



NEWS RELEASE

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HAMILTON FRASER INSURANCE INVESTS IN NEW COMPUTER SYSTEM TO IMPROVE SERVICE FOR CUSTOMERS

In the modern world, information technology systems are rapidly changing and improving. To ensure Hamilton Fraser Insurance are providing the best possible service for its customers, it has enlisted the help of Transactor GSL, a company renowned for providing IT solutions for insurance brokers.

Ray Vincent, Managing Director for Transactor GSL says:

“Hamilton Fraser is a dynamic, ambitious business that typifies the emergent breed of technology driven intermediaries that are going to shape this channel over the coming few years”.

The new system which is due to go live in spring 2008, will enable customers to obtain a quote, buy cover, view policy details and renew existing policies on-line.

The Internet based applications will be supported by a full call-centre of knowledgeable, friendly and helpful staff.



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Eddie Hooker, Managing Director for Hamilton Fraser says:

“To ensure that we are working smarter and staying ahead of the competition we are investing in the best information technology platforms available. In many cases, price is often secondary to service and therefore we think it is important that we focus on putting our customers first.”

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 or telephone on 0845 310 6335

Issued by Hamilton Fraser Insurance

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