

Barclays Home Insurance customer reviews

4.5/5

Overall rating



91%

Would recommend Barclays
Home Insurance

These reviews are from customers who've made a claim, renewed or bought a new home insurance policy from us. Based on 865 reviews received from customers up to 05 August 2019. Scroll through to view all reviews we've had so far from our customers.

| Survey date | Survey reason | Overall Score | Recommend? | Review title | Reasons for score | Display name |
|-------------|---------------|---------------|------------|-------------------------------|---|--------------|
| 31/07/2019 | Renewal | 5 | Yes | Barclays done good again | Easy to take out this insurance and staff were great. | Bgidave |
| 31/07/2019 | Renewal | 5 | Yes | Good product for my situation | Been with Barclays for years and with blue rewards it was an easy choice. | CWKS |
| 31/07/2019 | New Policy | 5 | Yes | Very helpful | Staff member was very easy to talk to and knew all the answers to questions so with her help the policy was bought. | SandyGirl |
| 31/07/2019 | New Policy | 5 | Yes | Stick with Barclays | It's a fantastic service and product that is easy to use and easy to navigate. | Bigbird |

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| 31/07/2019 | New Policy | 5 | Yes | Quick and easy | Easy and reasonable prices from a well known brand. Barclays have amazing customer service as a bank so I have no doubt they will be just as good with my insurance. | Anonymous |
| 31/07/2019 | Claim | 5 | Yes | Repair to damage caused by a leaking pipe | The process from start to finish was quick, easy to understand and very efficient. Things were done on time and to a high standard by professionals. | Yorktez |
| 30/07/2019 | Renewal | 5 | Yes | An excellent service | Barclays has always been helpful when answering my questions. | Shearer |
| 30/07/2019 | New Policy | 5 | Yes | Great insurance form Barclays | Being able to do it online saves me time and the price was good. | Sam |
| 30/07/2019 | Claim | 5 | Yes | Fantastic service | Fantastic service, would defiantly recommend to friends and family. | Leovin |
| 29/07/2019 | Renewal | 5 | Yes | Home insurance | It was easy to renew I received a letter in the post stating the price difference and it was all straight forward. | Sassy |

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|------------|------------|---|-----|---|---|-----------------|
| 29/07/2019 | Renewal | 5 | Yes | Barclays - without doubt - offers the best range of services. | Barclays have been my Bank of choice for over forty years and I find that their Services are first class. | Davan |
| 29/07/2019 | New Policy | 5 | Yes | Happy pensioner at ease of process | Very easy straightforward interview with personal banker in branch. | happy pensioner |
| 29/07/2019 | Claim | 5 | No | Let down | I felt let down, made to feel that I was making it up, I did not and never have made such things up. | Changi |
| 29/07/2019 | Claim | 5 | Yes | Lynne's flood | All would have had a five, only that the payment was put in my account and I didn't know. | Hutchy |
| 29/07/2019 | Claim | 5 | Yes | Great Professionalism | The contractors that were used were very professional and extremely good at their jobs. | Dorset Steve |
| 28/07/2019 | Renewal | 5 | Yes | Barclays home insurance | Very easy to renew our insurance - everything explained so I understood. | Harryfin1 |
| 27/07/2019 | Renewal | 5 | Yes | Very satisfied | Easy communication, easy to understand, reasonably priced. | CLHS |
| 27/07/2019 | Renewal | 4 | Yes | Talk to Barclays about costs | Excessive cost of renewal, but reduced upon discussion. | David S |

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|------------|------------|---|-----|---|---|----------|
| 27/07/2019 | New Policy | 5 | Yes | New home insurance quotes | Overall I'm happy with the service received from Barclays. | Gav |
| 27/07/2019 | New Policy | 5 | Yes | Quick and easy | Easy to navigate website and swift purchase made clear. | Bandgirl |
| 26/07/2019 | Renewal | 4 | Yes | Good product for a good price | Barclays provided a timely solution that was good value for money and met my needs. | Gph |
| 26/07/2019 | New Policy | 5 | Yes | Home insurance | Because I was given very good service and treated like a valuable customer. | Jay |
| 26/07/2019 | New Policy | 5 | Yes | Happy to have insurance with Barclays | Easy to apply and cheaper than most of the cover I took out. | Smiler |
| 26/07/2019 | Claim | 1 | Yes | Thank you for the good costumer service I had | It's good to be with Barclays and it's nice customer service. Makes life easy and great moral. | Nine |
| 26/07/2019 | Claim | 3 | Yes | Some are nice, others aren't | <p>The first woman that I spoke to when making the claim was very rude and told me that I should of waited for the removal men although it was I that had to pack which added to my anxiety (having mental health and all that) and I had to chase the claim up after submitting the receipt and photographic evidence as was about to move.</p> <p>The guy I spoke to that gave me the decision was fantastic and super sympathetic. I opted for a replacement TV and understood that it was better to send the replacement TV to my new address in case that one got broke in the move. I'm glad of that decision as my move went horribly wrong. The last was great but the first was lucky I didn't jump down her throat. I cried when I got of the phone to her.</p> | Mumma7 |

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| 25/07/2019 | Renewal | 3 | No | Claim agents need more training on how to communicate with customers | My claim on insurance has taken a year and still ongoing. Had to take my complaint higher and still not resolved. | Dissatisfied customers |
| 25/07/2019 | Renewal | 4 | Yes | Good value | Good value easy and straightforward. Paperwork easy to understand. | Donnat |
| 25/07/2019 | Renewal | 4 | Yes | Face to face meeting | We would like to discuss our cover to make sure that it meets our needs. | Criccieth |
| 25/07/2019 | Renewal | 5 | Yes | well done Weymouth | Because of the service we received from Natalie at Weymouth branch. | retired |
| 25/07/2019 | Renewal | 5 | Yes | Very happy customer | Excellent customer service, everything clear and easy to understand, very easy website. | Maggit |
| 25/07/2019 | New Policy | 5 | Yes | Worth having | Excellent product at a competitive price and knowledgeable staff. | Prophet |
| 24/07/2019 | Renewal | 5 | Yes | Brilliant | Excellent policy customer service provided everything for my needs and my family's needs. Easy to navigate friendly and helpful staff. | Sb |
| 24/07/2019 | Renewal | 4 | Yes | Renewal service | It is in my case good value for money for service I have received. | Anonymous |
| 24/07/2019 | Renewal | 5 | Yes | Good Samaritan | Good quality product that covers almost everything! | Astro |

