Survey to measure the effectiveness of its engagement activities and communications with insurer customers. From 2020-2023 this primarily involved collecting feedback from Terrorism Reinsurance Pool (TRP) insurer customers. In 2023 feedback was also collected Cyclone Reinsurance Pool (CRP) insurer customers after this new pool was established, however this group were asked a separate set of questions relevant to the early onboarding stage of their engagement with the pool and the results were reported separately.

Ahead of the 2024/25 wave of research, the questionnaire was reviewed and updated. The design of the updated survey was guided by an intensive internal executive workshop and seeks to better reflect the greater scope of services provided by ARPC across the two reinsurance pools, and key areas of interest to ARPC. These include understanding:

- the insurer customer experience with both the TRP and CRP pools;
- what insurer customers think ARPC is like to work with; and
- how well insurer customers feel ARPC is performing its role of administering the reinsurance pools and supporting insurer customers to comply with requirements.

Due to the magnitude of changes made to the survey content, the 2024/25 results are not directly comparable to results reported in prior years unless explicitly specified otherwise. The OSPI index is comparable in the sense that it is still calculated from three key individual questions, but the actual questions have changed from the 2025 survey.

Sample

In 2024/25, the Australian Reinsurance Pool Corporation (ARPC) provided reinsurance to 203 active cedents (also referred to as insurer customers). Of these, 185 were Terrorism Reinsurance Pool cedents, and 18 were Cyclone Reinsurance Pool cedents. Among TRP cedents, 27 were Australian, and 158 were based overseas. All the CRP cedents were Australian.

The 203 cedents came from 189 individual entities. From these 189 entities, 4 were only cedents of the Cyclone Reinsurance Pool, 171 were only cedents of the Terrorism Reinsurance Pool, and 14 were cedents of both the TRP and CRP pools.

All these insurer customers are invited to participate in the survey.

Methodology

To minimise the burden of the survey, and to maximise participation, feedback from stakeholders is collected via a short 8-10-minute online survey. The majority of the survey is identical for both pools, with just a small number of questions specific to each of the individual pools.

The primary reinsurance manager responsible for each reinsurance pool at an entity is invited to respond to the survey. In some cases the same individual may be the contact point for both pools. Where this is the case that individual is asked to provide feedback about both pools at the same time.

Since 2023, to boost both participation and the depth of information from top tier insurer customers, the biggest Australian insurer customers were invited to provide feedback via a semi-structured interview process rather than an online survey. This involved participating in an interview administered by one of ORIMA's senior research staff, typically lasting around 25 minutes. Interviews consisted of a combination of rating-style survey questions and complementary open questions to obtain more qualitative information about insurer customer experiences and perceptions.

Technical details

The 2024/25 survey was conducted by a combination of video interviews (n=17) and as an online survey (n=58) between 29 January and 4 March 2025.

The survey invitation was sent to the primary ARPC contact for each insurer customer – in most cases the Reinsurance Manager, or equivalent. Contacts were initially sent a pre-approach letter (PAL) as an email from ARPC informing them of the upcoming survey, noting it would be short to complete, and highlighting that the invitation would come from ORIMA Research to ensure confidentiality and independence. Survey invitations and two reminders were then sent to insurer customer contacts by ORIMA. Additional notifications of the survey were sent to secondary contacts at some entities.

Insurer customers who were invited to take part via video interview were contacted by phone and email by members of ORIMA staff to schedule an interview at a date and time convenient for the insurer customer. The interviews lasted between 15 and 30 minutes, averaging 24 minutes. In some cases, two or more representatives of insurer customers took part in the interviews. In these cases, the comments of all participants were recorded, but only a single organisational response was recorded for the rating questions.

To be valid submissions for analysis, surveys need to be endorsed and submitted by the Reinsurance Manager or the person with the closest working relationship with ARPC. Surveys that are not endorsed in this way are not included in the analysis.

Several individuals were the primary contacts for two or more insurer customers. These contacts were sent a single link to a central webpage where they could complete a survey on behalf of each insurer customer they represented, or copy their responses from a single completed survey to some or all the others, depending on whether they wished to provide different answers on behalf of different insurer customers. Contacts also had the option to share each insurer customer's survey link with other individuals who may be best placed to respond to some or all questions.

Correctly endorsed responses were received from 75 of the 203 contacts (including 17 conducted by video interview), an overall response rate of 37%. A breakdown of the survey response rates over time and across pool type can be found in the table below. Among the 62 TRP responses received in 2024/25, 10 were from Australian insurer customers, with the response rate being similar among Australian TRP cedents (37%) and overseas insurers (33%). All CRP respondents were Australian.

Table 4. Response rates over time by pool type

Annual survey response rates and sample sizes			
	Overall	CRP	TRP
2020	63 (28%)	-	63 (28%)
2021	51 (22%)	-	51 (22%)
2022	41 (18%)	-	41 (18%)
2023	87 (37%)	12 (100%)	75 (33%)
2024/25	75 (37%)	13 (72%)	62 (34%)

It is not clear why engagement with the 2022 survey was somewhat lower than in other years, though it is possible that the concurrent introduction of the new Cyclone Pool may have inhibited some contacts from responding. The interview process assisted in increasing the Australian and overall response rate since 2023. In 2024/25, only active cedents were invited to take part in the survey, resulting in a lower total number of responses received while the response rate remained constant at 37%.

To reflect the relative importance and value of premiums paid by insurer customer segments, a **weighting** is applied to the calculation of the 'overall' scores reported. The weighted overall scores reflect 90% Australian insurer customers, and 10% overseas insurer customers.

A copy of the questionnaire used can be seen in Appendix A of this report.



Reader note: Some of the sample sizes in this report are small from a statistical perspective, but the 2025 results with the new integrated TRP and CRP survey reflect responses from around 1-in-3 of all ARPC insurer customers.

While a reasonable indicator of insurer customer views (due to the proportion of the total population who responded), the small absolute sample sizes mean the results are ‘noisier’ from year to year than ones with larger bases. This is because individual responses have a greater impact on the total results, including where individual respondents chose *can’t say* for specific questions. Results from specific cohorts of respondents are based on smaller sample sizes, and are more prone to fluctuations based on small numbers of individual respondents.

Readers should consider the possibility that views of non-respondents systematically vary from insurer customers who chose to respond.

‘Overall’ scores are weighted to reflect 90% Australian insurer customers, and 10% overseas customers.

‘Overall’ scores include responses from both CRP and TRP insurer customers, unless specifically stated otherwise.

The questionnaire underwent a review and redesign ahead of the 2024/25 wave of data collection. The updated questionnaire contains mostly new content, and now integrates responses from CRP and TRP insurer customers. These changes mean that 2024/25 results cannot be compared to results from previous years.

Research Findings

For most questions in the survey, respondents were not specifically directed to consider their views in light of their experiences with either the Terrorism or Cyclone Reinsurance Pools, but were instead asked to consider their experiences with ARPC overall when responding. In most cases, this naturally meant responses provided were informed by experiences with either pool given most respondents were responsible for and had visibility of only one of the pools. Due to significant changes to the questionnaire and the reporting approach, 2024/25 results cannot be compared to results from previous years. Tracking results for the new questions will be added in future years.

Overall Stakeholder Perceptions Index (OSPI)

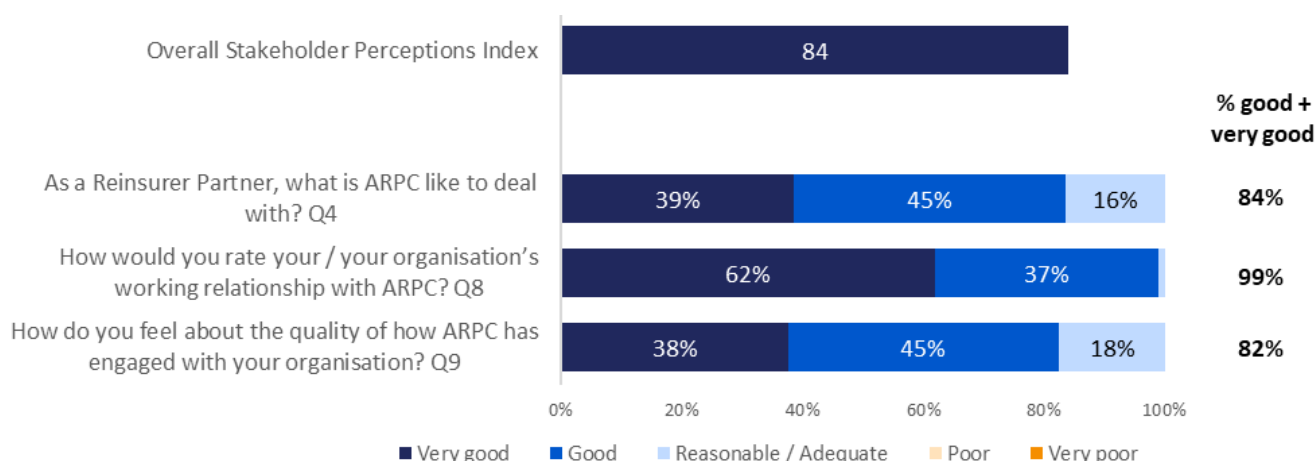
An overall stakeholder perceptions index score (OSPI) is calculated from key relevant questions to provide a single measure of ARPC's performance and overall perceptions among all insurer customer respondents. The OSPI is calculated from responses to three key questions from the insurer customer survey, each contributing equally to the overall index score:

- Q4: As a Reinsurer Partner, what is ARPC like to deal with?
- Q8: Over the last 12 months, how would you rate your / your organisation's working relationship with ARPC?
- Q9: Over the last 12 months, how do you feel about the quality of how ARPC has engaged with your organisation?

OSPI scores range from 0 to 100 index points, with 0_{/100} occurring if all respondents give the lowest scores available for each question (i.e. 'Very poor') and 100_{/100} occurring if they all give the highest scores available for each question (i.e. 'Very good').

In 2024/25, a strong overall OSPI of 84_{/100} was achieved. Nearly all (99%) insurer customers described their working relationship with ARPC as *good* or *very good*. Over 80% felt ARPC was *good* or *very good* to work with (84%), and rated the quality of engagement from ARPC as also *good* or *very good*. The remainder rated ARPC as *reasonable* or *adequate* on these measures. No negative ratings were recorded in 2024/25.

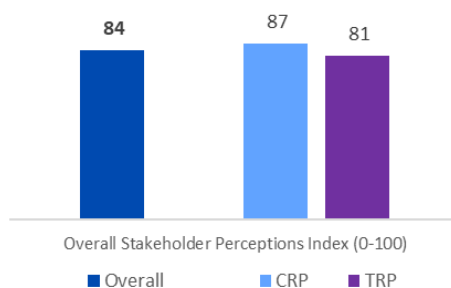
Figure 5. OSPI Score and subcomponents



Base: All insurer customer responses n=75

Reflecting a pattern seen in previous years (when different questions contributed to the OSPI), Australian insurer customers tended to rate ARPC somewhat more positively compared to those based overseas. Scores for Cyclone Reinsurance Pool customers (87_{/100}), who are all Australian based, were also somewhat higher than scores for Terrorism Reinsurance Pool customers (81_{/100}).

