

The Malting

To Whom it may concern,

I am writing this in appreciation of the excellent work done on our behalf by Harris Claims Group, in particular Mr. Paul Lawrence and his associates.

our house was virtually destroyed and most of the contents lost or damaged, due to a fire caused by an electrical fault when nobody was at home.

We decided to take on the services of Harris's to act as Loss Assessors to liaise and negotiate with the Insurance Company Loss Adjusters, on our behalf. Paul Lawrence came to see us very promptly and gave us a very clear briefing on every aspect of this kind of situation and how his firm would be able to assist us. We were given invaluable advice about how to deal with the insurance claim. It was very reassuring to know we had such expertise and experience on our side as we had never had any similar incident to deal with.

From the outset Paul and his team took on board all the negotiations with the Insurers and we had no doubt he would achieve the best possible compensation for our loss. Our first concern was somewhere to live and together with the insurers Paul ensured that we were relocated in a similar house very rapidly, as covered by our Insurance Policies. We had two Insurance Companies and details such as "which Company should pay what proportion of the rent" were all resolved for us.

A very satisfactory and fair payment for our loss of contents was negotiated for us after just a few weeks and this money was paid promptly to us. The house had to be shored up for the Winter before the demolition/rebuild work could commence so scaffolding etc. was arranged. Also, Paul found us first class surveyors, architects and builders.

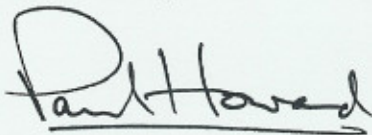
We were able to get the best specifications for our rebuild and were never put in the position of having to use people recommended solely by the Insurance Companies. Similarly, he ensured we were free to choose our own replacement items and I believe it was due to Paul's negotiating skills that the Insurance Companies never put any pressure on us to purchase any fixtures and fittings, appliances and carpets etc. from any particular company.

We were always reassured if we had any concerns, as Paul was always available to give advice and he kept us updated on the progress of the claim throughout, as well as arranging meetings with the surveyors, builders, architects, planners, Insurance Company representatives etc. We were involved whenever needed, for example ensuring the plans and specifications for the house were exactly what we wanted. We were also aware that a lot of work was going on behind the scenes for us, that we didn't need to know about in detail, as Paul had his finger on the pulse and was meeting people and chasing things up. As a longhaul airline pilot I was abroad for a large proportion of the time and it was hugely reassuring to know that everything was being taken care of and in such safe hands.

The house is now rebuilt and refurnished and our Insurance Companies have made the final payment on the building. We are delighted with the end result. The fees charged by Harris's are proportional to the money paid out by the Insurance Companies and in my opinion we were given exceptional service and value for money in every respect. We have often said we wouldn't have known what we'd have done without Paul and his team. The bulk of the work involved and very importantly the worry of dealing with the many aspects of this unprecedented event, was taken off our shoulders.

We are obviously very happy to recommend Paul Lawrence and the team at Harris's to anyone who finds themselves in a similar situation,

Yours sincerely,

A handwritten signature in cursive script that reads "Paul Howard". The signature is written in dark ink and is positioned above the typed name.

Paul Howard + Sandra Howard and family.