



Claiming: a different approach

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.

Harriet's Story

Harriet submitted her claim for income protection benefit as she was unable to work due to illness. She was under going medical investigation although there wasn't yet a diagnosis. Harriet was on the waiting list to see a Neurologist but her case was considered non-urgent so she hadn't yet received an appointment.

What happened next?

Our claims team were regularly in touch with Harriet to understand how she was progressing with getting appointments and a diagnosis. Once the claims team realised Harriet was struggling to see a specialist they offered to pay for her to have a referral to a Neurologist, who suggested Harriet have an MRI of her spine. Holloway Friendly paid for her to have this appointment, reducing her waiting time.

Why we're different

- We remain close to our Members throughout and after the claims process. We get to understand any frustrations they may have with obtaining treatment and see how we can help.
- We look to not only pay a claim but see if we can help our Members in other ways. e.g. fast-tracking treatment.
- We treat our Members as individuals and we will support each of them the best way we can when they make a claim.

How Holloway Friendly makes claiming easy

Harriet is still under medical supervision and has been receiving income protection benefit since November 2016.

By building up a great relationship with Harriet, our experienced claims specialists were able to understand her frustrations with getting her illness investigated and were able to step in and help speed up the process so she could access specialists and necessary investigations. Harriet is still being supported by Holloway Friendly a year on.

For more information about Holloway Friendly and our products please speak to your Financial Adviser or visit www.holloway.co.uk

Why Holloway Friendly:



Quick claims
response



Claim by phone,
online or form



94% of claims paid
in 2019



e-signature



Listening to
our Members



Dedicated
claims handler



Supporting Members
through their claim
and beyond



Treating Members as
individuals

Names and identifying details have been changed to protect the privacy of individuals.

Holloway Friendly is the trading name of The Original Holloway Friendly Society Ltd. Holloway Friendly is registered and incorporated under the Friendly Societies Act 1992, registered No. 145F. Registered office: Holloway Friendly, Holloway House, 71 Eastgate Street, Gloucester, GL1 1PW. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FRN 109986.