Figure 6. OSPI Scores by pool type



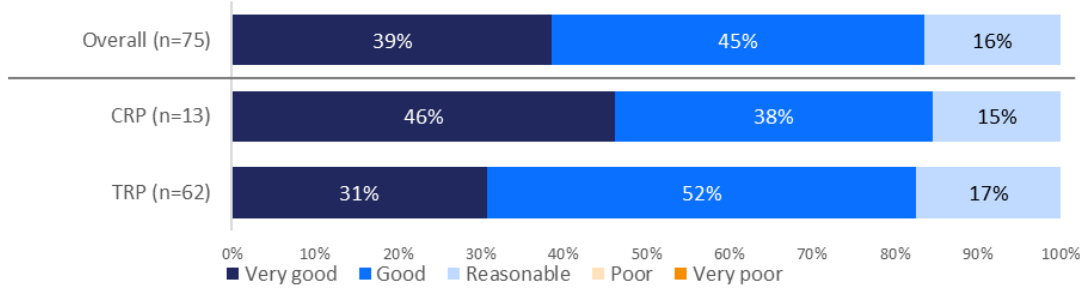
Base: All insurer customers: Overall n=75, CRP n=13, TRP n=62

Table 7. Overall Stakeholder Perceptions Index (OSPI) and subcomponents by pool type

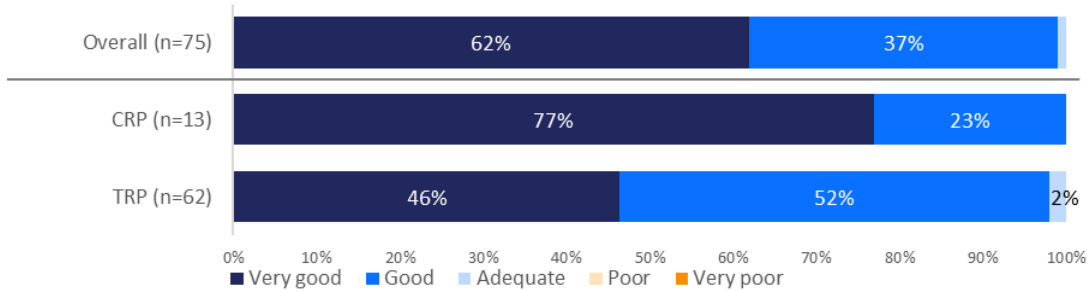
Engagement measures				
	Definition	Overall*	CRP	TRP*
OSPI Index <i>derived from below items</i>	0-100	84	87	81
As a Reinsurer Partner, what is ARPC like to deal with? ^{Q4}		84%	85%	83%
How would you rate your / your organisation's working relationship with ARPC? ^{Q8}	Good + very good	99%	100%	98%
How do you feel about the quality of how ARPC has engaged with your organisation? ^{Q9}		82%	85%	80%
<i>* indicates weighted result Sample size</i>		<i>75</i>	<i>13</i>	<i>62</i>

A full breakdown of results across location and pool type has been included in charts on the pages that follow.

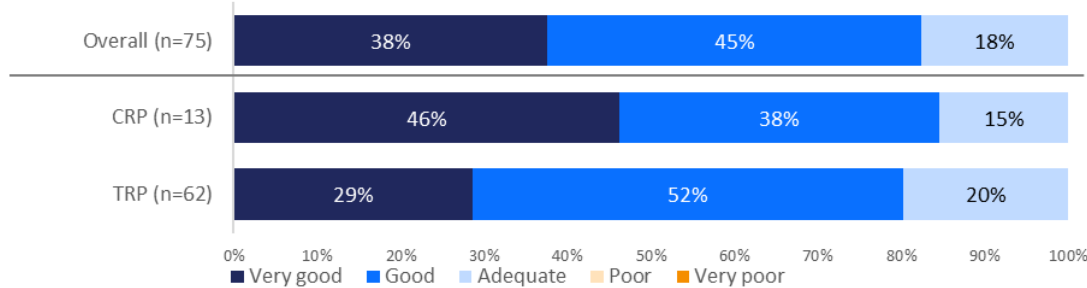
Figure 8. Detailed results for OSPI component questions by pool type

As a Reinsurer Partner, what is ARPC like to deal with? ^{Q4}

Base: All responding insurer customers

How would you rate your / your organisation's working relationship with ARPC? ^{Q8}

Base: All responding insurer customers

How do you feel about the quality of how ARPC has engaged with your organisation? ^{Q9}

Base: All responding insurer customers

In the interviews with the larger insurers, insurers commented that working with ARPC was generally a **very positive experience**. They described ARPC as being **knowledgeable and responsive**. Many particularly valued being **able to access support** from ARPC whenever issues arose, and **working closely with ARPC** to resolve them.

"We've generally been very satisfied. Working with ARPC is a very positive experience. Their systems are good. Whenever we have any issues they are very responsive, and [proactive] with any updates."
– TRP insurer customer

"ARPC engage and communicate well." – TRP insurer customer

"They are very prompt in answering our queries." – TRP insurer customer

"Always very prompt in addressing queries and helpful in trouble-shooting." – TRP insurer customer

“ARPC are great to work with – they are my favourite reinsurer. [...] At one stage we encountered an issue, and they worked closely with us to correct it. It was quite an arduous process, and they really helped us to address it despite the error being on our part.” – TRP and CRP insurer customer

“Business partnering mentality & willingness to support.” – TRP and CRP insurer customer

“ARPC are responsive, and happy to help and clarify anything we need them to. They provide information as required, and we can get access to them for queries if needed. There are no issues from an operational perspective.” – CRP insurer customer

“They are responsive and organised now, and well resourced. They seem to have all the processes in place now. So far so good! They are easy to deal with.” – CRP insurer customer

“They know and acknowledge their constraints, but can put themselves in the shoes of insurers to make our experience seamless. They are pragmatic.” – CRP insurer customer

“ARPC were very good during onboarding. Since then we have leveraged the relationship with them to access clarification and input whenever we’ve needed to.” – CRP insurer customer

Insurers also appreciated having **regular meetings or contact** with ARPC, and some noted this is something that few other reinsurance providers do. They also highlighted receiving **proactive communications** from ARPC about any **upcoming changes** as particularly important.

“Regular meetings are essential and not really something other reinsurance providers do. Whenever there are challenges, good communications are crucial to working through them successfully (for us and for ARPC). Any changes are a challenge because it can be hard to get the information needed out of our systems.” – TRP and CRP insurer customer

“The meet and greet with their new staff was very important to open up lines of communication.” – TRP and CRP insurer customer

“[We have particularly appreciated] the proactive information we receive, and the training about the PACE system (in particular the training videos).” – TRP insurer customer

“[We have particularly appreciated] Clear communication well in advance of deadline.” – TRP insurer customer

“[We particularly appreciated] that they came to visit us! Face to face meetings are important to relationship building and we really value it.” – CRP insurer customer

TRP insurers in particular also praised the **usefulness of the training materials** available.

“[It’s great to have] training materials available on their website for us to get whenever needed.” – TRP insurer customer

“[We particularly appreciated] Training and transition from RISE to PACE.” – TRP insurer customer

“[We particularly appreciated] The introductory PACE webinar session was useful to understand the new system.” – TRP insurer customer

“[We particularly appreciated] Clear emails and guidance.” – TRP insurer customer

“[We particularly appreciated] Clear communication and adequate training.” – TRP insurer customer

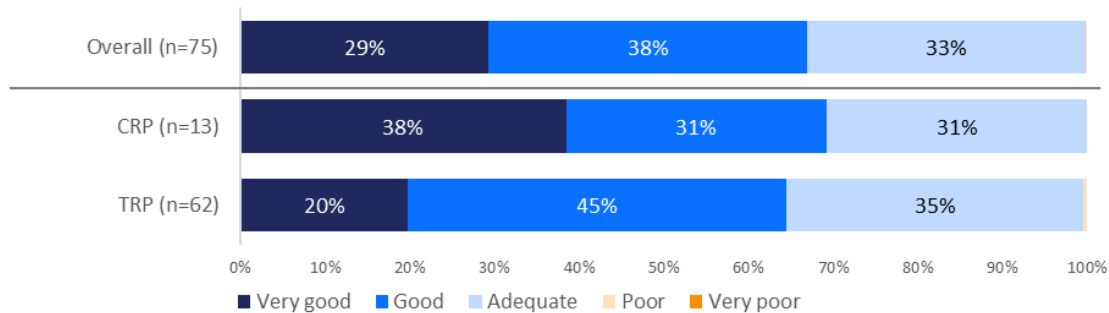
Additional engagement measures (not contributing to the OSPI)

Engagement frequency

When asked specifically about the frequency of engagement from ARPC, almost all insurers felt this was *at least adequate* for their needs, with 67% rating the frequency as *good* or *very good*. Only one overseas insurer customer rated the frequency of engagement as *poor* and indicated they would prefer a slightly higher level of engagement, commenting that they had not had any direct interaction with ARPC.

Figure 9. Perceptions of engagement frequency by pool type

How do you feel about the frequency of ARPC's engagements with your organisation? Q10



Base: All responding insurer customers

In the interviews, it was apparent that while satisfaction with frequency of engagement was consistently high, actual engagement frequency varied among insurers, with some interacting with ARPC more frequently than others. In all cases though, insurers felt the current frequency of interactions had evolved to suit their needs at the time of the survey. However, insurers also noted that they **expected ARPC to vary the frequency of its engagement in response to current events and/or environmental conditions**. Specifically, insurers expected ARPC to increase its engagement when onboarding insurers, when issues arise, when changes are made to requirements, or when events occur that may result in higher claims activity (ie. when cyclones are anticipated or terrorism events occur), and scale back engagement during periods of BAU activity.

"[The optimal frequency of engagement] really depends on what's happening – more frequent engagement would be more important if we had more claims, or ahead of renewal times so that we can understand any changes in regulations and any pricing implications." – CRP insurer customer

"We have very little engagement with ARPC outside of the audit. [The engagement frequency] is good for what we need right now in the current business environment. Unless there's an issue, there's no need for more engagement. Engagement needs to be responsive to the circumstances." – TRP insurer customer

"We expect the engagement frequency to become less frequent in the next 6 months [as the relationship becomes more BAU]." – TRP and CRP insurer customer

"No more [engagement frequency] is required." – TRP and CRP insurer customer

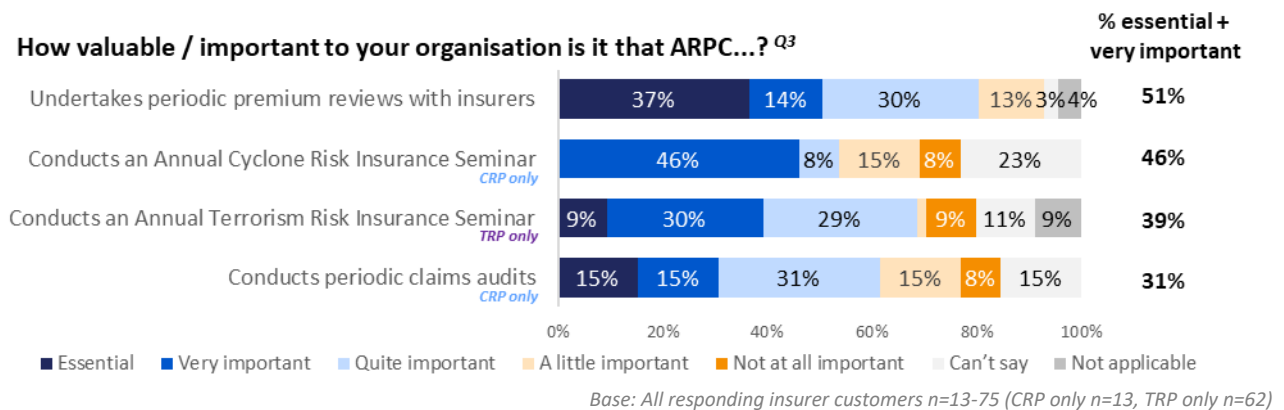
Perceived value of specific activities

Insurer customers were also asked about how valuable it is to their organisation that ARPC does certain activities. Undertaking periodic premium reviews with insurers was seen as the most valuable activity to insurer customers, with half of all insurers (51%) indicating this was either *essential* or *very important*.

The annual risk seminars were also seen as important, but less critical, with around 2 in 5 insurer customers rating these as either *essential* or *very important*. Of the two risk seminars, the Terrorism Risk Seminar was seen as slightly more valuable, with 9% of TRP insurer customers indicating this was *essential* compared to 0% of CRP insurer customers rating the equivalent Cyclone Risk Seminar as *essential*.

ARPC conducting periodic cyclone claims audits was seen as relatively less valuable to insurers, with around a third indicating it was *essential* or *very important* for ARPC to do this. Feedback from the interviews suggests insurers see this activity as primarily benefiting ARPC, though they understand the need for ARPC to conduct these audits to comply with its (i.e.: ARPC's) obligations.

