



Fire damage to the front room after the blaze



Room fully restored by the restoration, building and suppliers team

# There's no place like home

After a devastating fire, Mrs Smith's\* home insurance got her back on her feet.

**Whilst on holiday, Mrs Smith\* got the news that her house had been severely damaged in a fire. But her home insurance was on hand to help.**

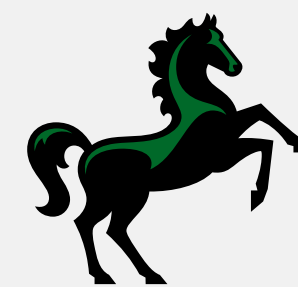
“I immediately felt that my house was in good hands.”

There was extensive fire, smoke and heat damage – so our restoration specialists and builders got to work.

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

And nine months later, she was home.

**“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.”**



**LLOYDS BANK**

Lloyds Bank General Insurance Limited underwrites Lloyds Bank, Halifax and Bank of Scotland branded home insurance policies.

All claims are handled centrally by our customer support teams.



## Be on the safe side

Here are some tips to help you protect your home.

- Fit safety-approved smoke alarms to each floor of your home
- Unplug electric blankets before going out, on holiday or to bed
- Don't overload extension leads or adapters
- Make sure your electrics have a British or European safety mark
- Don't leave glass objects or mirrors in places where they could get direct sunlight