

North Street



Dental Practice

19 NORTH STREET
LEWES
EAST SUSSEX, BN7 2PF
Lewes (01273) 472248

James W. Aukett, MA MSc BDS DDPH, RCS(Eng) MIMgt
Andrew Brown BDS LDS, RCS(ENG)
Duncan Brown BDS LDS, RCS(Eng)
Gary Burgess BDS
Martin Lunn BDS
W. Thomas Sholl BDS LDSRCS(Eng) DGDPRCS

Harris Claims Group PLC
83-87 Crawford Street
London
W1H 2HB

Dear Sirs

Flood Disaster: Flood Damage to Dental Practice as above.

We write with respect to your role in the process of settling our insurance claim resulting from the complete loss of our dental practice as a result of the floods in the autumn The complexity of the claim, involving total contents loss, complete reconstruction of the building and business interruption losses from a 6 partner practice, would have been almost impossible for us to handle

Although we were a little reticent at first and doubtful of involving a third party, with the benefit of hindsight we are aware that your handling of our affairs has been beneficial to us in the extreme. Not only have you been able to achieve the most appropriate financial recompense from our insurers, you have also smoothed the path for us and, by removing from us the onerous and time consuming tasks of financial conflict, enabled us to continue to provide care for our 14,000 patients.

We have found your commitment towards this task to be efficient and professional, whilst retaining a sympathetic and personal approach towards us. Each of your directors who have dealt with the various aspects of our case have reflected this very welcome face of Harris Claims Group. In particular we would mention Anthony Harris, Paul Lawrence, John Elms, and Donald Flynn, with whom we have had most contact

We would have no hesitation in recommending your services to any of our colleagues
or other businesses finding themselves in similar unfortunate situations

Yours faithfully

J W. Aukett
p p Associate Partners of North Street Dental Practice.