Figure 10. Perceived value of specific ARPC activities

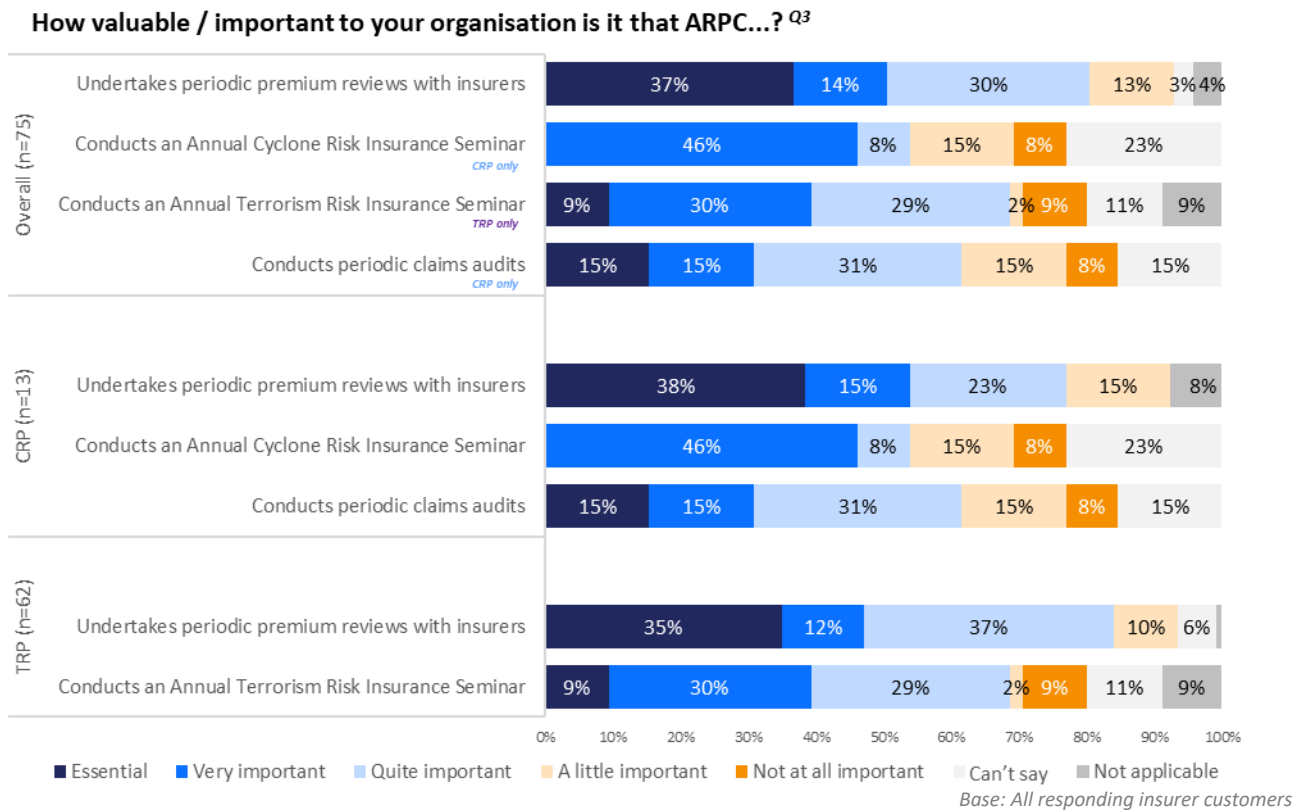


CRP insurer customers were also somewhat more likely to indicate that they valued ARPC conducting premium reviews (58%), compared to TRP insurer customers (50%).

Table 11. Perceived value of ARPC activities by pool type (excluding 'can't say' and 'N/A' responses)

Perceived value of ARPC actions – can't say / N/A excluded				
	Definition	Overall*	CRP	TRP*
How valuable / important to your organisation is it that ARPC... ? ^{Q3}				
Undertakes periodic premium reviews with insurers	Essential + very important	54%	58%	50%
Conducts an Annual Cyclone Risk Insurance Seminar <i>CRP only</i>		60%	60%	-
Conducts an Annual Terrorism Risk Insurance Seminar <i>TRP only</i>		49%	-	49%
Conducts periodic claims audits <i>CRP only</i>		36%	36%	-
* indicates weighted result Sample size		10-60	10-12	48-49

Figure 12. Detailed results for perceived value of specific ARPC activities by pool type



During interviews, insurers noted that regularly reviewing premiums was critical given the ever changing political and environmental landscape they are operating in, and rationale behind premium setting decisions was an area some would like greater transparency around.

"[Conducting periodic premium reviews] is a sector requirement. It's a forever changing landscape. ARPC's approach can't be static." – TRP insurer customer

"They need to [undertake periodic premium reviews and claims audits] to ensure accuracy of [the premiums they charge and claims paid]... We'd like there to be more transparency around pricing [how premiums are calculated]." – CRP insurer customer

"[Very important that ARPC conducts periodic claims audits] Want to make sure we catch [any issues] early." – CRP insurer customer

What insurer customers think of ARPC

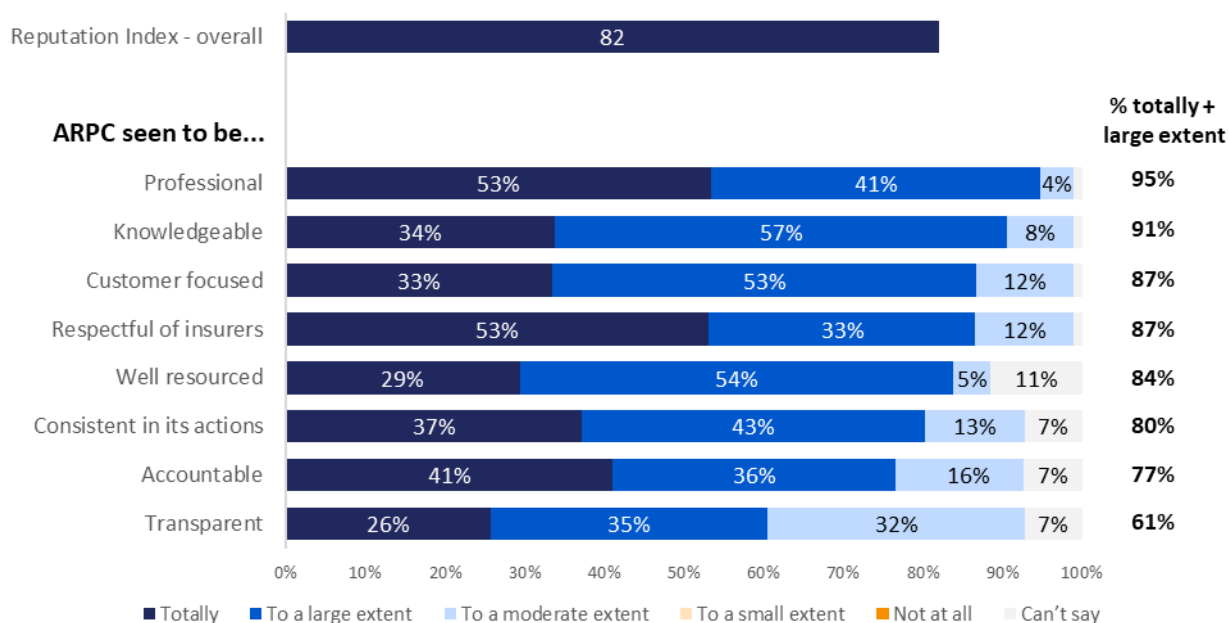
Reputation

A Reputation Index score (RI) is calculated to summarise stakeholder perceptions of ARPC across eight reputational characteristics, including professionalism, knowledge, customer focus, respect, resourcing, consistency, accountability, and transparency. The RI is calculated from responses to eight items in the question “Q1. Based on all your experiences in the last 12 months, to what extent do you feel the following terms describe ARPC?”, with each item contributing equally to the overall index score.

RI scores range from 0 to 100 index points, with 0/100 occurring if all respondents give the lowest scores available for each item in the question (i.e. ‘Not at all’) and 100/100 occurring if they all give the highest scores available for each item in the question (i.e. ‘Totally’). ‘Can’t say’ responses are excluded from the calculations.

Insurer customers held very positive perceptions of ARPC. **In 2024/25 an overall Reputation Index score (RI) of 82/100 was achieved.** Over 90% of insurer customers describe ARPC as professional (95%) and knowledgeable (91%) either *totally* or *to a large extent*. A further 87% describe ARPC as customer focused and respectful of insurers. Ratings were slightly lower for aspects relating to consistency, accountability, and transparency, with a higher proportion of ‘can’t say’ responses recorded. In interviews, some insurers commented that they could not provide a confident rating on these items because their interactions with ARPC were fairly limited, they felt they had limited visibility of ARPC and its activities, or they haven’t yet been working with ARPC for long enough to have formed a view.

Figure 13. Reputation Index Score and subcomponents



Base: All insurer customer responses n=72-75

Among those who felt able to rate the transparency aspect, some insurers commented that they felt they didn't really have visibility of how decisions are made, which sometimes felt like a lack of transparency.

“Feels like there’s a lack of transparency sometimes. Sometimes they just say “read the act”. They could be hamstrung, but how it’s communicated can come across badly sometimes.” – TRP and CRP insurer customer

“Pricing – there’s no transparency. They just tell us what [the decision is].” – TRP and CRP insurer customer

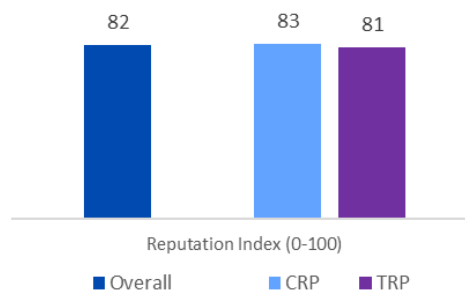
“Some of the decision making is not transparent [especially when a decision that came about with consultation with one insurer is then applied to other insurers].” – CRP insurer customer

“They don’t make many decisions, but when they do we don’t see in the black box [and don’t understand how they come about].” – CRP insurer customer

Reputation Index scores were very similar across reinsurance pool types, indicating that reputational perceptions of ARPC were generally consistent across different stakeholder types.

However, there was greater variation in the proportion of insurers from each group who said each of the eight characteristics describe ARPC either *totally* or *to a large extent* (see results in Table 15 showing results that exclude ‘can’t say’ and ‘N/A’ responses). CRP insurer customers tended to provide higher ratings across the reputational characteristics, which may reflect the greater amount of personal contact those customers currently have with ARPC.

Figure 14. Reputation Index Scores by pool type



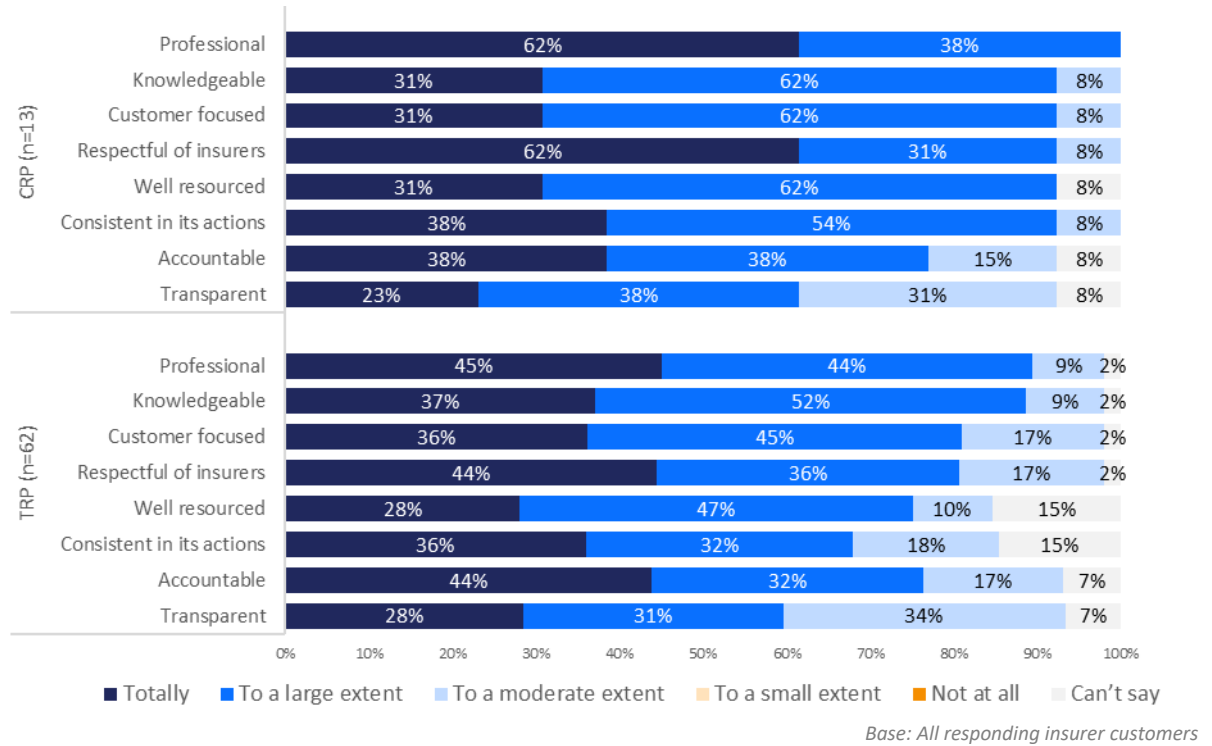
Base: All insurer customers: Overall n=72, CRP n=13, TRP n=59

Table 15. Reputation Index and subcomponents pool type (excluding ‘can’t say’ and ‘N/A’ responses)

Reputational characteristics – excludes ‘can’t say’ and ‘N/A responses’				
	Definition	Overall*	CRP	TRP*
Reputation Index <i>derived from below items</i>	0-100	82	83	81
To what extent do you feel the following terms describe ARPC? ^{Q1}				
Professional	Totally + large extent	96%	100%	91%
Well resourced		95%	100%	89%
Knowledgeable		91%	92%	91%
Customer focused		88%	92%	83%
Respectful of insurers		87%	92%	82%
Consistent in its actions		87%	92%	79%
Accountable		83%	83%	82%
Transparent in its decision-making		65%	67%	64%
<i>* indicates weighted result Sample size</i>		<i>58-72</i>	<i>12-13</i>	<i>46-59</i>

The full breakdown of results (including 'can't say' and 'N/A' responses') across pool type has been included in chart below.