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| 24/07/2019 | Renewal | 3 | Yes | More competitive | I feel you could have been more competitive in initial proposal with having to get re-quote. | friend |
| 24/07/2019 | New Policy | 5 | Yes | Excellent service given | Whenever I have needed to visit my local branch the staff are pleasant and very helpful. | Annie b |
| 24/07/2019 | New Policy | 5 | Yes | Quality, skills and good communication with the Barclays team. | Excellent service. Appreciate the help received by the staff. | B garden |
| 24/07/2019 | Claim | 5 | Yes | No quibble very quick settlement | Excellent communication & quick settlement so repairs could be done quickly. | Nick |
| 24/07/2019 | Claim | 5 | Yes | Insurance claim on colour TV | Excellent on all points - the whole matter was dealt with efficiently with a credit in our bank account or the option of Amazon vouchers for the cost of a replacement less than the excess. | Grandad |
| 24/07/2019 | Claim | 5 | Yes | AMAZING QUICK UNDERSTANDING SERVICE | It was excellent service and I have no complaints. Your amazing in dealing with claims and there is empathy at a stressful time. | Pinkfloyd |

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| 24/07/2019 | Claim | 5 | Yes | Claim | The process was easy and efficient. The staff helped to find someone to secure my house after the burglary. Thank you | Happy |
| 23/07/2019 | Renewal | 5 | Yes | Very good service | Friendly staff, asked questions to offer best options of insurance policy. | Maggie |
| 23/07/2019 | Renewal | 4 | Yes | Home insurance | Good service but the product could be a little cheaper and offer good rates to renew if a claim was not made in the previous year. | H |
| 23/07/2019 | Renewal | 5 | Yes | Jacinta | I'm notified in good time and if happy to continue,I don't need to do anything! | Jaci |
| 23/07/2019 | New Policy | 4 | Yes | new policy | Responsible company with good track record. New policy is competitive with best of the rest. | Old Billy |
| 23/07/2019 | Claim | 5 | Yes | Belongings gone | My claim was dealt with rapidly and fairly and I was able to replace the stolen items easily. | Blondie! |
| 23/07/2019 | Claim | 5 | Yes | Excellent customer service | Excellent service. Dealt with very quickly and were easy to talk to about the claim. | Zebra |

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| 22/07/2019 | Renewal | 5 | Yes | Trusting Barclays | As I live in a small town I know the staff and they know me. So I TRUST the staff. | Titch |
| 22/07/2019 | Renewal | 4 | Yes | - My review | I am just satisfied with it. | -Tumatarua |
| 22/07/2019 | Renewal | 5 | Yes | Good value | Clear information of cover and pricings and very easy to renew. | C |
| 22/07/2019 | Renewal | 5 | Yes | Mr | Easy set up, good phone access, money comes out on time each month, recently moved house and had no complications. | Spider |
| 22/07/2019 | New Policy | 5 | Yes | Barclays home contents cover | Highly recommended contents cover, competitive price & easy to apply. | Parksey |
| 22/07/2019 | Claim | 5 | Yes | Excellent service very quick and easy | Excellent service and cost, quick and easy to use this service. Definitely would recommend. | MrWoodpecker51 |
| 22/07/2019 | Claim | 5 | Yes | Excellent | Had no problems at all when calling to alter policy or make a claim. | Willywestie |
| 20/07/2019 | New Policy | 5 | Yes | Great service | Easy process by friendly and knowledgeable staff in a comfortable and non pressurised environment. | Gramps |
| 19/07/2019 | New Policy | 5 | Yes | Almost 100% satisfied | Happy with outcome although we were promised a £25 voucher which we've still not received. | Mrsb |

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| 18/07/2019 | Renewal | 5 | Yes | Happy with Barclays Home Insurance | Service and ease of the person that dealt with it, and there was no rushing. | Happy |
| 18/07/2019 | Renewal | 4 | Yes | Shame loyalty not taken in to account before quote is automatically sent. | As a Barclays insurance customer for over 20 years, I feel my loyalty counts for nothing & have to call around for quotes as Barclays original quote is too high! It makes the process very time consuming. | Mrs L |
| 18/07/2019 | New Policy | 5 | Yes | My personal and genuine delight and considerable relief of excellence. | The easiest and comprehensiveness of the knowledge of the representative and completion. | Teshel2002 Delight |
| 18/07/2019 | Claim | 1 | No | time and my premium totally wasted | I feel totally utterly let down to have been left over 5 days then to be told by the assessor I was covered then to be told I was not. | radio presenter |
| 18/07/2019 | Claim | 5 | Yes | Excellent | First Class Service from beginning to the End of my claim. | Sarge |
| 18/07/2019 | Claim | 5 | Yes | Efficient | Quick, efficient, friendly, clear guidance and good outcome. | Maria |
| 17/07/2019 | Renewal | 4 | Yes | insurance feedback | I trust Barclays to give me good service with a fair offer. | Jaki |

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| 17/07/2019 | Renewal | 5 | Yes | Respectable home insurance | Barclays home insurance is a 'no fuss' product at a very reasonable price. | Wude |
| 17/07/2019 | New Policy | 5 | Yes | Plain and simple understanding | Brilliant service and very good value for money with clarity. | Goldie22 |
| 17/07/2019 | New Policy | 4 | Yes | Contents cover | Easy to use, and competitive. | Rmason |
| 17/07/2019 | Claim | 5 | Yes | Excellent Service | It is an excellent service. Staff are happy to talk to you and seem genuinely happy to assist. | Zee |
| 17/07/2019 | Claim | 5 | Yes | A very happy customer | Just pleased to be a Barclays customer and felt valued. | craigiepoohs |
| 17/07/2019 | Claim | 5 | Yes | Insurance with peace of mind | Excellent service, fast and easy settlement. Great customer service, highly recommend this insurance. | Liverboy2019 |
| 17/07/2019 | Claim | 5 | Yes | Building Insurance Compliment | Quick response, claim dealt with as expected, staff very helpful. | baby |
| 17/07/2019 | Claim | 5 | Yes | Great service | First class service from start to finish. The lady who dealt with my claim was very helpful and the money for my claim was in my bank by the end of the call. | Maggie44 |

