



# NEWS RELEASE

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## CUSTOMER SURVEY RESULTS

Hamilton Fraser Insurance customers respond positively to satisfaction survey for Medical Malpractice Insurance products and services.

Existing customers were asked to complete an online survey to assess satisfaction levels. The results were very positive and indicate that customers are happy with their insurance policy and the level of service they receive.

So, what is it that customers like about Hamilton Fraser? The satisfaction survey identified that over 90% of customers were either satisfied or very satisfied with the quality of Hamilton Fraser's insurance products, the scope of cover offered and Hamilton Fraser's experience of the cosmetic industry.

When asked why they decided to purchase their Medical Indemnity Insurance from Hamilton Fraser 26% of respondents said that price was the deciding factor and customers felt that their policy was good value for money.

19.5% of customers chose Hamilton Fraser because of their extensive range of cover for various practitioners and treatments and 18% due to their broad knowledge and experience of the aesthetic industry, which helped them to find the right package that works for them and their practice.

Along with price, quality and scope of cover, customers continued to share their delight with the level of customer service they received with 86% of respondents saying they were satisfied or very satisfied with the purchase and after purchase experience they received from Hamilton Fraser.



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"Hamilton Fraser is dedicated to improving the level of service and quality of the products we offer our customers" stated Eddie Hooker, Managing Director for Hamilton Fraser "it is encouraging to see that our customers are happy with the recent changes we have made to the price and scope of cover".

These are very positive results but Hamilton Fraser will not be resting on their laurels. There is still scope for improvement and Hamilton Fraser will be looking to launch a new online solution in early 2008 to cater for requests from some of their clients to trade electronically with them. They are also planning changes to the availability of insurance through training courses in order to improve standards and to assist the industry in complying with self regulation.

Eddie said "we are well placed in the market to monitor the quality of training as we see the claims that are presented when something does go wrong. We have a responsibility to act against organisations who offer poor standards of training which ultimately leads to increased numbers and severity of claims."

For further information on the survey or to obtain a free quote contact Hamilton Fraser Insurance on 0845 310 6330 or email on [cosmetic@hfis.co.uk](mailto:cosmetic@hfis.co.uk). You can also visit [www.hfis.co.uk](http://www.hfis.co.uk) for product details and downloadable application forms.

### Notes to Editors

1. Hamilton Fraser is a trading name of HFIS plc. HFIS plc are authorised and regulated by the Financial Services Authority.
2. For general information about Hamilton Fraser Insurance visit our web site at [www.hfis.co.uk](http://www.hfis.co.uk) or telephone on 0845 310 6330

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