



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.

What happened next?

James was able to make a claim by calling Holloway Friendly. His claim was processed quickly and without fuss over the phone leaving James to recover from his procedure without worrying about money and without the need to complete a claims form. Val, one of our specialist claims handlers, emailed James a copy of his claim and he was able to confirm the details were correct and sign it using an e-signature which helped speed up the process.

Why we're different

- Straight forward claims process for James. Simple with no fuss.
- Claim was reviewed and approved quickly.
- No lengthy claims forms to complete.
- e-signature facility.

How Holloway Friendly makes claiming easy

By accepting claims by phone we can gather as much information as possible in one go helping to reduce the need to clarify details that may have been ambiguous via a form or going back for further information potentially delaying the claim. Though we do understand that there will be times when Members may find it too difficult to talk, so a form is available to complete if that is a preferred option.

James' Story

James is a self-employed carpet and upholstery cleaner who had to have two weeks off work because of a medical procedure. When James purchased his income protection Plan he selected to have a Deferment Period of one week.

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

Claiming: without the fuss.

Keeping life colourful



Timeline

02/08/17

James had a medical procedure performed.

03/08/17

James called Holloway Friendly to tell us he needed to make a claim as he would be off work for 2 weeks.

04/08/17-9.00am

Val in the Claims team called James at 9.00am. She was able to collect all the necessary information for the claim in one conversation so James didn't have to complete any forms. Val emailed James a summary of his claim and he was able to confirm the details and sign using our e-signature facility.

04/08/17 - 10.00am

James' claim was accepted as no further information was required.

James then received his benefit after his one week Deferred Period.

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Quick claims response



Claim by phone, online or form



Listening to our members



Dedicated claims handler

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.