



**St. Andrew's
HOSPICE**

Caring for the people of Lanarkshire

E G Murray Insurance Services
9 Victoria Place
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Lanarkshire
ML6 9BU



St. Andrew's Hospice
Henderson Street, Airdrie ML6 6DJ

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Dear Antony,

Re: Testimony of Financial & Insurance Services

Following our recent conversation, I am happy to provide you with a summary of my view of E G Murray Insurance Services.

You have been our financial advisors since 2002, when you quickly identified the needs of the Hospice. You then promptly arranged our Group Pension and Group Life schemes, helping us deliver a comprehensive benefits package to our employees. We greatly appreciate your continued service in administering these schemes.

Being fully satisfied with personal and professional approach to your financial advice we then decided to appoint you as our insurance broker in 2005. Again your company was quick to recognise the needs of the Hospice and provided a comprehensive analysis of our insurance risks.

A key deciding factor for us in choosing you as our broker was your locality to the Hospice and therefore ability to respond and service any claims. Recently we had a malicious damage claim and theft of lead from the Hospice roof and we were grateful for your prompt response and the settlement cheque of £16,000. A great benefit of your service is having direct access to our account manager for all aspects of your services e.g. renewals, policy coverage queries, claims, etc.

Our decision to appoint you as our advisors continues to be validated by your consistently high level of service. I hope to help you to demonstrate to potential clients that you offer sound advice and support in both your financial and insurance services.

Yours sincerely,

Tom Gault
Chief Executive