

Claiming: without the fuss

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.



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.

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

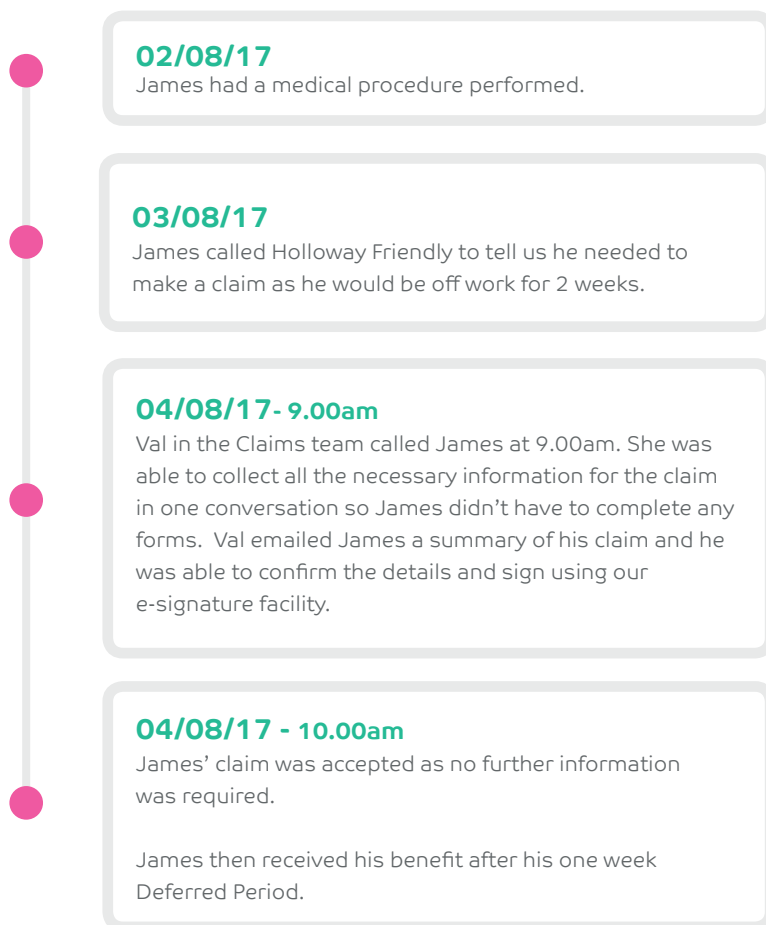
- Straight forward claims process for James. Simple with no fuss.
- Claim was reviewed and approved quickly.
- No lengthy claims forms to complete.
- e-signature facility.

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.

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

Timeline



Quick claims response



Claim by phone, online or form



Listening to our members



Dedicated claims handler