



**Our Ref** JL/BNI Testimonial  
**Your Ref**  
**Date** 26<sup>th</sup> January 2012

Mr P Murray  
5 Berwick Grove  
Little Sutton  
Ellesmere Port  
CH66 4PT

Dear John

**Re: Testimonial for Services provided to Mrs. Croughan**

I am writing to thank you and to provide testimony for the excellent work which you have carried out recently for my above named client.

My client is an elderly lady who recently lost her sister and is now living in a nursing home on a permanent basis. However, she retains her home and needed assistance arranging building insurance for the property.

The particular circumstances would normally make the obtaining of building insurance both very difficult and potentially expensive. Your clear advice about the type of policy my client should obtain and your quick handling of the matter immediately put my client at ease and helped increase her confidence in my firm at what is a difficult time.

The service which you offer to your clients combined with your demonstrable expertise, experience and friendly manner ensured that you gained the client's confidence very quickly.

I would have no hesitation in recommending you to friends, family, colleagues and clients given the commitment to high standards of service which you demonstrated in this instance.

Yours sincerely



John Loney  
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