Figure 16. Detailed results for perception of reputation characteristics by pool type



Perceptions of capability and effectiveness

The Capability and Effectiveness Index score (CEI) is calculated to provide a single result summarising stakeholder perceptions of ARPC capabilities and effectiveness to assist with making comparisons across stakeholder types and over time. The CEI is calculated from responses to two questions, each containing three items related to capability and effectiveness – a total of 6 items, each item contributing equally to the overall index score:

- *Q5: How does your organisation feel about ARPC in terms of its...*
 - *Q5a – understanding of your specific organisation*
 - *Q5b – experience and understanding of the industry*
 - *Q5c – skills to effectively fulfil its mandated role*
- *Q6: How effectively do you feel ARPC is performing its role...*
 - *Q6a – administering the Terrorism Reinsurance Pool*
 - *Q6b – administering the Cyclone Reinsurance Pool*
 - *Q6c – overall as a government provider of reinsurance*

CEI scores range from 0 to 100 index points, with 0_{/100} occurring if all respondents give the lowest scores available for each item (i.e. 'Very inadequate' or 'Very poorly') and 100_{/100} occurring if they all give the highest scores available for each item (i.e. 'Very strong' or 'Very well'). 'Can't say' and 'Not applicable' responses are excluded from the calculations.

In 2024/25 a strong CEI of 75_{/100} was achieved at the overall level, with over 4-in-5 insurer customers rating both ARPC's capabilities and effectiveness as *at least adequate* across all aspects.

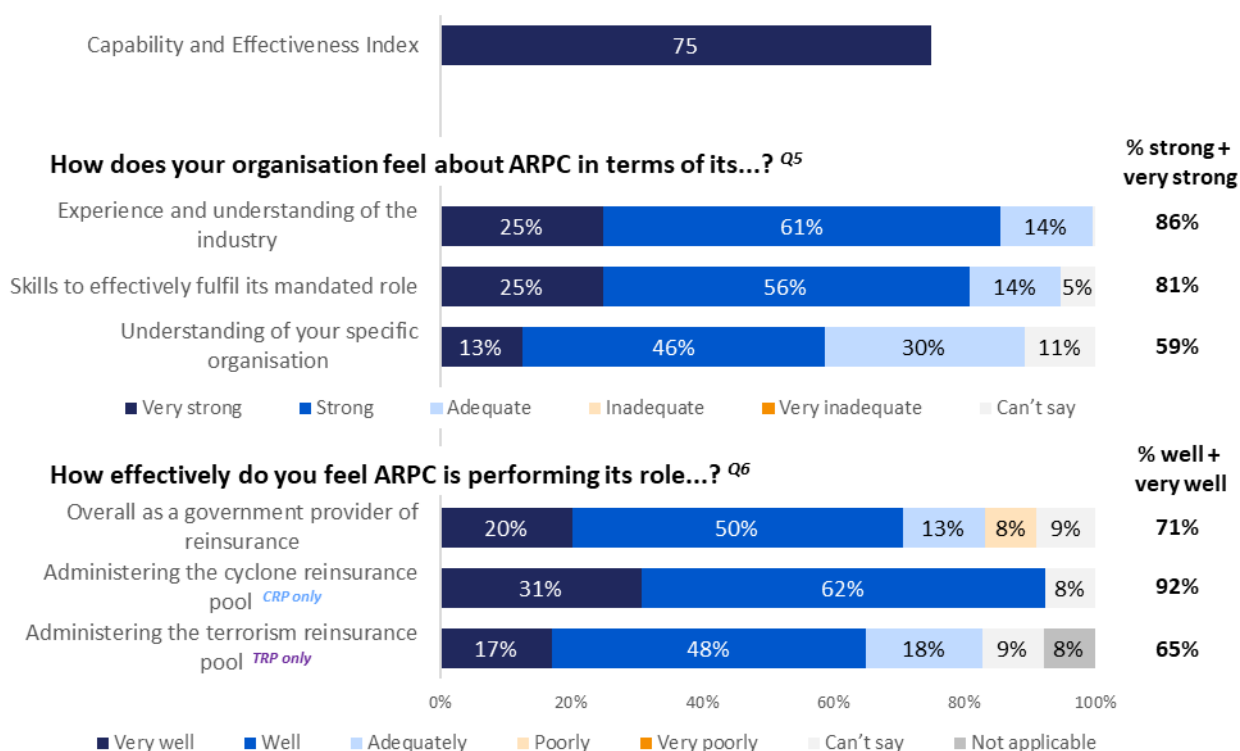
ARPC was seen to be very capable, with over 80% of insurer customers rating ARPC's experience and understanding of the industry (86%) and skills to fulfil its role (81%) as *strong* or *very strong*. ARPC's understanding of individual insurer customers was rated less strongly, with just 59% giving a *strong* or *very strong* rating for this aspect. However, such a result is not unusual in government-to-business survey, nor unexpected in this context. During the interviews insurers noted that they would not expect ARPC to have a very strong understanding of their organisations and their internal workings, and that having a general understanding was sufficient in most cases.

"It's really hard for them to fully understand us. They have developed an adequate understanding of what they had to. They try to be consistent [apply a one size fits all approach], but we [insurers] are all different and very complex (different sizes and systems)." – CRP insurer customer

"[ARPC's understanding of our specific organisation] is where it should be. (They have no freedom to treat us any differently anyway!)" – CRP insurer customer

The majority of insurer customers also perceived ARPC to be effective in carrying out its role, with 71% indicating ARPC was performing *well* or *very well* in its role of being a government provider of reinsurance. CRP insurer customers rated ARPC's administration of the Cyclone Reinsurance Pool particularly highly, with 92% indicating ARPC was doing a good job. Ratings of effective administration of the Terrorism Reinsurance Pool were positive, but relatively a fraction less strong, with 65% indicating ARPC was performing *well* or *very well* in its role of administering that pool.

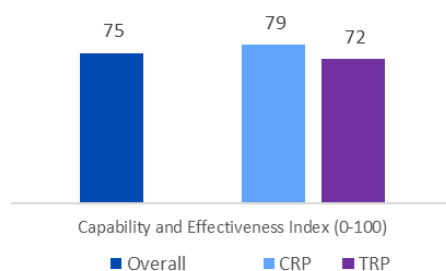
Figure 17. Capability and Effectiveness Index and subcomponents



Base: All responding insurer customers n=13-75 (CRP only n=13, TRP only n=62)

CEI scores varied somewhat by pool type. Reflecting high perceived effectiveness ratings, the CEI was somewhat higher for CRP insurer customers (79/100), compared to TRP insurer customers (72/100).

Figure 18. Capability and Effectiveness Index by pool type



Base: All insurer customers: Overall n=74, CRP n=13, TRP n=61

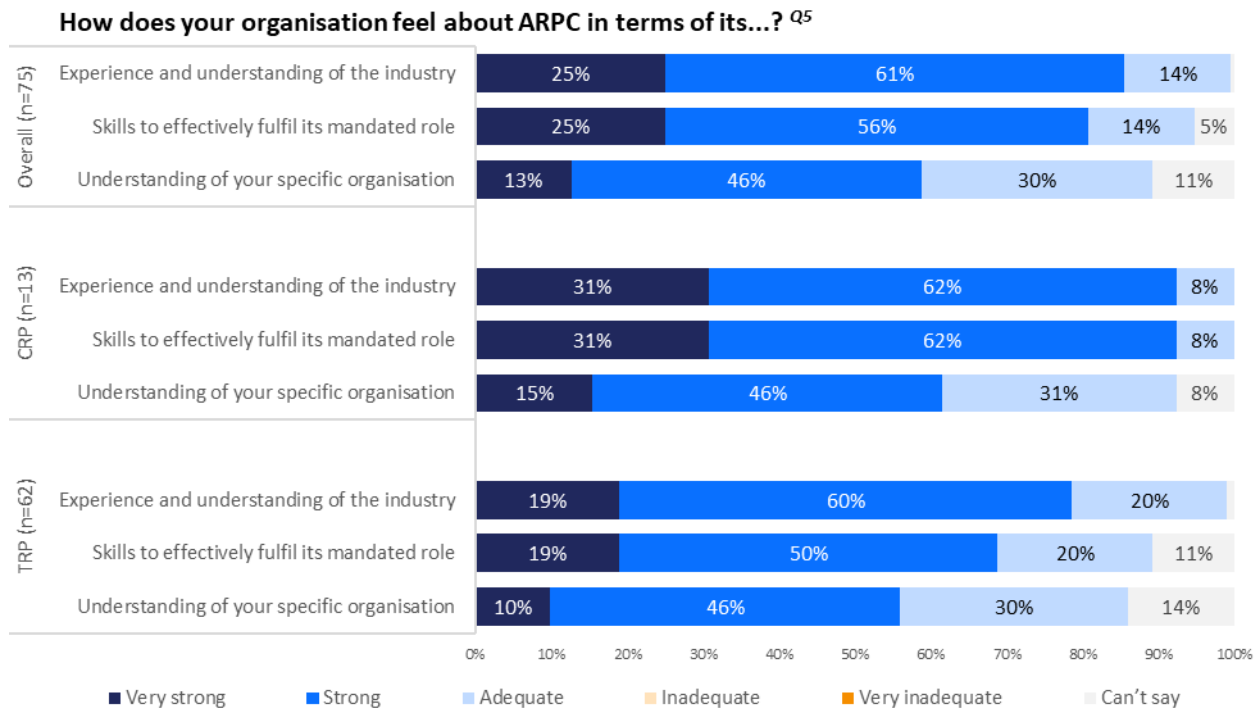
The slightly lower scores for TRP on this index were largely driven by a lower proportion of insurer customers whom selected the highest rating to describe ARPC's administrative effectiveness with respect to the TRP, and to describe ARPC's performance of being a government provider of reinsurance overall. Feedback from interviewed insurers suggests that the comparatively lower ratings may be due to some insurers feeling that ARPC's effectiveness as an administrator hasn't yet been fully tested given no claims have yet been through the TRP, and so were reluctant to use the upper ends of the scale when responding.

Perceptions of ARPC capability were less varied across stakeholder types, and generally higher among Australian insurer customers. CRP insurer customers gave higher ratings of ARPC's capability compared to TRP insurer customers.

Table 19. Capability and Effectiveness Index and subcomponents by pool type – excludes ‘can’t say’ and ‘N/A’ responses

Capability and Effectiveness attributes – excludes ‘can’t say’ and ‘N/A’ responses				
	Definition	Overall*	CRP	TRP*
Capability and Effectiveness Index <i>derived from below items</i>	0-100	75	79	72
How does your organisation feel about ARPC in terms of its...? ^{Q5}				
Experience and understanding of the industry	Strong + very strong	86%	92%	79%
Skills to effectively fulfil its mandated role		85%	92%	77%
Understanding of your specific organisation		66%	67%	65%
How effectively do you feel ARPC is performing its role...? ^{Q6}				
Overall as a government provider of reinsurance	Well + very well	77%	83%	71%
Administering the cyclone reinsurance pool <i>CRP only</i>		100%	100%	-
Administering the terrorism reinsurance pool <i>TRP only</i>		78%	-	78%
<i>* indicates weighted result Sample size</i>		12-74	12-13	49-61

A detailed breakdown of results (including ‘can’t say’ and ‘N/A’ responses) by pool type is shown in Figures 20 and 21 on the pages that follow.

