

Turvey Countryside Services



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Having decided to start my own business specialising in rural services, including fencing, hedge clearing, tree planting and everything and anything else associated with rural development, clearly one of the most important items I needed was the appropriate insurance.

I trawled the internet, filling in lots of on-line questionnaires, only to be told at the end that "a representative from the company would call me back". That call never came.

Not to be beaten, I then tried the good old fashioned method of telephoning someone - after about 20 times of Press 1 to make a claim, Press 2 to renew your insurance, Press 3 etc etc etc I nearly gave up!

So, it was back to the internet, where in the Google Search engine I put in "Construction Commercial Insurance Bedford" and up came M & DH Insurance Bedford, complete with telephone number.

With some trepidation I dialled the number - "and there was a human voice at the other end! I didn't have to "select" any numbers, listen to piped music, or redial because I had missed all the options!

Still not convinced that it could be as easy as it seemed, I explained what my Company did and the type of insurance I was looking for.

I was put through immediately to a person who introduced himself as Simon Thomas. He listened whilst I explained what I thought I needed. After I finished, he asked me some relatively straight forward questions and then asked if he could phone me back within the hour.

"Ah" I thought, disbelievingly, "this is where the catch is, he won't call back" . Surprise Number 1 was that he called back within the hour, and Surprise Number 2 was that the quote seemed very reasonable. So much so, that I asked if I could run through my requirements again to ensure that I had actually covered all the aspects that I thought I needed to.

Furthermore, Simon then emailed me confirmation of our discussion, together with details of the Policy to allow me to read through it at my leisure.

Having done that, I went back to Simon, raising a couple of points. These were met with "I will sort it

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out and come back to you", which indeed he did - and very promptly.

Having finally decided that I had acquired the insurance cover that I needed, Simon was then able to arrange a monthly installment plan which was much needed, as being only a newly established company, I was concerned about finding the funding to pay out for insurance in one payment. It was as simple as emailing my bank details - problem solved!

I can only conclude that thus far, the service I have received has been exemplary. I haven't been the easiest of customers as my knowledge of my requirements was a little limited - but M & DH made it a simple process, explaining things in layman's terms so that I understood everything.

I certainly feel that the strongest part of the company is their face-on approach - no answer machines, no recorded messages, no selection process, no attempt to sell "additional" - just simple, good old fashioned customer service - and I am sure that many of us now are moving away from hi-tech options in favour of the human approach.