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| 17/07/2019 | Claim | 5 | Yes | Good service | Claim was handled right but took long because of options trying to get a new item - too many too choose from. | DVdw |
| 16/07/2019 | Renewal | 5 | Yes | Best service | High quality service provided. There when needed and very good on explaining when purchasing. | Zen |
| 16/07/2019 | Renewal | 4 | Yes | Stop penalising us for other people's claims | Good insurance - just hate being penalised for others. | Etb1 |
| 16/07/2019 | Renewal | 5 | Yes | Feedback | Because eventually you gave me previous quote - if you would've kept at a higher price it would've been now I would've gone somewhere else. | Anonymous |
| 16/07/2019 | New Policy | 4 | Yes | My experience when buying Barclays home insurance | That depicts my experience and satisfaction when applying for home insurance. | Benfleet Brownie |
| 16/07/2019 | Claim | 3 | No | Change of company needed | I would like to choose which company works on my claim in future. | Carer165 |
| 16/07/2019 | Claim | 1 | No | Barclays insurance just won't leave me alone | Worst company ever, now they won't leave me alone a year after the claimed was settled. | Failed Barclays customer |

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| 15/07/2019 | Renewal | 5 | Yes | Excellent service | Efficient and courteous service. Clear explanation and reference to my needs. | Anonymous |
| 15/07/2019 | Renewal | 5 | Yes | Happy Customer | Overall Barclays are efficient and their online easy to use. | Lindylou78 |
| 15/07/2019 | Renewal | 5 | Yes | Renewal was quick and painless | As I said before, staff are friendly and knowledgeable, branch is nearby, service is quick and easy. | Cazzah |
| 15/07/2019 | Claim | 5 | Yes | fast efficient service | There was no hassle. It was one phone call and all was taken care of a decision was made then and there after I gave the quote for the repairs. Straightforward, fast, friendly service, understanding staff. | jolene |
| 15/07/2019 | Claim | 4 | Yes | My claim and what it has taught me | Value of claim and limited to one shop, this coupled with the lower amount proved to be an issue when trying to replace my stolen jewellery. | Diddly |
| 15/07/2019 | Claim | 5 | Yes | Home insurance claim | Friendly and knowledgeable staff made the process easy. | Storekeeper |
| 15/07/2019 | Claim | 5 | Yes | 5* | Excellent service from start to completion - would definitely recommend. | Jacq |

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| 12/07/2019 | Renewal | 5 | Yes | Professional. | Excellent communication, professional service. Knowledgeable and courteous. | WGP |
| 12/07/2019 | Renewal | 5 | Yes | Contents insurance | Everything was easy to understand and simple to complete. | Bazzer |
| 12/07/2019 | Renewal | 5 | Yes | Fab service highly recommend | Great service from start to finish and no question is a silly one and its all explained so u can understand it. | Monkeyman 76 |
| 12/07/2019 | New Policy | 5 | Yes | Home insurance with Barclays | Whole process was very easy and was completed in one visit to the bank. | Geanie |
| 11/07/2019 | Renewal | 5 | Yes | . | Never had any problems always happy with products. | Anonymous |
| 11/07/2019 | Claim | 5 | Yes | Hassle free | Straightforward process by a knowledgeable team. Fast & efficient from claim to settlement. | JanT |
| 11/07/2019 | Claim | 5 | Yes | Very happy with the standard of service | I was made to feel important and my claim was dealt with speed and ease. | Lissial |

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| 11/07/2019 | Claim | 5 | Yes | Kitchen & bathroom extension needed refurbishment after leak in kitchen beh | Excellent service very professional & efficient. They answered all my questions accurately honestly & reassured me throughout the experience. | BERNADETTE27 |
| 10/07/2019 | Renewal | 5 | Yes | Barclays Bank..Does the business on every product i have with them. | Easy and good explanation and prices, always my first port of call for any product I need. | Happy Banker |
| 10/07/2019 | Renewal | 4 | Yes | Decent service | Policy associated with my mortgage so I took it as a package, never claimed...is just paperwork. | mihaela |
| 09/07/2019 | Renewal | 5 | Yes | satisfied customer | Have been with Barclays for years with a very good service. | minicooper |
| 09/07/2019 | Renewal | 4 | Yes | Easy renewal | One quick call to update details. Everything else done by Barclays. Covered for another year with minimum fuss. | Anonymous |
| 09/07/2019 | Renewal | 5 | Yes | Competitive pricing | Good value for money and able to pay monthly for the service, also receive blue rewards money back. | chica |

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| 09/07/2019 | New Policy | 5 | Yes | Excellent service given by very knowledgeable staff member. | I have only just taken out these products and although I'm confident they fulfill my requirements I am unable to score higher. | Happy customer |
| 08/07/2019 | Renewal | 4 | Yes | Barclays value | Good cover and value for money. Good communication lines. | bbcalan |
| 08/07/2019 | New Policy | 5 | Yes | Barclays home insurance | Excellent service. Knowledgeable and helpful, friendly staff. | Jan |
| 08/07/2019 | New Policy | 3 | Yes | Home insurance | I was happy with everything I was told and got nothing to add. | Ipswich town |
| 08/07/2019 | New Policy | 5 | Yes | Definitely recommend | Easy to apply, simple to understand, fairly priced. | KayaB |
| 07/07/2019 | Renewal | 5 | Yes | Barclays Best | You provide a five star service, nothing is too much to sort so I am very satisfied. | Passpartou |
| 06/07/2019 | Renewal | 4 | Yes | No problems so far | Easier than other sites to use, could do with comparisons to other companies. | Toothgrinder |
| 06/07/2019 | Renewal | 5 | Yes | Very happy bunny! | Had Barclays home contents insurance for a long time. Happy with premiums upon renewal. | RobertoB |

