

Media Release

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For immediate release

NIBA Announces Finalists for the 2025 Insurer Awards

The National Insurance Brokers Association (NIBA) is thrilled to announce the finalists for the 2025 Insurer Awards. These finalists have been determined using broker feedback from the NIBA Broker Market Survey, which this year achieved record participation from more than 1,000 brokers across Australia.

The NIBA Broker Market Survey, delivered in partnership with global insights leader NielsenIQ, is one of the most comprehensive independent studies of its kind in the Australian insurance landscape.

Insights provide insurers, underwriting agencies and brokers with an independent, syndicated view of the general insurance market, helping the sector benchmark performance, identify opportunities and deliver forward-thinking outcomes.

It's a landmark piece of research that sets to benchmark excellence and expertise. The research's purpose is to showcase excellence, strengthen the broker-insurer partnership, and help lift professional standards across the sector.

NIBA CEO Richard Klipin noted the importance of the Insurance Awards and congratulated the finalists.

"NIBA is committed to strengthening professional relationships between brokers and insurers. The Insurer Awards are an important platform to benchmark and spotlight the top performers in the insurance sector, recognising those who are elevating professional standards by serving Australians better. I congratulate the finalists and wish them the best of luck ahead of the winner announcement in the respective categories," Richard said.

Angela Carter, Director, Brand and Media, NielsenIQ highlighted how the finalists have set the standard when it comes to the broker/insurer partnership.

"Our finalists have shown leadership on key indicators including trust, Net Promoter Score (NPS) and overall satisfaction within their categories. They have set the standard through stronger engagement and by delivering an improved experience to brokers across their offerings," Angela said.

T: +61 2 9964 9400
E: info@niba.com.au

Suite 4.01B, Level 4,
31 Market Street, Sydney
NSW 2000

The finalists in the three respective award categories: Large General Insurer of the Year, Specialty Insurer of the Year and Underwriting Agency of the Year are as below.

2025 Large General Insurer of the Year

- Chubb
- Vero
- Zurich

2025 Specialty Insurer of the Year

- Berkley Insurance Australia
- Berkshire Hathaway Specialty Insurance
- Liberty Specialty Markets

2025 Underwriting Agency of the Year

- Emergence Insurance
- High Street Underwriting Agency
- NTI

The winners of the 2025 Insurer Awards will be announced at the 2025 NIBA Convention, held on the Gold Coast from 19–21 October.

Media Enquiries

Richard Klipin | Chief Executive Officer
National Insurance Brokers Association
rklipin@niba.com.au
0412 127 834

About NIBA

NIBA is the peak representative body for the general intermediated insurance profession. It serves as the collective voice of approximately 420 member firms and 15,000 individual brokers. Our membership encompasses a diverse range of entities, including large multinational insurance brokers, Australian broker networks, and small and medium-sized businesses located in cities and regional areas around Australia.

NIBA advocates for the interests of general insurance brokers and their clients, ensuring that the general industry operates with integrity and professionalism. Guided by our core pillars: Community, Representation, and Professionalism, NIBA's mission is to enhance the professional standing of insurance brokers through robust advocacy, education, and ethical standards. By fostering a collaborative and innovative environment, NIBA aims to elevate the quality of service provided to consumers and strengthen trust and confidence in the insurance broking profession.

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