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LANDLORDS ARE DELIGHTED WITH HAMILTON FRASER'S CLAIMS SERVICE

93% of landlords who participated in our survey, and have claimed on their policy, said they found Hamilton Fraser helpful and reassuring when dealing with their claim and 94% said they would recommend Hamilton Fraser to others.

In a survey based on landlord insurance customers who have had the misfortune to experience a claim between January and May 2009, 93% were delighted with the service they had received.

Customer's comments included:

"Thank you for your excellent service"

"Thank you for dealing with this claim in a good professional manner"

"Extremely quick, efficient and reassuring"

"This was my first insurance claim and I couldn't fault the service"

Steve Barnes, Property & Claims Manager, said:

"Damage to your rental property or contents can be stressful and upsetting, not to mention the risk of losing your rental income, so our aim is to make things as easy and as straightforward as possible for our customers. As a company Hamilton Fraser want to provide an efficient yet friendly and supportive service to our clients, and making a claim is probably the time that our clients need this support and reassurance the most. From the moment a claim is reported our team in Barnet will work with you to get things back to normal as quickly as possible. Even if we have to appoint a loss adjuster we will ensure that you remain regularly updated as to the progress of your claim from start to finish and will be on hand to give you as much advice and guidance as you need".



He added "it is good to hear from those clients who have had to claim on their policies that our customer focused approach does not stop once they have bought their policy. The fact that they found us helpful and reassuring and would recommend us to others based on the level of service they have received is a strong message and one that not all insurers or brokers can match".

This was taken from the first of a series of surveys that will form part of Hamilton Fraser's ongoing development programme, the purpose of which is to allow Hamilton Fraser to better understand the needs of our customers and enable us to inform customers of future products and services.

For immediate cover, or more information on what Hamilton Fraser has to offer, call **0845 310 6300** or visit www.hamiltonfraser.co.uk.

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Issued by Hamilton Fraser Insurance

For Further information please contact Natalie Mifsud (Marketing and Communications) on 0845 310 6340 or natalie.mifsud@hamiltonfraser.co.uk

Notes to Editors

1. Hamilton Fraser Insurance 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.hamiltonfraser.co.uk or telephone on 0845 310 6330