

Getting home again

Here's how Mrs Smith's* home insurance helped after a fire.

When a devastating fire severely damaged her home whilst she was on holiday, Mrs Smith* called on us to help.

"I immediately felt that my house was in good hands."

Then she settled into a temporary home. And the builders and suppliers got to work, dealing with the fire, smoke and heat damage.

"I cannot fault the way the claim has been dealt with. I'm 100% happy with everything that has been done for me."

"**Nine months to the day of the fire, I was home. Everything has been finished to a very high standard, and I'm sleeping better than I have since the fire.**"



Fire safety tips to protect your home

- ▶ Install safety-approved smoke alarms on each floor of your home
- ▶ Unplug electric blankets before you go out, on holiday or to bed
- ▶ Don't overload extension leads or adapters
- ▶ Ensure all electrics have a British or European safety mark
- ▶ Even if it goes off accidentally, never disconnect or remove batteries from your smoke alarm



**BANK OF
SCOTLAND**
By your side

Lloyds Bank General Insurance Limited underwrites Bank of Scotland, Halifax and Lloyds Bank branded home insurance policies. All claims are handled centrally by their customer support teams.

*Customer name changed for privacy.

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