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| 05/07/2019 | Renewal | 4 | Yes | Frustrated | Experience. Every year we have to phone up to negotiate the price for the next years insurance. | Customer from Dorchester |
| 05/07/2019 | New Policy | 5 | Yes | Content | A good prompt service, good pricing and excellent counter service. | Moggy |
| 04/07/2019 | New Policy | 5 | Yes | Happy Home | Good user-friendly website and prompt response to application and direct debit set up. | Sixty Something |
| 04/07/2019 | Claim | 5 | Yes | Best Bank | To me Barclay's gives amazing customer service in claiming on contents insurance and also all other aspects of banking, your security is first class and your staff are extremely knowledgeable, professional, friendly and patient. | EddyK |
| 04/07/2019 | Claim | 5 | Yes | A phone call and it was sorted without a fuss | A phone call about a claim was sorted out instantly. I really couldn't believe how easy the claim process was perfect in every way. To be highly recommended | Ginger cat |

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|------------|------------|---|-----|---------------------------|---|------------|
| 03/07/2019 | Renewal | 3 | No | Communication failure | Lack of communication over many years of having insurance with Barclays. | Jonats |
| 02/07/2019 | Renewal | 5 | Yes | feedback information | I believe Barclays home insurance is what I needed. | mr. rivers |
| 02/07/2019 | Renewal | 5 | Yes | My Barclays | The products that Barclays offer are useful, easy to read and understand. | Frenchy |
| 02/07/2019 | Renewal | 5 | No | A mixed bag | Premium too high and increased excessively. Branch assistance was excellent as was the product itself. | George |
| 02/07/2019 | Renewal | 5 | Yes | 5* | Excellent products available and outstanding customer services provided. | Slld |
| 02/07/2019 | New Policy | 3 | Yes | No experience with claims | I do not have have any experiences with claims, so there is no point to rate the value of insurance. | Azalea |
| 01/07/2019 | Renewal | 5 | Yes | Customer service | Melisa at lower Tottenham was very helpful she helped us a lot with the products, very polite young girl. Will definitely come back to this branch. | Helo |

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| 01/07/2019 | Renewal | 5 | Yes | Excellent service | Product was excellent and was exactly as I expected from Barclays. | Helen |
| 01/07/2019 | Renewal | 4 | Yes | John's review of his home insurance | Seems reasonable, fuss free, have been automatically renewed for a few years with no problems. | John |
| 01/07/2019 | Renewal | 5 | Yes | Great telephone support | Excellent service, great staff, thank you. Enjoy Barclays range of products. | Helpful Barclays staff |
| 01/07/2019 | New Policy | 5 | Yes | Excellent service. | It was easy to apply for the product. I am also happy with what the product offers and now I can relax knowing I have good contents insurance. | lussy |
| 01/07/2019 | New Policy | 4 | Yes | Insurance | Just did by the way I was treated in the branch so on. | Wobbly Bobby |
| 01/07/2019 | Claim | 5 | Yes | Best Bank ever | Customer service is the best I have received in many years. | Craig2535 |
| 28/06/2019 | Renewal | 5 | Yes | A good afternoon in the bank | My bank contacted me because they believed they could save me money by switching from the old Barclays insurance to the new. | Pip |
| 28/06/2019 | Renewal | 5 | Yes | Choose Barclays | The staff were very helpful and explained the policy clearly. | Baba D |

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|------------|------------|---|-----|---|--|--------------|
| 28/06/2019 | Renewal | 5 | Yes | No problem insurance | Had no problem using all these years that we have been with Barclays so why change. | Harry |
| 28/06/2019 | Renewal | 5 | Yes | Ask the staff in branch to help you renew. I did and got a better deal. | I was already satisfied with my Barclays insurance, but the member of branch staff helped me get a better result by explaining other options. I clarified a detail about my flat and got a reduction in price that offset the increased cover. She also filled out the forms for me on her PC, and queried an issue with an insurance colleague. | Seaside Girl |
| 28/06/2019 | New Policy | 5 | Yes | Care at your ease..... | Easy, effective and helpful way of providing my personal experience. | Strategist |
| 28/06/2019 | Claim | 5 | Yes | Excellent service | Very easy to claim. Claim settled over the phone and money paid direct into my account a few days later. | Caz |
| 27/06/2019 | Renewal | 1 | Yes | Barclays is the best bank | Because I think you are willing to help with any problems that might happen. | Bear |

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| 27/06/2019 | New Policy | 5 | Yes | adrian ch | I am happy. All is well. I'm pleased. Thank you! | Adrian CH |
| 26/06/2019 | Renewal | 5 | Yes | Blue rewards | Very professional and easy to work with and understand how it works. | Monkey boy |
| 25/06/2019 | Renewal | 5 | Yes | Satisfied customer | I have had good service. I have had good and quick service when renewing and needing to request quotes in the past for for my house insurance. | Baz |
| 25/06/2019 | Renewal | 5 | Yes | Excellent policy with great customer service | Peace of mind knowing I have complete cover for my buildings, contents & travel needs. | Lovelybones |
| 24/06/2019 | Renewal | 5 | Yes | Reputable company to engage with. | Easy to apply for, easy to understand, painless acceptance, good value for money. | laineystish |
| 24/06/2019 | Renewal | 5 | Yes | Recommended | Easy and simple to purchase. No fuss. Excellent rewards scheme. | DMar |
| 24/06/2019 | Renewal | 4 | Yes | Well done | Very satisfied with the service and ease to take out the home insurance. | J Tar |
| 23/06/2019 | Renewal | 5 | Yes | Home insurance by Barclays | A painless service made simple. Explained with ease and friendly manner. | Hellaboo |

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| 23/06/2019 | Renewal | 5 | Yes | Why I always choose Barclays insurance | Easy to deal with and very quick when you make a claim. | Terrybaby2002 |
| 21/06/2019 | Renewal | 5 | Yes | Feedback | They are how I feel you deserve. On getting in contact with your team I have found them very helpful and friendly. | CATFLAP |
| 21/06/2019 | New Policy | 5 | Yes | Home insurance for everyone | The added incentive of blue rewards, easy to understand and complete on line. | Burton pensioner..... |
| 21/06/2019 | New Policy | 5 | Yes | Latest insurance I have with Barclays Bank | Barclays are easy to deal with, have a good range of products available. Online banking is quick and easy to understand and use. | Lainyb |
| 20/06/2019 | Renewal | 4 | Yes | No problems | The lady made everything easy to understand and to do. | Bird |
| 20/06/2019 | Renewal | 4 | Yes | Competively priced for cover required | Competitive price for cover required. However I was surprised that my monthly premium increased because I advised that I was now retired. Although the increase was small. | Pauli578 |
| 20/06/2019 | Renewal | 5 | Yes | I would recommend | Great products, realistic price, good range of ways to pay. | Ginny |

