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## **Media Release**

### **Macquarie Life Rates First for Integrity – 2009 Taylor Intermediary Study**



**12 November 2009** – For the second consecutive year, Macquarie Life has been awarded Five Star status in the 2009 Taylor Intermediary Study, ranking first in several areas, including integrity and support from its business development managers.

Each year, WA Taylor research undertakes a comprehensive study of adviser satisfaction in the life insurance market, with more than 1000 advisers participating in the 2009 survey.

The overall satisfaction among advisers using Macquarie Life rose 2.2 points out of 100 between 2008 and 2009, and overall performance also rose two points during the same period.

Macquarie Life ranked number one in the report for its administration support, staff availability, the image and reputation of the business, staff competency, timeliness, the ease of doing business with Macquarie Life and the strength of the partnership or relationship built with advisers.

Head of Macquarie Life, Justin Delaney, said that Macquarie Life has been working hard to raise the bar in some areas that were highlighted as having room for improvement in last year's report, despite successfully securing Five Star status.

"We are a relatively young business and we recognise the ongoing need to grow and build on our offering to advisers," Mr Delaney said.

“Reports like this are highly valuable as they give us a detailed and independent view of advisers’ experience with us, along with showing us where we can build on our current service standards.

“For example, we have significantly increased our ranking in the report when it comes to the claims process and the speed of generating an outcome for the adviser and client.

“We recognise that there are always opportunities to expand on the support and service we offer our clients, and with our clients at the very centre of what we do, this will remain an ongoing focus for the team. We’re delighted with this outcome.”

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*FutureWise is offered by Macquarie Life Limited ABN 56 003 963 773 AFSL 237 497 (MLL).*

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