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TAKING THE STRESS OUT OF MAKING A CLAIM

Making a claim can be stressful but at Hamilton Fraser 96% of customers agreed it couldn't be easier.

A recent survey based on landlord insurance customers who have experienced a claim between January and December 2009, revealed 97% of customers thought the person they spoke to was helpful and reassuring when making a claim.

Steve Barnes, Property & Claims Manager, said:

"At Hamilton Fraser we take pride in having a friendly and experienced team in place to help our customers through the claims process. We know how stressful making a claim on your rental property can be, that's why our claims team are always available to answer any questions that may arise during the process"

Hamilton Fraser takes every opportunity to listen to their customer's views. This helps form part of their ongoing development programme, which allows them to better understand the needs of their customers and inform 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

News Release



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