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| 20/06/2019 | Renewal | 5 | Yes | Renewal | Easy, well informed, excellent service, would definitely recommend. | ALB |
| 20/06/2019 | Renewal | 5 | Yes | Contents Insurance | Professional and friendly staff. Flexible insurance options to suit my situation. Good fair price. Easy to understand documentation. Interest free monthly payments or annually. | DavyM |
| 20/06/2019 | New Policy | 5 | Yes | Perfect online insurance | Easy to apply and value for money, and it's a trusted name. Thank you Barclays | Chris |
| 19/06/2019 | Renewal | 3 | No | Experience | Very poor experience with works done by insurers/contractors. | Highwayman |
| 19/06/2019 | Renewal | 5 | Yes | Great! | Very straightforward and easy process, and competitive prices. | Anonymous |
| 19/06/2019 | New Policy | 4 | Yes | Excellent customer experience | It was easy to do an excellent customer adviser on the phone guiding me through each step. | Fred |
| 18/06/2019 | Renewal | 5 | Yes | Excellent service | I always find the staff at Barclays very willing to help and answer any questions. I have always been happy with the service the bank provides. | Pixie 27 |

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| 18/06/2019 | Renewal | 5 | Yes | Contents insurance comparison for 2019 | Excellent service - did comparison and Barclays worked out cheaper. | Hopalong |
| 18/06/2019 | Renewal | 4 | Yes | Great service | Great service - the only thing is gadgets aren't insured until you register them separately which is a pain but other than that I think service is fantastic. | Kale |
| 18/06/2019 | Renewal | 5 | Yes | Competive insurance good value for money | Good value for money. Easy process taking out & renewing insurance clear and informative. | Kat |
| 17/06/2019 | Renewal | 5 | Yes | Faultless competitive home insurance with Barclays | Very, very satisfied with Barclays and staff knowledge. | Major B-VR |
| 17/06/2019 | New Policy | 4 | Yes | Excellant value | Great service and ease of price. Way the service was provided and explained could not fault her. She was clear and precise of what we needed and sorted a competitive price for us. | Muddy51 |

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| 16/06/2019 | New Policy | 1 | No | ?? | Since January this year, I have a lot of problems with the bank's staff. I feel discriminated because I do not have a business account, employees have me somewhere, they do not listen to me or try to understand me. In addition, one manager lady had somewhere when I wanted to close my bank account with my friend and gave us all the information on how to close the account. I would like to meet someone who has something to say, who is above all managers, someone who will listen to me and understand me. | KOSTEK1910RTS |
| 15/06/2019 | Renewal | 4 | Yes | Very good customer service | Very good service when I had to make a claim, very straight forward. Made a sad experience better. | Smiddy73 |
| 15/06/2019 | Renewal | 4 | Yes | Review | Policy is flexible to personal needs. However in increased premiums when no claims were made is unfair. | Opalesque |
| 15/06/2019 | Renewal | 5 | Yes | Insured with Barclays | Very pleased with Barclays excellent service. Would and do recommend it. | bassrick |

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| 14/06/2019 | Renewal | 4 | Yes | Should be called the listening Bank | Easy to work with people who listen and easy to deal with. | JC |
| 14/06/2019 | Renewal | 5 | Yes | Your survey is far too long | Given based on my experience. | No thank you |
| 14/06/2019 | New Policy | 1 | Yes | Best possible service | I was given very personal and well explanatory service. Very pleased. | Singh |
| 14/06/2019 | New Policy | 5 | Yes | Home emergency cover | Very happy and satisfied with the service. Very fast also. | Rekha |
| 13/06/2019 | Claim | 1 | No | My claim story | Very poor level of understanding by the insurance agent or call centre worker. | Mimi |
| 12/06/2019 | Renewal | 4 | Yes | A happy customer knowing i can read the forms and understand them | It's just the way I feel at the moment as being a pensioner we don't have money to throw around. | Flossy on the rising up |
| 12/06/2019 | Renewal | 5 | Yes | Barclays - not just good in Banking! | Easy to apply, open communication, great customer service, kept informed well through the process and the steps taken. | Buddy |
| 12/06/2019 | Renewal | 4 | Yes | Satisfied | Whilst easy to renew I'd like the opportunity to compare with other companies. Need renewal earlier. | Chief |
| 12/06/2019 | New Policy | 5 | Yes | Felt at ease and was very professional in helping us through the process. | Easy to get the product I wanted and it was explained. Easy to understand. | Peter |

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|------------|---------|---|-----|--------------------------|--|------------|
| 11/06/2019 | Renewal | 5 | Yes | Always helpful | When ever I phone Barclays I am always pleased with how they help me and explain anything. I'm not sure about so I do understand it. | Happy days |
| 11/06/2019 | Renewal | 5 | Yes | A Good Service | Product provides peace of mind, though interface between Barclays and its service operatives needs to be improved. There should be only Barclays support staff managing the problem. | Nick |
| 11/06/2019 | Renewal | 5 | Yes | Landlords Building Cover | It's easy, quick, and the right product. I had building and contents cover with Barclays but decided to rent my property out while I went abroad. When I inquired about insurance under these circumstances, the consultant explained the Landlord Cover to me in very easy terms. It was so easy to switch from the one product to the other. | Mari |

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|------------|------------|---|-----|---|---|--------------|
| 11/06/2019 | New Policy | 5 | Yes | Fantastic service and product | Very easy to set up, very well explained, covered me for all my needs, very understanding. | Jemeranda |
| 10/06/2019 | Renewal | 5 | Yes | Easy to renew | Notified when insurance was due for renewing, making it much easier. | Flower64 |
| 10/06/2019 | Renewal | 4 | Yes | Supermum1952 | I am completely satisfied with Barclays, thank you. | Supermum1952 |
| 10/06/2019 | New Policy | 4 | Yes | Barclays Home Insurance. | Everything was very easy to understand. Any questions were answered efficiently and quickly. | CrazyCow 55 |
| 09/06/2019 | New Policy | 5 | Yes | Home insurance | Because of great services and well advised by the bank employees. | Mahmood. M |
| 09/06/2019 | Claim | 5 | Yes | Quick & easy | Quick and easy. Very efficient. Had to very little, all done for me. | LA- |
| 06/06/2019 | Renewal | 4 | Yes | Looking after existing customers | As previously stated,I think existing customers should be given rewards for being a loyal customer. | Nanny Mcphee |
| 06/06/2019 | Renewal | 4 | Yes | Insurance Policies presented to me by Barclays Bank | I am overall happy with my policies received from Barclays Bank. | JTL |
| 06/06/2019 | Renewal | 5 | Yes | My personal rating | Barclays are friendly polite and efficient as well as knowledgeable. | Joy 456 |

