



# Claiming: speed and efficiency

**We understand** that when our Members need to make a claim it's usually at a difficult time for them which is why we aim to make the process as simple as possible.

We pride ourselves on providing our Members with an excellent claim journey and continually strive to improve their experience.

This includes regular contact throughout the claim period and beyond. We'll handle their claims as quickly as possible, reducing the need for lengthy paperwork, helping Members back to work, paying for treatment or just easing the burden of financial worry.

## Pat's Story

**Pat needed to make a claim, so he called the claims line to notify us. We arranged a convenient time to call him so we could gather all the necessary information to process his claim. Every client can choose what their Deferment Period is when they take out an income protection plan. Benefit will be paid twice a month after the Deferred Period has passed until the claim ends.**

## What happened next?

Pat didn't have to complete any lengthy claims forms, he simply called us and was able to sign to confirm we had captured the correct information on the call via our online e-signature facility. His claim was submitted and approved within hours, which meant he received his first benefit payment promptly.

## Why we're different

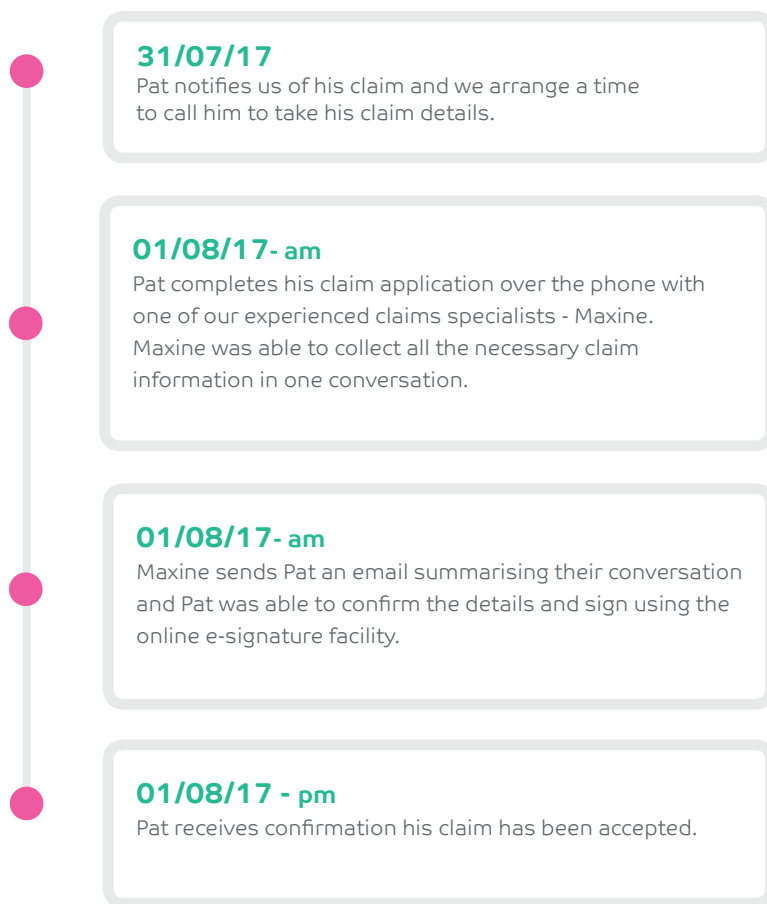
- No lengthy claims forms to complete.
- Support and guidance over the phone at a time when it is needed the most.
- Online e-signature facility available so nothing to post.
- Speedy decision within hours.

## How Holloway Friendly makes claiming easy

Our processes mean we can make decisions quickly and arrange payment of benefits promptly following the decision to accept the claim. For Pat that meant he could immediately start concentrating on getting better without any worry of not meeting his financial obligations.

For more information about Holloway Friendly and our products please speak to your Financial Adviser or visit [www.holloway.co.uk](http://www.holloway.co.uk)

# Timeline



Quick claims response



Claim by phone, online or form



Listening to our Members



Dedicated claims handler