

### Using Ntegrity's personal approach to support our clients

When work and personal communities overlap, a claim can be particularly difficult for all involved. Our experienced claims team provided guidance and reassurance to our client. They liaised extensively with insurers to ensure that the matter was dealt with sensitively and appropriately.

**Client Type:** Accountants

**Size of Firm:** 3 partners, 20+ staff, 3 offices

**Approx. Turnover:** £1m

**The Scenario:** In 2013 our client received a complaint from the claimant, a well-known local employer within a close-knit community, indicating that the staff holiday pay had been miscalculated by the firm of accountants since 2009. When our client denied these allegations, the claimant continued with their grievance and appointed solicitors to make a claim for £130,000 of incorrect holiday pay.

The situation was particularly difficult for our client because of the close locality of the claimant and so the circumstances were both emotional and highly charged.

**How Ntegrity helped:** From the outset, it was clear to Ntegrity that the claim had very little substance to it. We understood the difficult personal situation the client was in and consequently had to ensure that the approach we took was both supportive and sensitive to their needs, whilst aiming to achieve the right result.

Our extensive experience of handling claims means that we can quickly identify how much support our clients will need throughout the claim process. Our approach to a claim is rarely the same and we tailor our service to suit each client's individual needs to ensure that they receive the necessary professional guidance and support.

As well as assisting our client through a difficult period, we also worked with the insurers to ensure that they appointed an appropriate panel solicitor who would understand the personal element attached to the claim, whilst being thorough in their approach to the problem. The solicitor was sympathetic and reassuring to the client and sent a very robust letter refuting the assertions made. The claimant did not offer a counter argument and the claim fell away.

**Benefits to the client:** The client was delighted in the way the claim was handled and that just one well written letter from the panel solicitor had been enough to end the matter. This was the first time the client had experienced the level of personal assistance we can give our clients and as a result they have total confidence in Ntegrity being able to support them in the future.

**Client Feedback:**

“A big ‘thank you’ for your help and support; you’ve been very reassuring throughout! I will certainly tell all the accountancy firms at our local training group about you at the next meeting.”