

Case Study

## Rebecca and Ashley



“The experience we had with **NWS Wedding Show Insurance** was brilliant and I can’t thank Lucy and Chloe enough for dealing with my claim. I can’t believe how simple it all was and it really took all the stress away.”

# Case Study Rebecca and Ashley

After months of preparation for their perfect wedding, Rebecca and Ashley were down to the last few items on their To-Do list.

**Unfortunately, with only 4 weeks left until their wedding day, Greenwood's, the formal hire company who were booked to supply the suits for Ashley and his Groomsmen, went into administration, making national news headlines on the BBC.**

Greenwoods had 63 stores in the UK, which meant that hundreds of wedding couples were left wondering where that left them.

Rebecca and Ashley had already made a deposit payment of £285 to Greenwood's, but the closure of the company meant that they became just one in a long list of creditors. They knew that not only were they not going to receive the suits they had hired for their wedding, but it was unlikely that Greenwood's would be in a position to refund their deposit.

"As we were not going to receive the suits that we had chosen, or get the money back that we had paid to Greenwood's, it was a stressful situation to be in. There were only a few weeks left until the wedding day and Ashley and his groomsmen didn't have any suits."

Fortunately, after a visit to the National Wedding Show earlier in the year, Rebecca and Ashley had taken out a wedding insurance policy. They got in touch with Lucy, Head of Claims for NWS Wedding Insurance and she advised them that "failure of suppliers" was covered under the policy that they had purchased.



"I am so grateful for the speed that the claim was dealt, and I received the money back within a week of first being in contact with **NWS Wedding Show Insurance**"

With the claim settled by **NWS Wedding Insurance**, this meant that Rebecca and Ashley could look elsewhere for the wedding suits and did not sustain any financial loss.



"The experience we had with **NWS Wedding Show Insurance** was brilliant and I can't thank Lucy and Chloe enough for dealing with my claim. I can't believe how simple it all was and it really took all the stress away."



All claims are dealt with subject to individual circumstances and policy terms and conditions. NWS Wedding Insurance Services is a trading name of Event Insurance Services Limited. Event Insurance Services Limited are authorised and regulated by the Financial Conduct Authority, Ref. No. 309998. Event Insurance Services is a limited company registered in England and Wales and Registered number: 3238686. Registered office: Event House, 20a Headlands Business Park, Ringwood, Hampshire, BH24 3PB.