Figure 20. Detailed results for perceptions of capability by pool type

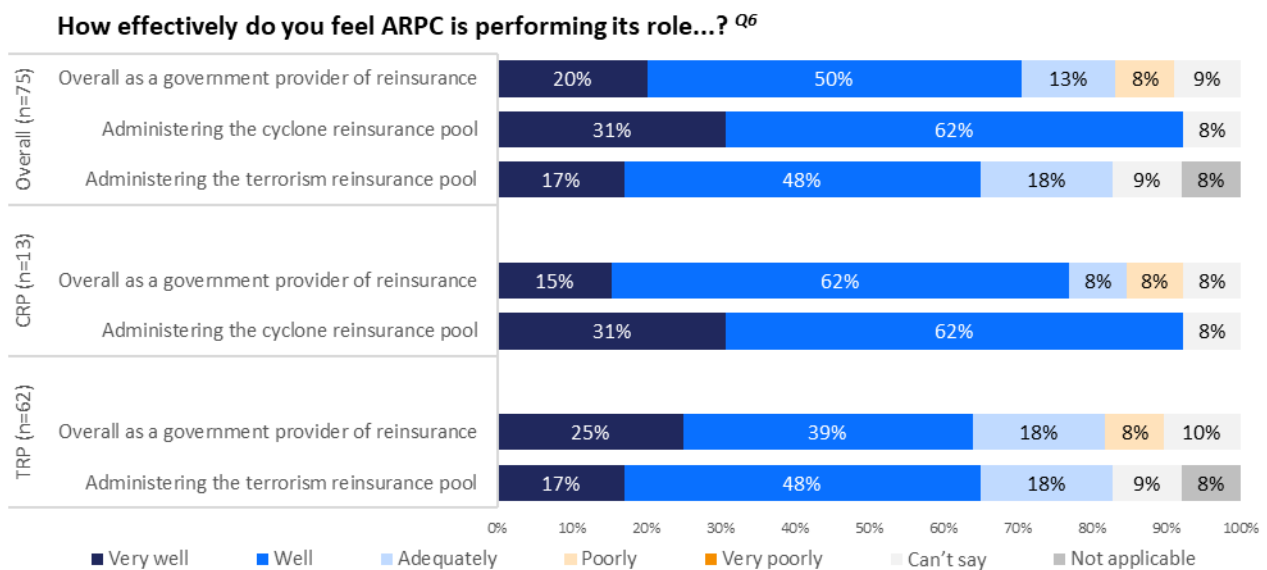
Base: All responding insurer customers

Feedback from interviews suggests some insurer customers find it hard to confidently assess ARPC's capabilities because they have limited interactions with them. This was especially true for TRP insurer customers who are in an extended BAU phase of policy administration and have not needed to make any claims. Comments made also indicate that perceptions of ARPC's expertise and understanding of the insurer customer organisation are often based on interactions during audit, highlighting this as an important engagement opportunity.

"We have fairly limited interactions with them outside of the audit, but based on our experiences through that process they seem to be sufficiently knowledgeable." – TRP insurer customer

"We have an audit coming up. We'll get to interact with others from [ARPC's] organisation beyond [our direct contacts]. It will be interesting to see how it goes." – TRP and CRP insurer customer

Figure 21. Detailed results for perceptions of effectiveness by pool type



Base: All responding insurer customers

With regards to administrative effectiveness, insurers generally felt that the process ARPC undertakes to administer the pools is good.

"They have to follow a defined set of rules, and they are basically doing that." – CRP insurer customer

"They have no competition, but they've been there for us when we need them. If we have any issues senior people give us the time we need." – CRP insurer customer

However, some, particularly TRP insurer customers, also felt that they couldn't (yet) fully assess ARPC's administrative effectiveness because they hadn't yet had to make any claims.

"There hasn't been a claim for TRP yet. [We rated ARPC's administrative effectiveness of TRP as lower than CRP] because ARPC hasn't had to face that challenge yet." – TRP and CRP insurer customer

"They are available for us, we can reach out to them when we need to... but the relationship hasn't effectively been tested yet." – TRP insurer customer

Others, particularly CRP insurer customers, felt that aspects of the underlying pool design itself inhibit the ARPC from being able to be an effective provider of reinsurance overall, however well they administer the pool. These insurers also felt that ARPC would need to address some of these foundational design issues in some way in order for them to consider it to be an effective administrator.

“They are doing what they said they would do. But we’re [uncertain about the effectiveness of the CRP pool]. From our perspective, it has zero impact on the risk.” – TRP and CRP insurer customer

“It’s more of a principled argument – should the government be involved? Not really sure. But ARPC is executing its remit.” – TRP and CRP insurer customer

“It’s a big undertaking. The PROCESS is very good, but the COVERAGE could be broader [to have meaningful impact].” – CRP insurer customer

One insurer also felt that ARPC have a role to play in educating the sector about how reinsurance actually works, and how the CRP will (or will not) impact premiums across the sector.

“ARPC also have a role to play in education around messaging – helping the industry to explain the mechanics of the CRP and how it’s likely to impact the industry and premiums. There’s a need to show what the benefit of CRP is. People are increasingly questioning the value of CRP.” – CRP insurer customer

What ARPC is like to work with

The Performance Index score (PI) is calculated to summarise performance ratings across a range of experience aspects into a single score. The PI is calculated from responses to seven items across two questions, with each item contributing equally to the final index score:

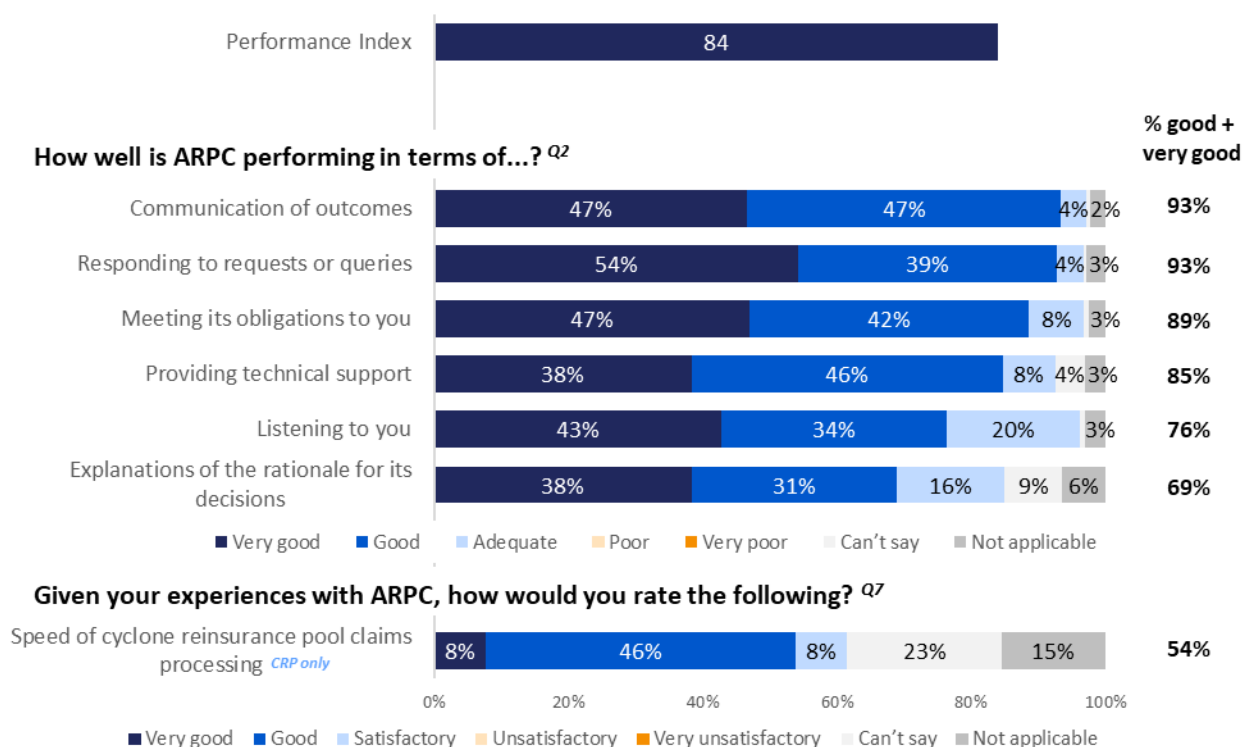
- Q2: How well is ARPC performing in terms of...? [6 experience items, including communication of outcomes, responding to requests, meeting its obligations to insurers, providing technical support, listening to insurers, and explaining the rationale behind decisions.
- Q7: Given your experiences with ARPC, how would you rate the following...? [1 experience item related to speed of claims processing].

PI scores range from 0 to 100 index points, with 0/100 occurring if all respondents give the lowest scores available for each item (i.e. 'Very poor' and 'Very unsatisfactory') and 100/100 occurring if they all give the highest scores available for each item (i.e. 'Very good'). 'Can't say' and 'Not applicable' responses are excluded from the calculations.

In 2024/25 a strong PI score of **84**_{/100} was achieved. The most highly rated experience aspects included communicating outcomes to insurer customers (93% rated this as *good* or *very good*), responsiveness (93%), meeting its obligations to insurers (89%), and providing technical support (85%).

Relatively lower rated items included listening to insurers (76% rated this as *good* or *very good*), and explaining rationale for decisions made (69%). Over a third (38%) of insurer customers were unable to rate speed of CRP claims processing, most likely because they were yet to lodge a CRP claim. When these responses are excluded, the proportion of insurer customers who rated the speed of CRP claims processing as *good* or *very good* was 88% (and none rated it as *unsatisfactory*).

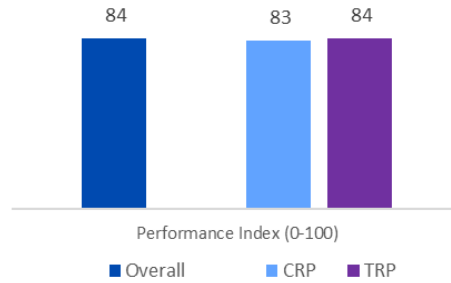
Figure 22. Performance Index and subcomponents



Base: All responding insurer customers n=13-75 (CRP only n=13)

PI scores were similar across the TRP and CRP reinsurance pools (84_{/100} and 83_{/100} respectively). The CRP scores also include the speed of claims processing result in the calculation of index scores, while scores for TRP do not.