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|------------|---------|---|-----|-------------------------------------|---|---------|
| 05/06/2019 | Renewal | 5 | Yes | Review | Excellent customer service. They could not have been more helpful. | Bessie |
| 05/06/2019 | Renewal | 5 | Yes | Happy home owner | I'm pleased how easy it was and how I was helped to reduce the cost so that I got what I needed. | Smiler |
| 05/06/2019 | Renewal | 5 | Yes | -insurance service | Happy with the service and would use again and recommend to others. | tc |
| 05/06/2019 | Renewal | 5 | Yes | Happy customer experience | Been a customer for over 20 years now and very happy with service I received. | Mrs G |
| 05/06/2019 | Renewal | 5 | Yes | Excellent service | Quick and easy to renew policy with good quote. Staff were helpful and discussed all policies available | Loz |
| 05/06/2019 | Renewal | 4 | Yes | If it's what you need - take it! | Easy to purchase. Annual reminder. No hassle, although I haven't claimed - which is the true test of insurance in my opinion. | Ruth |
| 05/06/2019 | Renewal | 5 | Yes | Home and contents insurance renewal | Can't fault the product or service, the insurance policy we got was perfect for us! | Danny63 |

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|------------|------------|---|-----|---|---|------------|
| 04/06/2019 | New Policy | 5 | Yes | Only the best will do | I'm hearing impaired and the staff member, faced me all the time and explained things clearly so I could lip read them. Excellent service, outstanding staff at the branch. | Wheelybin |
| 03/06/2019 | New Policy | 5 | Yes | One happy customer. | Extremely happy with the products that I have have purchased. | Dazz |
| 03/06/2019 | New Policy | 5 | Yes | Great deal | Easy, quick and most importantly cheap ! Arranged in quick time and happy it's saved me money. | Family man |
| 01/06/2019 | Renewal | 3 | No | Easy process but disappointing price increase for a no claims customer. | Too expensive but I was ill at the time of renewal so I went with it but will look for something cheaper next year unless the price comes down. | Egmont |
| 31/05/2019 | Renewal | 5 | Yes | Home straights, home free! | Easy, clear, quick plus friendly and expert service on the phone. | Shazza |
| 31/05/2019 | Renewal | 5 | Yes | Home insurance by Barclays | Great product and easy to get covered. All can be done online. Good value. | Robbie |

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|------------|------------|---|-----|---------------------------------------|--|----------|
| 31/05/2019 | Renewal | 5 | Yes | My Home Insurance Renewal Journey | I have been a happy customer of Barclays for many years and have no hesitation in renewing my home insurance. Excellent staff who DO NOT try to confuse you. | MIDGHAM |
| 31/05/2019 | Renewal | 4 | Yes | Satisfied with this product | Very easy to use. Blue Reward points are a bonus. | GeeGee |
| 31/05/2019 | Renewal | 5 | Yes | H & C insurance | Fair price AFTER challenging renewal offer price - otherwise, no hassle. | Refired |
| 31/05/2019 | New Policy | 5 | Yes | Competitive home insurance | Excellent competitive price and easy online application. | GT |
| 30/05/2019 | Renewal | 5 | Yes | Excellent service | Very good service. Easy to buy with options for cover and payments. | faj |
| 30/05/2019 | Renewal | 4 | Yes | Thank you Barclays, good service | It's a very good service, thank you, very easy to set up and renew. | Somerset |
| 30/05/2019 | Renewal | 5 | Yes | So much cheaper than my last insurers | Because I trust Barclays. I've banked with Barclays for years. | S00pame0 |
| 30/05/2019 | Renewal | 5 | Yes | Mr Proctor's review | Excellent service product and easy to renew that saved money on existing policy. What more could a customer possibly need!!! | Gavproc |

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| 30/05/2019 | Renewal | 5 | Yes | I'm a happy customer | Easy to understand terms which can be tailored to suit. Excellent customer service too. | CareLuxLibSons |
| 30/05/2019 | Renewal | 5 | Yes | Excellent product and easy to renew | Whole process was simple and the advisor was courteous and efficient. The product is exactly what we needed. | Silverlady |
| 30/05/2019 | Renewal | 5 | Yes | Good service | Very easy to do. I was treated with respect and all my questions were answered. | Sandy |
| 30/05/2019 | Renewal | 5 | Yes | Very good Insurance thank you | An excellent service and easy to renew and I have been satisfied for years. | Malherbe |
| 30/05/2019 | Renewal | 5 | Yes | Home Cover | Overall an excellent service and a much better experience than other insurance providers. | AndyR |
| 30/05/2019 | New Policy | 5 | Yes | Barclays excellent insurance. | Because I was so happy that my application for insurance was stress free. | Bobbys momma |

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|------------|------------|---|-----|--|---|-----------|
| 30/05/2019 | New Policy | 5 | Yes | Building up trust at your branch | I am of the generation where I tend to go down to my branch for everything and I know all the personnel . It is always easy to do my banking and also any products I want I always ask someone there. Branch banking is so very important because it builds up trust and face to face understanding. It is so much easier to ask if anything crops up that you need. They always know who I should see or speak to. They are always very friendly and give you time to explain whatever it is you need. | Joan H |
| 30/05/2019 | New Policy | 5 | Yes | Easy way to get your home insurance | Easy and very friendly staff. Explained everything and was very clear. | Lolla |
| 30/05/2019 | Claim | 5 | Yes | Wonderful Service | Very helpful and I found it so easy to communicate with everyone. | Anonymous |
| 29/05/2019 | Renewal | 5 | Yes | Results of menu | I have other accounts with Barclays and trust that they know what there doing. | Maggie |
| 29/05/2019 | Renewal | 4 | Yes | Its Easy to renew.... Call to get extra discount | Renewal is easy, would prefer customer loyalty discount to be applied to quote. | Sting |

