



AQUAREACH CLEANING SERVICES Ltd

Commercial & Domestic Window Cleaning

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6th March 2009.

Dear Sarah,

I am writing to you and your team to express my gratitude for all your help in processing my recent insurance claim.

My particular thanks go to yourself and Nikki for your efficiency and professionalism. I was kept fully informed and completely guided through the entire claim process.

When I took out my van insurance with Alexander Swan, I was recommended an additional policy to provide me with a courtesy vehicle complete with with an Ionic Thermopure Reach and Wash tank should anything unfortunate happen to my van.

As a small company, my business is totally reliant on my only van and my reputation would be damaged enormously without my Reach and Wash system. When I signed this additional policy with Alexander Swan I was not only insuring my van, but my entire business.

Alexander Swan arranged for me to collect their courtesy van from Ionic head office just 3 days after my van was stolen. As a result I have continued trading and have not lost any contracts or customers, which is of immense importance to my company especially in today's tough working climate.

I would strongly recommend Alexander Swan and will definitely be renewing my policy for the Courtesy Ionic Vehicle, because without them my business would undoubtedly have been damaged irreparably when my van was stolen.

Thank you again for all your help.

Kind Regards,

Nick Marshall
Aquareach Cleaning Services Ltd.