Figure 23. Performance Index by pool type

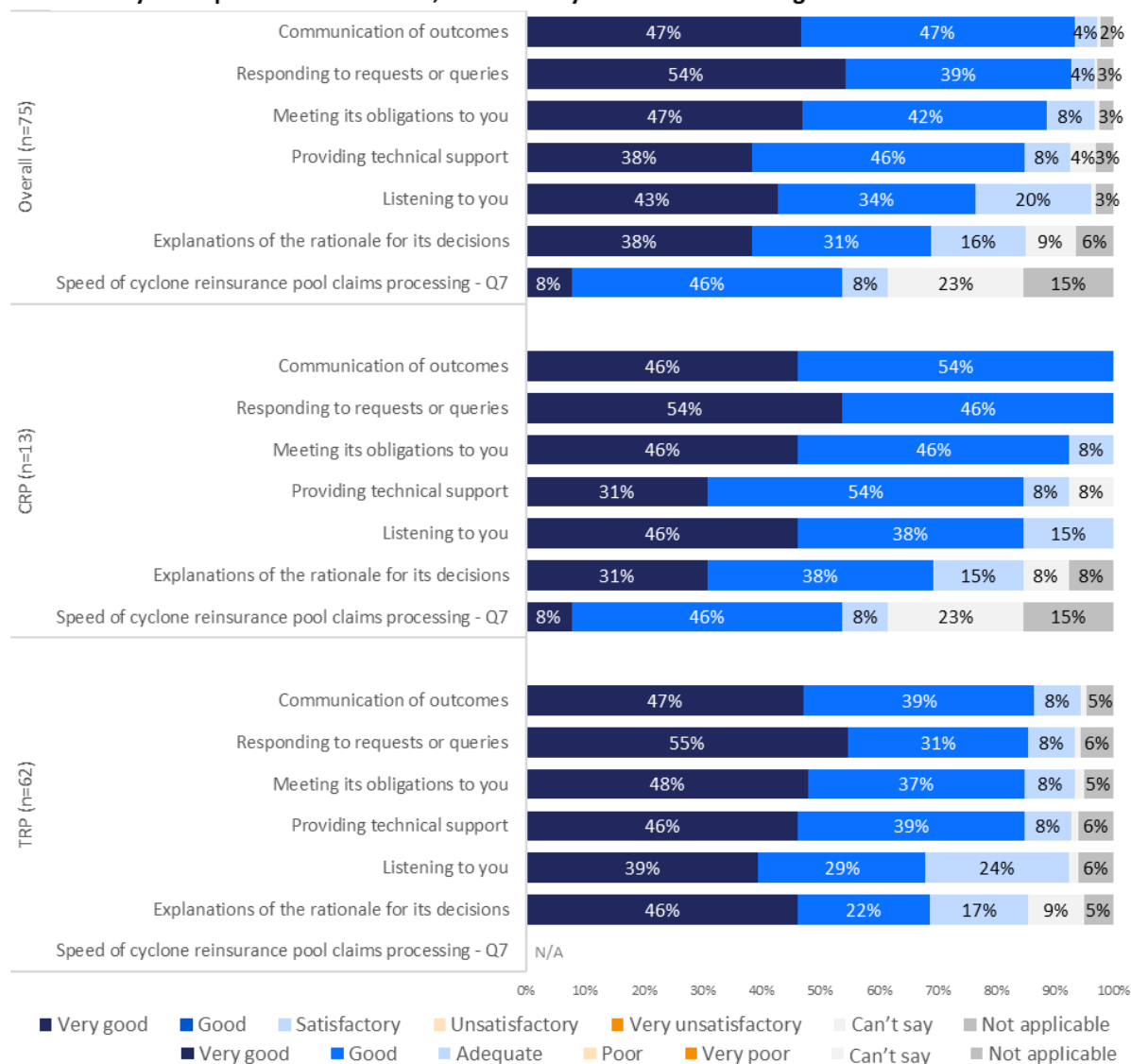


Base: All insurer customers: Overall n=64, CRP n=13, TRP n=51

Table 24. Performance Index and subcomponents by pool type (excludes 'can't say' and 'N/A' responses)

Performance attributes – excludes ‘can’t say’ and ‘N/A’ responses				
	Definition	Overall*	CRP	TRP*
Performance Index <i>derived from below items</i>	0-100	84	83	84
How well is ARPC performing in terms of...? ^{Q2}				
Communication of outcomes	Good + very good	96%	100%	92%
Responding to requests or queries		96%	100%	91%
Meeting its obligations to you		92%	92%	91%
Providing technical support		92%	92%	91%
Explanations of the rationale for its decisions		81%	82%	80%
Listening to you		79%	85%	74%
Given your experiences with ARPC, how would you rate the following? ^{Q7 CRP only}				
Speed of cyclone reinsurance pool claims processing	Good + very good	88%	88%	-
<i>* indicates weighted result Sample size</i>		<i>8-64</i>	<i>8-13</i>	<i>47-51</i>

A detailed breakdown of results (including 'can't say' and 'N/A' responses) by pool type can be seen on the following page.

Figure 25. Detailed results of Performance Index subcomponents by pool type**How well is ARPC performing in terms of...? ^{Q2}****Given your experiences with ARPC, how would you rate the following? ^{Q7}**

Base: All responding insurer customers

Feedback from interviews suggests that communicating the rationale behind decisions may be an area for ARPC to improve, as some insurer customers felt that current approaches were described as lacking 'transparency' – though this may be as much about 'understanding' rather than 'transparency' per se. One insurer customer also questioned the rationale behind the timing of pricing changes.

"The main concern has been deployment of new pricing – going live in April. Odd." – CRP insurer customer

"Feels like there's a lack of transparency sometimes. Sometimes they just say "read the act". They could be hamstrung, but how it's communicated can come across badly sometimes." – TRP and CRP insurer customer

"Pricing – there's no transparency. They just tell us what [the decision is]." – TRP and CRP insurer customer

“Some of the decision making is not transparent [especially when a decision that came about with consultation with one insurer is then applied to other insurers].” – CRP insurer customer

“They don’t make many decisions, but when they do we don’t see in the black box [and don’t understand how they come about].” – CRP insurer customer

Listening to you was one of the lowest rated items, and insurer comments suggest this may be related to the data requirements and making any changes to the policy or process – which are significant and ongoing points of frustration for insurers, though also one insurer acknowledged ARPC has limited ability to do anything about it. Firstly, the parameters for eligibility of CRP claims were seen to be out of step with industry practice, with insurers looking to ARPC to change this definition to align with international standards.

“Do something about extending coverage for CRP claims. That’s a no brainer, and they have to find a way to get that adopted. They are good at process, but until they make that change they can’t be effective overall.” – CRP insurer customer

“Re-consider the 48h clause for cyclone claim eligibility (vs 1 week typically practiced by insurers). [The current arrangement is] just not covering enough based on our experience – the flood damage that follows is the issue.” – CRP insurer customer

And secondly, insurers really want ARPC to keep changes to a minimum and being cognisant of the widespread implications and systems updates that often need to be made by insurers to comply.

“[One thing we’d like ARPC to do differently] Nothing really, our issues are more with the scheme. If anything, consult with us ahead of any changes to understand what the implications might be. Be aware that any changes to the scheme or its implementation will be meaningfully different for different users, and that every change has costs at the industry level somewhere.” – TRP and CRP insurer customer

“Keep changes to a minimum. All changes have big knock-on effects, such as changes to the premium calculators.” – TRP and CRP insurer customer

CRP insurer customers also noted that the claims experience has largely been good following recent improvements, however speed of processing could still be improved to better align with their internal cycles.

“The claims process is getting better, but it took a while.” – CRP insurer customer

“They are very good on the claims side especially. But sometimes they can be a bit slower than we’d want. We do things [claims processing cycles] monthly, ARPC don’t always.” – CRP insurer customer

How is ARPC supporting customers to comply with requirements?

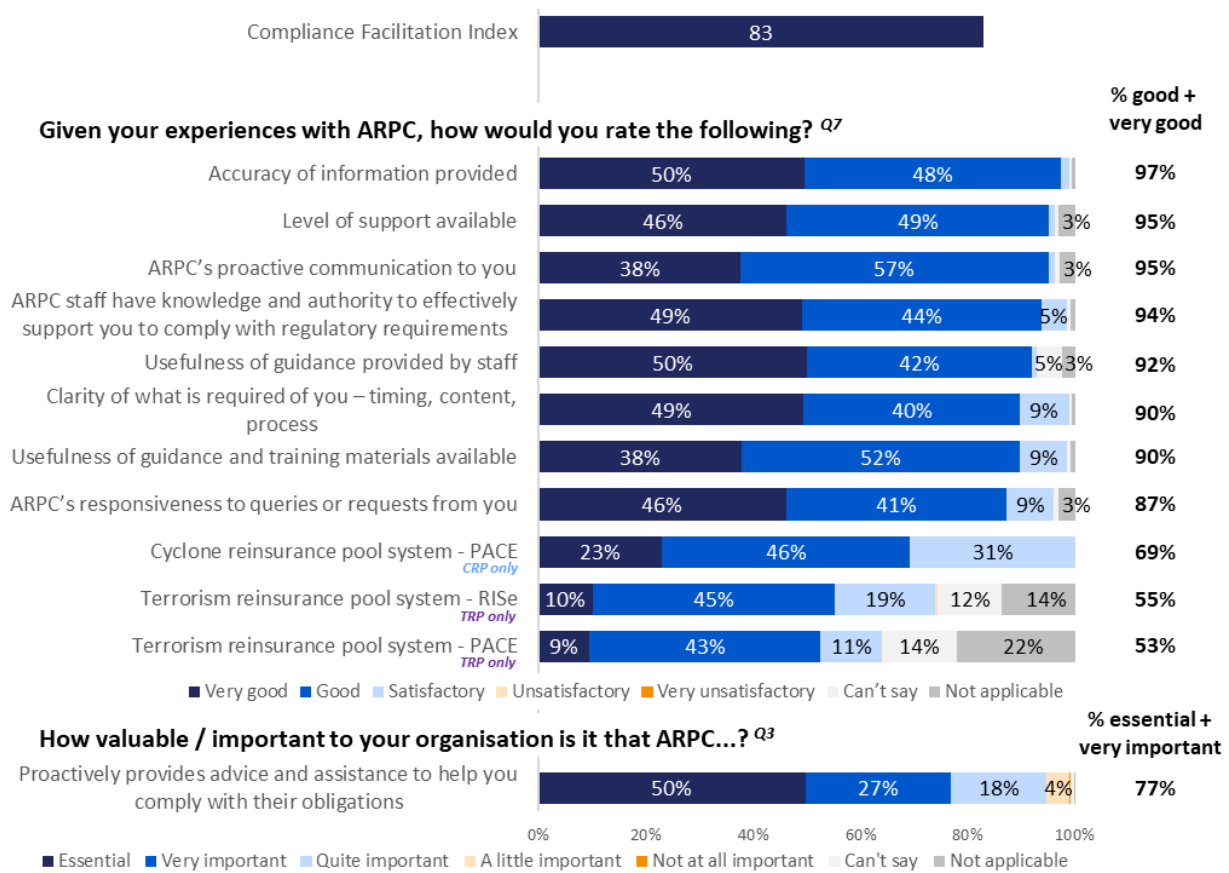
The Compliance Facilitation Index score (CFI) is calculated to provide a single result summarising performance ratings across a range of aspects related to ARPC supporting insurer customers to comply with their obligations. The CFI is calculated from responses to twelve items from two questions, each item contributing equally to the overall index score:

- *Q7: Given your experiences with ARPC over the last 12 months, how would you rate the following...? [11 items including accuracy of information provided, support available, proactive communication, knowledge and authority of staff to effectively support insurers to comply, usefulness of guidance provided and of materials available, clarity of requirements, responsiveness to requests, and the PACE and RISE systems]*
- *Q3b: How valuable / important to your organisation is it that ARPC...? [proactively provides advice and assistance to help you comply with their obligations]*

CFI scores range from 0 to 100 index points, with 0/100 occurring if all respondents give the lowest scores available for each item (i.e. 'Very inadequate' or 'Very poorly') and 100/100 occurring if they all give the highest scores available for each item (i.e. 'Very strong' or 'Very well'). 'Can't say' and 'Not applicable' responses are excluded from the calculations.

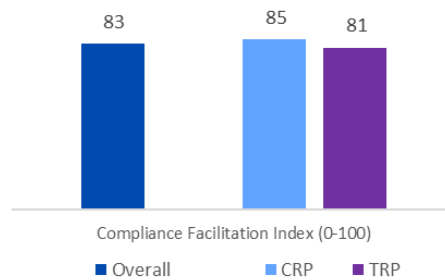
In 2024/25 a strong CFI of **83**_{/100} was achieved. Insurer customers rated nearly all aspects associated with supporting them to comply with their obligations very positively. Highest ratings were recorded for accuracy of the information provided (97% rated this as *good* or *very good*), level of support available (95%), proactive communications with insurers (95% rated this as *good* or *very good*, and 77% saw doing this as *essential* or *very important*), and knowledge and authority of ARPC staff to effectively support insurers to comply (94%).

The PACE and RISE systems were rated less positively, with just over half of TRP insurers rating these systems as *good* or *very good*, and 69% of CRP insurers sharing this view. While ratings for the ARPC systems were relatively less high (often making comparisons to their own internal systems), they were still considered at least satisfactory by almost all insurer customers who had a view (ie. did not select 'can't say').

Figure 26. Compliance Facilitation Index and subcomponents

Base: All responding insurer customers n=13-75 (CRP only n=13, TRP only n=62)

CFI scores were similar across pool types, with CRP scores (85_{/100}) just a little higher than TRP scores (81_{/100}).