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| 29/05/2019 | New Policy | 5 | Yes | Winn Home Insurance | Easy to use competitive prices. I have been a Barclays customer for over 35 years and have very good experiences. | Winnie |
| 29/05/2019 | Claim | 4 | Yes | Barclays have a quick and easy way to claim on your insurance hassle free | My claim was dealt with considerable quickness. Just one point was the heaters that were used too dry out the area I was not compensated for the amount of electric that was used. | Queeny |
| 29/05/2019 | Claim | 5 | Yes | Easy | Everyone was pleasant and helpful all the way through. | Easy Peasy |
| 29/05/2019 | Claim | 1 | No | Barclays are shocking | Shocking service from what used to be a decent bank. | Unhappy customer |
| 29/05/2019 | Claim | 5 | Yes | Garage roof | Barclays gave a professional service - will use them again. | Maggie |
| 28/05/2019 | Renewal | 5 | No | What do you mean title? | I have always been with Barclays and just trust that I get the best offer and not being computer savvy you can talk to a top adviser who will help. | Scooby |
| 28/05/2019 | Renewal | 4 | Yes | Crippledant2000 | Because the Hertford branch staff are very helpful. | Crippledant2001 |

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| 28/05/2019 | Renewal | 5 | Yes | Top class service | I have always received an excellent service from Barclays. I have been a customer for numerous years, so far they have never failed. | Stay with me |
| 28/05/2019 | Claim | 4 | Yes | Sean | Very good to deal with and very friendly staff local branch - make you feel welcome on every visit. | Sean |
| 27/05/2019 | New Policy | 5 | Yes | Great service | Personalised service that took time to establish my needs and ended up saving me a significant amount of money. Friendly and professional provider. | Zsazsa |
| 25/05/2019 | Renewal | 5 | Yes | Evaluation of my Insurance Policy. | I'm happy with my Insurance Policy/Cover and should I have any queries I know where to contact. | Kilfalney |
| 25/05/2019 | Renewal | 5 | Yes | Happy Barclays customer | Convenient. I am a Barclays customer and dealing with everything through the bank. | Retired joe |
| 24/05/2019 | Renewal | 4 | Yes | Good all round insurer | Ease of use, plus quality and quantity of services. | La FiFi |

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| 24/05/2019 | New Policy | 5 | Yes | Extremely satisfied Barclay Customer. | I received excellent In branch service and given all the information I required before accepting the Contents Insurance. Friendly, knowledgeable, staff. | Doris |
| 23/05/2019 | Renewal | 4 | Yes | Lower price for Renewals please | Even though I was not happy with higher renewal price. Overall Barclays Home Insurance has more benefits than others I have researched. | Ashpacino |
| 23/05/2019 | New Policy | 5 | Yes | Great service | Happy with Barclays as a bank and as service provider. | Danny |
| 23/05/2019 | Claim | 5 | Yes | Brilliant service | We had excellent service from start to finish and would recommend this company. | Denise b |
| 21/05/2019 | Renewal | 5 | Yes | Highly recommended | Great customer service, blue rewards make the rates very competitive. | Julieboo |
| 21/05/2019 | Renewal | 5 | Yes | Money saving insurance | Not only was the adviser informative, but he actually saved me money on my premiums. | jackpot7 |
| 21/05/2019 | Renewal | 5 | Yes | Peace of mind | I am very happy with the secure and efficient way Barclays run their services. | Laguna |

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|------------|---------|---|-----|----------------------------|---|-------------|
| 21/05/2019 | Claim | 5 | Yes | Excellent service | It was extremely easy, quick and straightforward. I would definitely recommend them. | Laurlou4242 |
| 21/05/2019 | Claim | 5 | Yes | Satisfied customer Ro | A crisis dealt with with little hassle - efficient staff meeting all our needs. | Shrunk |
| 20/05/2019 | Renewal | 5 | Yes | Happy Happy Happy! | Overall very pleased with Barclays service. In every way. Security and confidence in my dealings with them! | Tenaj |
| 20/05/2019 | Renewal | 5 | Yes | Good Service | All true to how we found it all. Cannot say anything else. | Lizy |
| 20/05/2019 | Renewal | 5 | Yes | Great news! | Good value for money and easy to renew. My phone query was answered immediately and put my mind at rest. | Maggie |
| 20/05/2019 | Renewal | 5 | Yes | Excellent customer service | Barclays took the time to listen to me and give me the best options for my policy. Within minutes they changed my policy to monthly payments which was so quick and simple. Excellent customer service. | Russ |

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|------------|------------|---|-----|------------------------|--|-----------|
| 20/05/2019 | New Policy | 5 | Yes | Superb | Quick and easy process and great price - went onto the site and within a few minutes I had completed the process and had my e-documents sorted. Brilliant - plus I get £3 cashback through blue rewards. | Becstar83 |
| 19/05/2019 | Renewal | 5 | Yes | Worth a look | Good service, always competitive in the insurance market. Ease of payments. | Johnny |
| 19/05/2019 | Claim | 5 | Yes | Amazing insurers | Experience of staff and understanding what the customer went through and what was needed to replace lost goods. Quick and fair in their decisions. | Pinkfloyd |
| 18/05/2019 | New Policy | 5 | Yes | Excellent | Very friendly, knowledgeable and efficient member of staff. | JJ |
| 17/05/2019 | Claim | 5 | Yes | Good Service Barclays! | The service offered is of a high quality, it is not the cheapest on offer however. | Iron Man |
| 16/05/2019 | Renewal | 5 | Yes | Good team | Good communication with good explanation, step by step, very carefully to understand. | Alecxyno |
| 16/05/2019 | Claim | 5 | Yes | House Insurance | Excellent service, claim settled in a very professional manner. | patrick h |

