

**2009 Risk Manager Survey  
Omitting the "No Opinion" results**

**EIM follows (a) reasonable, (b) prudent, and (c) sound underwriting practices.**

<b>Answer Options</b>	<b>(a)</b>		<b>(b)</b>		<b>(c)</b>	
Strongly Agree	53	47%	53	49%	51	48%
Agree	59	53%	55	51%	56	52%
Disagree	0		0		0	
Strongly Disagree	0		0		0	
	<i>answered question</i>					<b>119</b>
Strongly Agree / Agree	100%		100%		100%	
Strongly Disagree / Disagree	0%		0%		0%	

**EIM's underwriting staff performs its functions (a) satisfactorily and is (b) knowledgeable, (c) professional, and (d) responsive.**

<b>Answer Options</b>	<b>(a)</b>		<b>(b)</b>		<b>(c)</b>		<b>(d)</b>	
Strongly Agree	66	58%	63	59%	69	66%	69	66%
Agree	47	42%	43	41%	36	34%	35	33%
Disagree	0		0		0		1	
Strongly Disagree	0		0		0		0	
	<i>answered question</i>							<b>119</b>
Strongly Agree / Agree	100%		100%		100%		99%	
Strongly Disagree / Disagree	0%		0%		0%		1%	

**EIM's non-underwriting staff is (a) courteous, (b) efficient, and (c) available.**

<b>Answer Options</b>	<b>(a)</b>		<b>(b)</b>		<b>(c)</b>	
Strongly Agree	68	68%	64	65%	64	68%
Agree	32	32%	34	35%	30	32%
Disagree	0		0		0	
Strongly Disagree	0		0		0	
	<i>answered question</i>					<b>119</b>
Strongly Agree / Agree	100%		100%		100%	
Strongly Disagree / Disagree	0%		0%		0%	

**EIM provides added value in the form (a) broad coverage, (b) price stability, (c) consistent limits, and (d) financial strength.**

<b>Answer Options</b>	<b>(a)</b>		<b>(b)</b>		<b>(c)</b>		<b>(d)</b>	
Strongly Agree	70	60%	55	50%	70	62%	58	52%
Agree	46	40%	53	48%	42	37%	50	45%
Disagree	0		3		1		3	
Strongly Disagree	0		0		0		0	
	<i>answered question</i>							<b>119</b>
Strongly Agree / Agree	100%		97%		99%		97%	
Strongly Disagree / Disagree	0%		3%		1%		3%	

**Overall, EIM meets my expectations in (a) breadth of coverage, (b) level of service, and (c) value for money.**

<b>Answer Options</b>	<b>(a)</b>		<b>(b)</b>		<b>(c)</b>	
Strongly Agree	66	57%	65	59%	59	54%
Agree	49	42%	44	40%	51	46%
Disagree	1		0		0	
Strongly Disagree	0		1		0	
	<i>answered question</i>					<b>119</b>
Strongly Agree / Agree	99%		99%		100%	
Strongly Disagree / Disagree	1%		1%		0%	

**EIM provides sufficient information concerning its financial stability and operating results.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>	
Strongly Agree	47%	55	99%
Agree	52%	60	
Disagree	1%	1	
Strongly Disagree	0%	0	1%
	<i>answered question</i>		<b>119</b>

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**Do you feel that the Insurance Advisory Committee is engaged in industry insurance issues on behalf of the Members?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>	
Strongly Agree	39%	39	98%
Agree	59%	58	
Disagree	2%	2	2%
Strongly Disagree	0%	0	
<i>answered question</i>		<b>119</b>	

**EIM's information sharing, i.e., Annual Report, Members Report, newsletters, etc. meets the Members' needs.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>	
Strongly Agree	42%	49	98%
Agree	57%	67	
Disagree	2%	2	2%
Strongly Disagree	0%	0	
<i>answered question</i>		<b>119</b>	

**The annual Risk Managers' Information Meeting is a worthwhile meeting for Members.**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>	
Strongly Agree	55%	54	98%
Agree	43%	42	
Disagree	2%	2	2%
Strongly Disagree	0%	0	
<i>answered question</i>		<b>119</b>	

**The Energy School is being sponsored by The Oil Group, Nuclear Electric Insurance Limited (NEIL), and EIM. Energy School is scheduled for October 25 - 30. Would you be interested in attending or having someone from your company attend?**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	32.8%	39
No	67.2%	80
<i>answered question</i>		<b>119</b>