

*Thank You To Our Clients!*

We can never say it often enough, and we want you to know that we appreciate your business. Thank you! Your loyalty to our company and your faith in our service is what continues to make us the fastest growing insurance firm in Southern Ontario. In fact, **we're ranked in the top 5% of insurance brokerages in Canada.** We respect the confidence you've placed in us and want you to know that we will continue to work diligently on your insurance matters in the years ahead and do everything possible to continue to earn your trust and confidence.

**Our mission continues to be:** "To provide you with the best professional advice, quality coverages, personalized service and competitive prices available in today's marketplace."

## **Claims Service . . . What Our Clients Say**

When you have a loss and it's covered by an insurance policy, you want fast action by your insurance company and you want courteous treatment and a feeling that someone cares about your situation. As a matter of fact, **that's exactly what you deserve!** Think of your insurance as a promise that the best of personal service will be there when you need it most. **We believe that promise is our most important obligation.** That's why we demand claim service excellence from the insurance companies we do business with on your behalf. In our most recent Claims Service Survey here's what our clients said: **97.8%** said our service was **COURTEOUS**, **97%** said our service was **PROMPT**, **96.2%** said our claims settlement met or exceeded their expectations.

"I was treated with courtesy and I am very pleased with the professionalism that was presented towards my claim. Thank you for making my claim a hassle-free experience." **Mohdi & Sabah Mobarak**

"I was very satisfied with the handling of my claim. I found Dan Lawrie's representative knowledgeable, confident and very thorough. A devastating experience was made much more tolerable." **Tracey Brehm**

"I have been very pleased in my dealings with Dan Lawrie Insurance Brokers Ltd. They always look after my request promptly and are very professional and knowledgeable. I enjoy dealing with them. They are always pleasant and have helped me greatly with our insurance needs." **John Elms**

"Dan Lawrie Insurance Brokers Ltd. handled my claim very professionally and was most courteous and most helpful. Thank you." **Ray Angeline**

# What You Think Of Us . . .

## Comments From Satisfied Clients

“ I would like to take this opportunity to express my personal thanks to you and your associates at Dan Lawrie Insurance for your professionalism and courteous responses to the insurance protection of our company over the past four years. Although insurance is often thought about as a supplier cost, in dealing with you and your team, the value has been expressed not only in the cost but the prompt and courteous service you provide. We do appreciate your **“No Surprises Later”** approach to insurance.” – Summar Foods Limited.

“It’s been over 10 years now that we have used Dan Lawrie Insurance. Although other brokers “knock on our door” annually, we have never had reason to jump to someone else. **I feel that I am being dealt with honestly and efficiently.** If this feeling were not present, I would have made the change. Keep up the good work and we can hopefully go forward for another 10 years.” – Allprint Ainsworth Associates Inc.

“There would be no better time to express our **heart felt appreciation** for the work and dedication that Dan Lawrie Insurance has given to our account both where are insurance needs were concerned as well as during our claim incidents. **At all times you were right there for us in a very timely fashion.** In short, we are totally pleased with Dan Lawrie Insurance Brokers Ltd.” – Peepers International ltd.

“Just a note to express our deepest appreciation to you, on behalf of CBTF. I have appreciated **your patience and your time** to get the whole insurance process organized and running smoothly. I really believe that our organization is incredibly fortunate to have Dan Lawrie Insurance as a resource who has been unfailingly ready to help. With sincerest thanks and appreciation, Sandra Watt – CBTF.

“We would like to take this opportunity to say how much we appreciate your **excellent service.** It has been a pleasure dealing with Dan Lawrie Insurance Brokers and we look forward to our continued association in 2007.” Margot Bynoe – Thomas Allen & Son Limited.

“We found that Dan Lawrie Insurance has been very professional, friendly and attentive to our needs. We have also found that you are very quick to resolve current issues as well as advising us of possible issues that could arise. **Your experience with our industry** has been welcomed and we would not hesitate to recommend you to any firm.” - Theramed Corporation.

“Just thought I would let you know how Dan Lawrie Insurance Brokers are in the line of service and attention to my account. Sure price and coverage is very important, but, I feel the service I am given on inquiries and claims **sets you apart from others in your line of work.** I can call or email your office and always get prompt attention to my needs.” – Vaseil B Konstantin, ILSCO of Canada Limited.

MARCH 2007

We thank YOU for your continued confidence . . .

Your satisfaction means everything to us!