

QUESTIONNAIRE FROM NCRIB TO MEMBERS FOR BETTER SERVICE DELIVERY

DETAILS

Name: .....  
Designation: .....  
Company: .....  
Email Address: .....  
Tel. No.: .....

FOR  
FEEDBACK  
ONLY IT IS  
COMPULSORY  
TO COMPLETE  
THIS  
SECTION.

1. Are you fulfilled being a broker?

If yes, why? .....

if no, why?.....

if yes and no, Explain .....

2. It has come to the attention of the Council (NCRIB) that some agents are paid same commission rate as Brokers by some insurers. Given this scenario,

(a) Has it impacted you/your business?

Yes  NO

(b) If yes, how?

(c) Do you think this practice is detrimental to the broking profession?

Yes  NO

(d) If yes, how?.....

3. How do you see technology?

(a) Opportunity  (b) Threat  (c) Opportunity and Threat

4. Are you optimistic of what the future holds for brokers as you see it today?

Yes  No

Specify reason (s) for your answer.

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5. Do you feel brokers' profession is:

(a) Under regulated  Over regulated  Appropriately regulated

Please give reasons for your answer.

6. What do you understand as the duties of the NCRIB? Please specify them.

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7. What other duties do you think the NCRIB should perform?

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8. How well do you think the NCRIB represents the Brokers' interests? Please rate on the scale of 0 – 10

9. A. How do you receive information from the NCRIB

- (i) Telephone call
- (ii) SMS
- (iii) WhatsApp
- (iv) Website
- (v) Letters
- (vi) Emails
- (vii) Others

Please indicate and rank from 0-10 for each of the channels

B. Which channel do you prefer most? .....

10. A. How many of the committees of the NCRIB are you aware of offhand? .....

B. Please list them

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11. Would you like to be more involved in the activities of the NCRIB?

Yes  No

If yes, in what ways?

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### PLEASE NOTE

1. THE ABOVE QUESTIONNAIRE MAY NOT HAVE COVERED AREAS OF YOUR INTEREST AND CONCERN. WE REQUEST THAT YOU STATE BELOW THOSE AREAS/CONCERNS AND SUGGESTED SOLUTIONS. PLEASE USE EXTRA PAGES SHOULD YOU REQUIRE SAME.

2. SHOULD YOU REQUIRE DIRECT FEED BACK, PLEASE INDICATE YOUR NAME AND CONTACT DETAILS.