



TOOLS & EQUIPMENT
FOR TRADE & INDUSTRY

16 June 2009

Illingworth McNair
64 Main Street
Bingley
BD16 2HR

For the attention of Mr J Illingworth

Dear Mr Illingworth

Ref; Our recent claim

The Stores Dept is a new and vibrant business supplying a vast range of tools, fixings and consumables to many trades and industries. We hold a significant amount of stock and we recognise that much of it will be of interest to thieves.

Unfortunately, as you know, we were recently the victim of a well planned theft. Within just four minutes on a quiet Sunday evening, our premises were broken in to and our stock of about 70 premium brand power tools was taken. I spent most of the following day cleaning up and arranging for new doors and locks to be installed.

In a hard and competitive market, the last thing I needed was to spend a lot of time pursuing our insurance claim. It is with this in mind that I am writing to thank you and your colleagues in the insurance industry, for the exceptional standards of service that you provided. My business partner sent you a text within an hour of the break-in and I understand you were at your desk at 9 o'clock that evening, advising the insurance company of our impending claim and arranging for a visit from the loss adjuster. After just ten days I have been advised that our claim will be honoured to our satisfaction and I understand a cheque to cover our losses will be with me shortly.

If ever I needed convincing that the best way to insure our business was via an insurance broker, rather than one of the many '*cheap as chips.com*' web sites, our experience over the last couple of weeks has done it. I can not imagine ever receiving such a prompt and efficient response to our claim, had we decided to insure with an anonymous call centre.

I would be grateful if you would pass on my thanks to your colleagues at Cunningham Lindsey and Aviva, and of course, I would be delighted to recommend your business to any of my friends and colleagues.

Yours sincerely

For The Stores Dept Ltd



Ben Mitchell - Managing Director

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