

Thank You To Our Clients!

We don't say it often enough, and we want you to know that we appreciate your business. 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 now 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**, **97.0%** said our service was **PROMPT**, **95.8%** said our claims settlement met or exceeded their expectations.

"Dan Lawrie Insurance was great. The staff was kind and courteous and prompt in answering all of my questions & concerns. I was very happy with the entire claim process, even though I did lose my car." Gary & Gail Rutherford.

"I am extremely satisfied with everything pertaining to my claim. My most stressful ideals were satisfied when it was explained that the other party was at fault 100% and my premium would not be affected." Fred & Deborah Coles.

"We have been very pleased with your customer service. The staff at Dan Lawrie Insurance is awesome." Debbie Wyllie.

"Service at Dan Lawrie Insurance was more than satisfactory. I was very pleased that my car was cleaned inside and out during my claim. I was very pleased with the service." Madeline Bothen.

"I have only the highest respect for Dan Lawrie Insurance Broker Ltd. Your staff have been so helpful in assisting me in my claim. You treated me with great respect." Allan Stewart.

What You Think Of Us . . .

Comments From Satisfied Clients

“I would like to take this opportunity to thank you and your staff for the years of your **dedicated service** in providing Allseating, and related group of companies, with the best insurance coverage. You always bring **careful analysis of all our insurance needs** and recommendations for coverages. We look forward to a long and continuing relationship and thanks again for everything!” – Julie Kost, Controller, **Allseating**

“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**.

“Dan Lawrie Insurance Brokers Ltd. has earned the right of the XYZ Automation Inc. business once again in 2005. You have shown an **untiring, unwavering passion to serve our business needs**. This is balanced with your very pragmatic problem solving focus. You bring resolutions and do so with relentless speed and accuracy.” – Rae Townsend, President/CEO, **XYZ Automation Inc.**

“I have been insured with Dan Lawrie Insurance Brokers Ltd. since August 9, 2003. Your company has brought a lot of knowledge and information to the table, and handled the **transition of the hard market conditions in a professional and timely manner**. You continue to provide us with the type of coverage and support that we require. I would highly recommend Dan Lawrie Insurance as a very viable alternative to any existing coverage that you might have.” – Doug Crossman, President, **Putney Brake & Alignment Service**.

“I am writing to let you know how pleased we have been with Dan Lawrie Insurance Brokers Ltd. You have been **superb in the personalized attention** that your firm provides us, and your immediate response to any questions we have. We also appreciate very much the effort you have put into ensuring that we have obtained the best prices possible. We look forward to our continued association in the future.” – Larry Smith, President, **High Value Consultants**.

“Once again Bramfood Distributors is pleased to have Dan Lawrie Insurance Brokers Ltd. represent us for all our insurance needs. Since 1995, you have always done what is in the best interest of my company and that will always be appreciated. **Your staff is honest, straight forward and true** and have become a very important part of the Bramfood family. I look forward to continuing our relationship for many years to come.” – Muru Rajah, C.E.O., **Bramfood Distributors**.

“Life at work and at home is busy for all of us, and sometimes we forget to take a moment to say “thank you” to those whom it is a pleasure to do business with. Thank you very much for the **personal attention** Dan Lawrie Insurance Brokers Ltd. gave to our matter. The service we received from you was outstanding and very much appreciated.” – Mark Groleau, Controller, **Fox 40 International Inc.**



We thank YOU for your continued confidence . . .

Your satisfaction means everything to us!