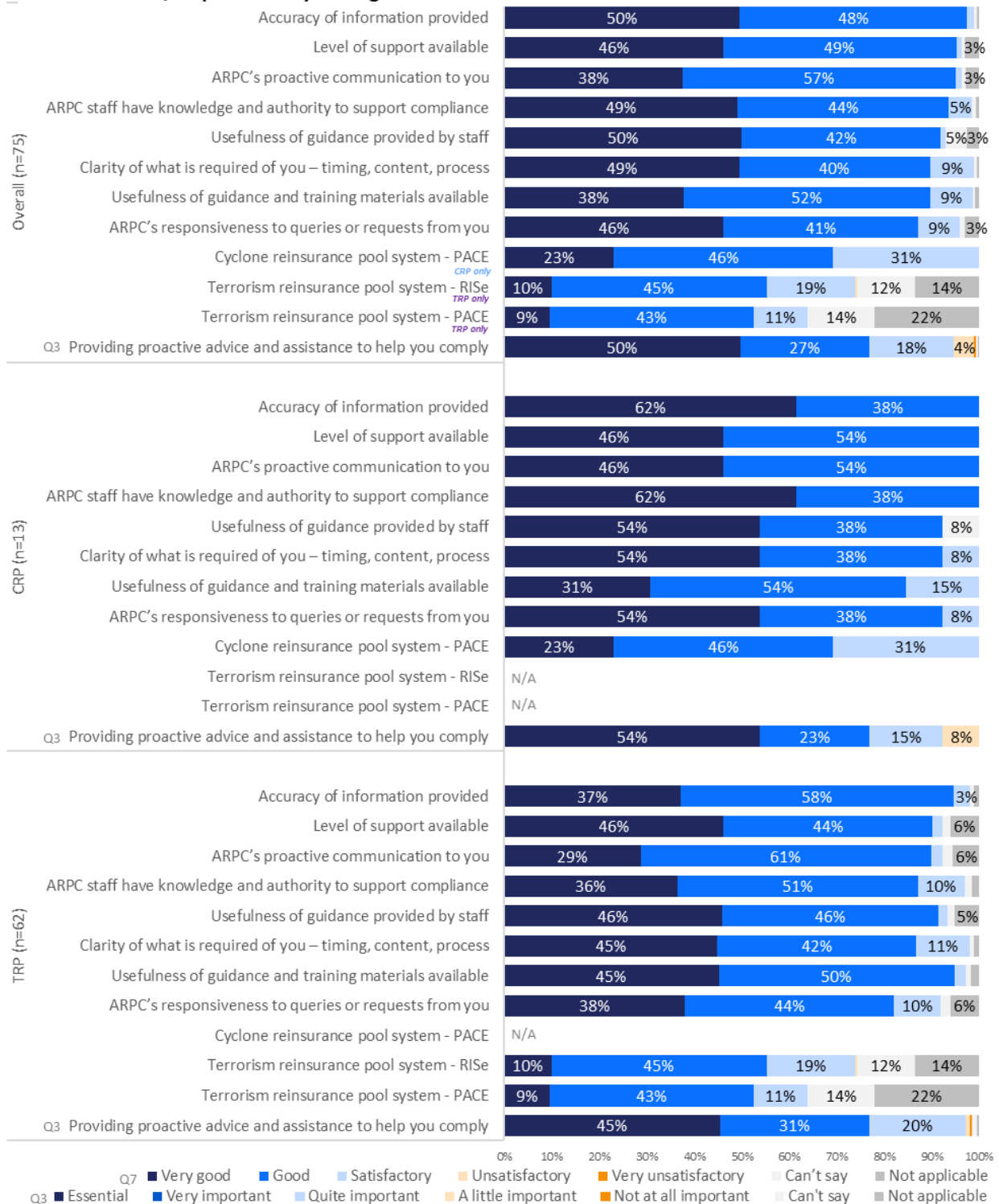
Figure 27. Compliance Facilitation Index by pool type

Base: All insurer customers: Overall n=74, CRP n=13, TRP n=61

Table 28. Compliance Facilitation Index and subcomponents pool type (excluding 'can't say' and 'N/A' responses)

Compliance facilitation attributes – excluding 'can't say' and 'N/A' responses				
	Definition	Overall*	CRP	TRP*
Compliance Facilitation Index <i>derived from below items</i>	0-100	83	85	81
Given your experiences with ARPC, how would you rate the following? ^{Q7}				
Usefulness of guidance provided by staff	Good + very good	99%	100%	98%
Level of support available		99%	100%	98%
ARPC's proactive communication to you		99%	100%	97%
Accuracy of information provided		98%	100%	97%
ARPC staff have knowledge and authority to effectively support you to comply with regulatory requirements		95%	100%	90%
ARPC's responsiveness to queries or requests from you		91%	92%	89%
Usefulness of guidance and training materials available		91%	85%	98%
Clarity of what is required of you – timing, content, process		91%	92%	89%
Terrorism reinsurance pool system – PACE ^{TRP only}		82%	-	82%
Terrorism reinsurance pool system – RISE ^{TRP only}		74%	-	74%
Cyclone reinsurance pool system – PACE ^{CRP only}		69%	69%	-
How valuable / important to your organisation is it that ARPC...? ^{Q3}				
Proactively provides advice and assistance to help you comply with their obligations	Essential + very important	77%	77%	78%
* indicates weighted result Sample size		13-74	12-13	32-61

A detailed breakdown of results (including 'can't say' and 'N/A' responses) is shown in on the following page.

Figure 29. Detailed results for Compliance Facilitation Index subcomponents by pool type**Given your experiences with ARPC, how would you rate the following? ^{Q7}****How valuable / important to your organisation is it that ARPC...? ^{Q3}**

Base: All responding insurer customers

Opportunities for improvement

Overall, the feedback received from insurer customers in 2024/25 was positive across both the Terrorism and Cyclone reinsurance pools. When asked about what ARPC could do to improve, the majority of respondents (71%) who by sheer force of numbers were also more likely to be TRP insurer customers, provided no suggestions.

“Generally satisfactory. Nothing further to suggest.” – TRP insurer customer

“I can’t think of anything at the moment.” – TRP insurer customer

“Nothing springs to mind.” – TRP insurer customer

“None - things are working really well, surprisingly well to be honest.” – TRP and CRP insurer customer

To maintain current high levels of satisfaction, it will be important to keep delivering on key aspects particularly valued by insurer customers. These aspects are universally valued by customers, but are especially important to CRP insurer customers given CRP operations are still in the early stages and processes and working relationships are still being bedded down. These include:

- **Open, and flexible engagement approach**, particularly regularly engaging with knowledgeable ARPC staff, happy to work closely with insurers to address any issues, and varying their engagement approach and frequency in response to the needs of the insurer customer, and the changing business context.
- **Responsiveness of staff**, specifically being able to access appropriate support from ARPC when needed, and quickly receiving responses from ARPC to any queries (though some CRP insurer customers would also like to see even greater responsiveness in certain contexts, particularly responding to queries about submission errors).
- **Proactive communications and training related to any changes**, including flagging any potential changes well in advance, and consulting with insurers about the impact they made have to allow everyone to prepare and understand how insurers may need to be supported through the change.
- **Availability of guidance and support materials**, including the development of new guidance content when changes are made, and having on-demand training and guidance content available for insurer customers online in addition to support provided by ARPC staff.

Beyond the need for maintenance activity, an analysis of the feedback received also highlights a range of areas where improvements could be made, listed below for consideration.

- **Transparency:** Proactively providing more information about the rationale behind decisions being made, especially related to pricing, and changes that are likely to have implications for internal data systems.

“Provide more transparency around pricing - how premiums are calculated.” – TRP and CRP insurer customer

- **Minimising change:** To the extent practical, keeping changes to a minimum, and being cognisant that any / all changes will have notable implications for someone in the sector, which may come with significant costs associated with making adjustments to internal systems.

“Keep changes to a minimum. All changes have big knock-on effects, such as changes to the premium calculators.” – TRP and CRP insurer customer

"[...] consult with us ahead of any changes to understand what the implications might be. Be aware that any changes to the scheme or its implementation will be meaningfully different for different users, and that every change has costs at the industry level somewhere." - TRP and CRP insurer customer

- **Simplifying data requirements:** Continuing to streamline and simplify data requirement to the extent practicable. This includes standard data requirements (ideally moving away from having to share data via xls spreadsheets), amount of information needed, and any additional data requirements that may be required by other government processes.

"Provide a reporting system to monitor system entries." – CRP insurer customer

"When it comes to quarterly returns, would ARPC consider making it possible to include corrections within the current return rather than correcting previous returns?" – TRP insurer customer

"Request cover holders to mandate completing quarterly return templates." – TRP insurer customer

"Enable data to be delivered more efficiently, perhaps via an upload to a database, not via cumbersome Excel spreadsheets." – TRP insurer customer

"Annual Aggregate reporting templates and process feels antiquated and challenging." – TRP insurer customer

"The only thing I would have liked to see is more examples as to how the algorithm would need to be applied to our systems in order to achieve the correct outcome." – CRP insurer customer

- **Prompts:** Providing reminders for key dates for upcoming premium renewals, reporting deadlines and other obligations.

"Set out a calendar at the beginning of the year with dates on that returns are due." – TRP insurer customer

"Perhaps adding a reminder email for each quarterly reporting?" – TRP insurer customer

"Annual reminders of obligations." - TRP and CRP insurer customer

- **Streamlining the audit process and minimising their impact on insurer customers:** Including making the audit process as efficient as possible, communicating the support requirements of the audit effectively ahead of time, and providing auditors real-time access to ARPC data to increase process efficiencies and reduce risk of discrepancies between systems and associated confusion and delays.

"When they did an onsite audit, the ARPC staff who were onsite did not have access to their own systems in real-time, which resulted in some confusion and delays." – TRP and CRP insurer customer

"No audits! The level of detail in the audits is much higher than usual, and this wasn't well communicated in advance. The audit took a lot of time and effort, and contributes to the observation that the CRP is not actually a low-cost solution for insurers." – TRP and CRP insurer customer

- **Educating the sector and community:** Supporting the industry to explain how reinsurance actually works, and the potential impact it may have on insurance premiums and operations to assist with managing community expectations.

“ARPC also have a role to play in education around messaging – helping the industry to explain the mechanics of the CRP and how it’s likely to impact the industry and premiums. There’s a need to show what the benefit of CRP is. People are increasingly questioning the value of CRP.” – CRP insurer customer

“Marketing the ARPC benefits to brokers and policyholders.” – TRP insurer customer

- **Facilitating sharing of learnings among insurer customers** to support everyone to better manage known challenges related to effective set up and ongoing use of TRP and CRP (eg. Efficient management of data requirements and submission processes within ARPC systems, determining in-scope claims etc).

“Provide a little more insight into options that other insurers are considering to deal with known challenges.” – TRP and CRP insurer customer

Conclusions

The overall feedback from insurer customers in 2024/25 is very strong for both the Terrorism Reinsurance Pool (TRP) and the Cyclone Reinsurance Pool (CRP). The survey explicitly asks respondents to separate their views of the pools themselves from the ARPC's administration of them, and it is clear from the interviews, that this is what they have done.

The ARPC systems and technology are only considered 'adequate' for insurer customers to work with. And while their views on the design of the pools themselves are open to discussion, **the work that ARPC does to administer them is well regarded and ARPC is highly respected for its appropriate professionalism.**

While consistently strong, there are some patterns in the results. **Ratings from CRP insurer customers are consistently somewhat higher than from TRP insurer customers.**

- **CRP cedants are the most positive.** ARPC's engagement approach and working relationship with insurer customers is seen as a particular strength, and regular (and for the most part frequent) meetings with ARPC are seen as a positive point of difference from other reinsurance providers, and key to successfully navigating the onboarding and set up phases of the CRP.
- **Among just the TRP cedants, overall ratings are similar for Australian and Overseas insurers, though ratings across underlying aspects and subindices vary somewhat.** Overseas TRP insurer customers generally rated ARPC strongly for pragmatic facets of effectively providing the reinsurance they needed to have and confidence in ARPC's capability to deliver it. However, they then rated certain compliance facilitation measures lower (namely support and guidance and the various platforms and systems), likely reflecting the different type of relationship, and in some cases the arms-length working arrangements with overseas insurers. **Australian insurer customers tended to provide very high experience and engagement ratings, but somewhat lower scores for ARPC's capability and effectiveness.**

Feedback from the interviews indicate that CRP is more front of mind for many compared to TRP, with a higher level of day-to-day activity, salience, and actual events and claims. By comparison, **in the continued absence of a terrorism event, experiences of TRP are more hypothetical.** As a result, and especially now by comparison to the CRP, insurer customers were more likely to use the second-highest, rather than the highest rating for TRP – resulting in the slight disparity of results seen overall among Australian insurers.

Overall, these nuances are generally intuitive and sensible variations in how positive the feedback is rather than identifying pockets of concern – but they do potentially point to ways ARPC may seek to further strengthen relationships, processes and experiences for certain types of cedants.

Beyond these overall observations, there are a few more specific points that emerge from the survey results and qualitative feedback from the interviews:

- **Insurer customers feel ARPC goes far enough to understand them and the industry.** It's not perfect, but their pragmatism is that ARPC doesn't need to know them better than it currently does. It's enough, and for now at least it doesn't need to be stronger – particularly for TRP, which is in more of a set-and-forget mode.
- One thing they do want ARPC to really understand is that every company is different (in systems / software / policy / process etc), and so **every time ARPC changes something it really significantly impacts someone.** Keeping change to a minimum is important for minimising cumulative impact. When changes are made, they should be communicated at the earliest possible moment to allow insurer customers time to adjust their internal systems. Early warning of potential changes is important to their internal stakeholder management, and a valued part of ARPC's engagement.

- **ARPC's openness and intent to engage is recognised and valued.** Communications and interaction are important, but the fact that ARPC doesn't try to make "one size fits all" the default is also recognised and valued. The flexibility to vary engagement higher and lower as suits the specific circumstances is a) independently valued and b) necessary. Doing this is really important to how ARPC is viewed by its mandated customers.
- **[CRP] While insurer customers recognise and understand that matters of policy design lie outside of ARPC's remit, CRP insurer customers feel that there are aspects of the design that need to change for the CRP to be effective in its purpose, and for ARPC to be effective in its role as the government provider of reinsurance.** Insurers feel ARPC should be active in supporting effort to change relevant policies and their application to better align with international standards insurers operate under, broadening the coverage of reinsurance in order for it to have a meaningful impact on the risk borne by insurers, and thus being of value.
- **[TRP] For insurers who tend to have less need for interaction with ARPC (i.e. those located overseas, or in BAU phase of interactions), making it as easy as possible for insurers to comply with requirements without direct contact with ARPC is the key to maintaining satisfaction.** This includes continuing to simplify data requirements and submission processes (whilst also being mindful of the impact of any changes on insurers and making sure they are worthwhile), helping insurers to comply with requirements by issuing reminders of key dates, and by continuing to provide on-demand support materials are readily accessible, and are clear and easy to follow.

Overall, the results of the 2024/2025 survey suggest that ARPC is perceived by its insurer customers to have largely effectively navigated the phase of implementing and integrating the new Cyclone Reinsurance Pool. This has impacted on dual-cedants' perceptions of ARPC, requiring a significant set-up investment from customers and then resulting in a more active working relationship.

Based on the feedback received, future challenges will be to:

- **[CRP] continue to offer CRP insurer customers that same high level of working interactions and experiences** over time if they desire it,
- **[CRP] be seen to be actively supporting efforts to clarify and/or revise policies** related to the design of the CRP and claim eligibility in sensible ways,
- **[TRP] engage with TRP insurer customers to a suitable extent** based on their preferences, needs and changing conditions,
- **[TRP] continue to monitor the relationship with insurer customers who have less direct interaction with ARPC** to ensure ongoing perceptions of effectiveness and capability as a functional minimum requirement,
- continue to **invest in finding ways to make it easier for insurers to comply with their requirements** in practice, in particular **simplifying and modernising data systems.**

Within each of the areas covered in the survey there are items that are rated as relatively strong and relatively weaker. A natural strategy in response to any survey is to consider practical ways of addressing areas considered somewhat weaker whilst maintaining those that are stronger, and the new survey should provide different operational areas of ARPC with guidance on where continuous improvement efforts may be best directed in the short-to-medium term.

Appendices

Appendix A: 2024/25 Questionnaire

Survey context

Each year Australian Reinsurance Pool Corporation (ARPC) conducts a survey to assess its performance and identify areas where it can enhance its operations to better serve the industry.

ARPC will use the survey results to inform its strategic planning and operational effectiveness. Individual respondents will not be identified and your responses will only be published in aggregate form.

Completing the survey

The survey has been [deliberately designed to be very short](#) and should take you no more than 5-8 minutes to complete.

You can save your responses to the survey and come back any time to update or complete it.

One survey is completed for each organisation. Multiple people can go into the survey and provide or update answers. The [final survey responses should be reviewed and submitted by the Reinsurance Manager](#) (or the person who has the main working relationship with ARPC). Only responses confirmed and submitted on the last page can be used for reporting.

Privacy Information

An **independent Australian market research firm**, ORIMA Research, has been engaged to conduct the research. This is to ensure objectivity in the collection and analysis of responses.

The information you provide will be treated as private and confidential. No individual responses will be able to be identified from the research results, and ORIMA will only report aggregate results to ARPC. Your answers will only be used for the purposes of the research.

Participation in this research is voluntary. You can choose not to answer any question. You can decide to stop at any time.

Your contact details were provided to ORIMA by ARPC and will only be used for the purposes of carrying out this survey. At any time during or after the survey, you can ask that the information you provided not be used by ORIMA Research. You can see ORIMA's Privacy Policy here: [Privacy policy - ORIMA](#)

Perceptions of ARPC

This first set of questions is about your overall impressions of ARPC as an organisation to work with.

Please focus on your experiences of ARPC **in the last 12 months** when answering these questions.

1 Based on all your experiences in the last 12 months, to what extent do you feel the following terms describe ARPC?

RANDOMISE

	Not at all	To a small extent	To a moderate extent	To a large extent	Totally	Can't say
a. Is respectful of insurers	1	2	3	4	5	6
b. Is accountable	1	2	3	4	5	6
c. Is consistent in its actions	1	2	3	4	5	6
d. Is transparent in its decision-making	1	2	3	4	5	6
e. Is knowledgeable	1	2	3	4	5	6
f. Is customer focussed	1	2	3	4	5	6
g. Is well resourced	1	2	3	4	5	6
h. Is professional	1	2	3	4	5	6

2 Based on all your experiences in the last 12 months, how well is ARPC performing in terms of...:

RANDOMISE

	Very poor	Poor	Adequate	Good	Very good	Can't say	Not applicable
a. Listening to you	1	2	3	4	5	6	7
b. Responding to requests or queries	1	2	3	4	5	6	7
c. Meeting its obligations to you	1	2	3	4	5	6	7
d. Communication of outcomes	1	2	3	4	5	6	7
e. Explanations of the rationale for its decisions	1	2	3	4	5	6	7
f. Providing technical support	1	2	3	4	5	6	7

3 How valuable to your organisation is it that ARPC...

RANDOMISE

	Not at all important	A little important	Quite important	Very important	Essential	Can't say	Not applicable
a. Undertakes periodic premium reviews with insurers	1	2	3	4	5	6	7
b. Proactively provides advice and assistance to cedents to help them comply with their obligations	1	2	3	4	5	6	7
HIDE IF TRP ONLY c. Conducts an Annual Cyclone Risk Insurance Seminar	1	2	3	4	5	6	7
HIDE IF CRP ONLY d. Conducts an Annual Terrorism Risk Insurance Seminar	1	2	3	4	5	6	7
HIDE IF TRP ONLY e. Conducts periodic claims audits	1	2	3	4	5	6	7

4 As a Reinsurer Partner, what is ARPC like to deal with?

1. Very poor
2. Poor
3. Reasonable
4. Good
5. Very good

5 How does your organisation feel about ARPC in terms of its...

	Very inadequate	Inadequate	Adequate	Strong	Very strong	Can't say
a. Understanding of your specific organisation	1	2	3	4	5	6
b. Experience and understanding of the industry	1	2	3	4	5	6
c. Skills to effectively fulfil its mandated role	1	2	3	4	5	6

Effectiveness and efficiency

6 How effectively do you feel ARPC is performing its role... *Note: when answering this question, please think not about the effectiveness of the reinsurance pools, but rather of the role ARPC plays in administering the pools.*

	Very poorly	Poorly	Adequately	Well	Very well	Can't say	Not applicable
HIDE IF CRP ONLY							
a. Administering the terrorism reinsurance pool	1	2	3	4	5	6	7
HIDE IF TRP ONLY							
b. Administering the cyclone reinsurance pool	1	2	3	4	5	6	7
c. Overall as a government provider of reinsurance	1	2	3	4	5	6	7

7 Given your organisation's experiences with ARPC over the last 12 months, how would you rate the following?

	Very unsatisfactory	Unsatisfactory	Satisfactory	Good	Very good	Can't say	Not applicable
HIDE IF CRP ONLY							
a. Terrorism reinsurance pool system - RISE	1	2	3	4	5	6	7
HIDE IF CRP ONLY							
b. Terrorism reinsurance pool system - PACE	1	2	3	4	5	6	7
HIDE IF TRP ONLY							
c. Cyclone reinsurance pool system - PACE	1	2	3	4	5	6	7
d. ARPC staff having the knowledge and authority to effectively support your organisation to comply with regulatory requirements	1	2	3	4	5	6	7
HIDE IF TRP ONLY							
e. Speed of cyclone reinsurance pool claims processing	1	2	3	4	5	6	7
f. Accuracy of information provided	1	2	3	4	5	6	7
g. Usefulness of guidance provided by staff	1	2	3	4	5	6	7
h. Usefulness of guidance and training materials available	1	2	3	4	5	6	7
i. Level of support available	1	2	3	4	5	6	7
j. ARPC's proactive communication to you	1	2	3	4	5	6	7
k. ARPC's responsiveness to queries or requests from you	1	2	3	4	5	6	7
l. Clarity of what is required of you – timing, content, process	1	2	3	4	5	6	7

Engagement and working relationships

8A. Over the last 12 months, how would you rate your / your organisation's working relationship with ARPC?

1. Very poor
2. Poor
3. Adequate
4. Good
5. Very good

8B. What is one thing ARPC has done well / that you have valued?
8C. What is one thing you would like ARPC to do differently?

8 Over the last 12 months, how do you feel about the quality of how ARPC has engaged with your organisation?

1. Very poor
2. Poor
3. Adequate
4. Good
5. Very good

9 Over the last 12 months, how do you feel about the frequency of ARPC's engagements with your organisation?

1. Very poor
2. Poor
3. Adequate
4. Good
5. Very good

ASK IF Q10 = LESS THAN ADEQUATE [Q10 = 1-2]

10 You said you find the frequency of ARPC's engagement with you [INSERT ANSWER FROM Q10]. Would you prefer ARPC to engage with your organisation...:

1. Much less often
2. A little less often
3. A little more often
4. Much more often

Declaration and close

You are answering about **EntityName**.

IF SURVEY IS NOT FULLY COMPLETE SHOW: Whilst none of the questions are compulsory, we'd appreciate you completing as many questions as possible before submission. Currently the following questions do not have an answer:

[LIST SECTIONS AND % COMPLETE]

Go back to questions

Allows you to return and update or complete your answers

IF SURVEY IS FULLY COMPLETE SHOW: The survey has been fully completed. Thank you.

D1. As the Reinsurance Manager of my organisation (or other person who has the closest working relationship with ARPC), I endorse the answers provided in this survey.

First Name: _____

Position:

Reinsurance Manger

Other (Specify) _____

SURVEY CANNOT BE SUBMITTED WITHOUT RESPONSES TO THIS QUESTION

Please note that the software prevents access to your completed questionnaire once it is submitted. If you wish to keep a copy of your responses, please print or save a copy prior to submission.

Save a PDF

Allows you to save a summary of your answers

Print a copy

Will enable you to print a hard copy of your answers

Once your answers are complete and you have saved or printed a copy, please use the button below to **submit** your responses for reporting.

Submit Answers

This is the final step to complete the survey

This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001, as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth). ORIMA Research also adheres to the Privacy (Market and Social Research) Code 2021 administered by the Australian Data and Insights Association (ADIA).

ORIMA pays respect to Aboriginal and Torres Strait Islander Peoples past and present, their cultures and traditions and acknowledges their continuing connection to land, sea and community.

We would also like to acknowledge and thank all the participants who were involved in our research for their valuable contribution.

[new page – once submitted]

Thank you for your participation in ARPC's annual insurer customer survey.

We appreciate your feedback.