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| 15/05/2019 | Renewal | 4 | No | A good, solid policy but not the cheapest. | This policy is really easy to buy but not the best price and has no reward for loyalty. | BarclaysForYears |
| 15/05/2019 | Renewal | 5 | Yes | Paid less | Only insurance company that has sent renewal notice that is less than previous year for 2 years running. | Anonymous |
| 15/05/2019 | Renewal | 5 | Yes | Aliso | Because of the experience I have had with Barclays. | Alig43 |
| 14/05/2019 | Renewal | 5 | Yes | Review of service | Staff informative and helpful. All my questions were answered. | Caroline |
| 14/05/2019 | Renewal | 5 | Yes | Easy to apply good price | Easy to apply and renew plus I get cashback. Every month from blue rewards. | Shaworth |
| 14/05/2019 | Renewal | 5 | Yes | Home insurance renewal | The process was straightforward and was done quickly and efficiently. | Christy |
| 14/05/2019 | Claim | 5 | Yes | Fast repair to a bedroom ceiling. | Polite, knowledgeable and efficient service. No problems at all. | Katura52 |
| 14/05/2019 | Claim | 5 | Yes | Gale first winds cause damage | Dealt with - well satisfied with results .From first phone call to last. Money straight to bank account provided . | Taff |

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|------------|---------|---|-----|--|---|------------|
| 13/05/2019 | Renewal | 5 | Yes | myhomeinsurance feedback | It's very important to have insurance & Barclays is a name to trust for both cover & price. | bigpete |
| 13/05/2019 | Claim | 1 | No | Awful | Disgraceful customer service. Power trip agent behaving like a police officer. | Sam |
| 10/05/2019 | Renewal | 2 | No | Over priced | Product is double the price of most other insurers, I do have online banking but it never works when I renew my insurance I have to phone instead, only reason why I renewed this time is for the blue rewards. | Krissiewoo |
| 10/05/2019 | Renewal | 5 | Yes | Easy | Easy to proceed with renewal process - very pleasant customer service. | Dixie |
| 10/05/2019 | Renewal | 4 | Yes | There is hope it will get better | Because it could be done on line like this survey. | Daiversion |
| 10/05/2019 | Renewal | 5 | No | Ms | Good service, good service, good service, good service! | Abby |
| 10/05/2019 | Renewal | 5 | Yes | The perfect service from Barclays Bank insurance | The efficient service and polite service I have recieved. | Princess |

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|------------|------------|---|-----|----------------------------|---|---------------|
| 10/05/2019 | Renewal | 5 | Yes | Home insurance | Just what I need at a great price, very easy to do, and meets my expectations from Barclays. | Doc |
| 10/05/2019 | New Policy | 5 | Yes | Simple and affordable. | Total satisfaction with a brand I trust. Ease of application at a price I found very affordable. No complications, great product at a great price. Any one can complete the easy online forms and cover is immediate for peace of mind. | Robbie |
| 09/05/2019 | Renewal | 5 | Yes | Barclays Insurance Renewal | Fast excellent informative service - would recommend to family and friends. | Sam |
| 09/05/2019 | Renewal | 5 | Yes | Good service | I am satisfied with the existing policy that I have with Barclays. | RSB |
| 09/05/2019 | New Policy | 4 | Yes | Home Insurance Process | Process was quick and easy and the premiums were quite competitive. | Constellation |

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| 08/05/2019 | Renewal | 5 | Yes | Excellent product and service | Easy to renew and would recommend .The documentation is clear and easy to understand and follow. The pricing could do with reviewing downwards though as this seems a little higher than similar products on the market. Barclays service is however better than average. | Changa |
| 07/05/2019 | Renewal | 4 | Yes | Home insurance | Ease of purchase and fit for purpose insurance which covers all that i needed in an insurance policy. | Theo |
| 07/05/2019 | Renewal | 4 | Yes | Title feedback | Reflected my thoughts on the chosen subject matter. | mayo |
| 07/05/2019 | Renewal | 5 | Yes | Barclays Survey | I gave these scores because the lady i dealt with in the branch was very knowledgeable, took time to explain everything, was patient, listened, answered questions and very polite. | Buntykins33 |
| 07/05/2019 | New Policy | 5 | Yes | New Home Insurance Policies with Barclays are simple and rewarding | Simple process, excellent customer service in branch. Blue rewards add value to policy. | Sue Review April 2019 |

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| 05/05/2019 | Renewal | 5 | Yes | Barclays good | Easy to use. Reasonable price. Trustworthy. I'm not very chatty person. Thank you Barclays, for making it easy to do everything online. | Ubaby |
| 04/05/2019 | Renewal | 5 | Yes | Service Review | Very good service and advice throughout every process. | Petal |
| 03/05/2019 | Renewal | 4 | Yes | Dennis | Because I have a burglar alarm system as stated continuously and you are saying I don't. | Shorty |
| 03/05/2019 | Renewal | 5 | Yes | Insurance results | I have had quite a good service at all parts of the policy. | Lulu |
| 03/05/2019 | New Policy | 5 | Yes | Miss Chapman | Excellent service and value for money. Insurance to your specific requirements. | Taz |
| 02/05/2019 | Renewal | 5 | Yes | Good services provided by Barclays | The staff are very educated and well trained and are very keen to help when you need help with your home insurance and give you good advice. | Jacob |
| 02/05/2019 | Renewal | 1 | No | **** service when I had a bank account with Barclays! | Because I received bad service when I had a bank account with you! | BarclaysCastlepointareshi |
| 01/05/2019 | Renewal | 5 | Yes | Cost effective | Cost effective and easy to apply and renew with no pressure. | -nobby |

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| 01/05/2019 | New Policy | 5 | Yes | Mr | Good price, thanks. It was cheaper than my other insurance and i have been with the company 15 years. | Cem |
| 01/05/2019 | Claim | 5 | Yes | Excellent service | Ease of use of the system and speed of claim. The only negative is that the company chasing the third party is still asking for information a year on after the claim was made. | Mikes473 |
| 01/05/2019 | Claim | 2 | Yes | Very happy customer would recommend | Excellent service, very helpful and understanding. | Imogenkyle 2013 |
| 01/05/2019 | Claim | 5 | Yes | Review of claim for repairs following water damage | The claim process and execution was clear fast and without hassle. | Looby |
| 30/04/2019 | New Policy | 5 | Yes | A very happy customer | I was so impressed with how easy it was to apply, so straight forward, immediate cover. | Jana |
| 30/04/2019 | New Policy | 5 | Yes | Easy does it | It was made very easy for me by the person who helped me. | Yammie |
| 30/04/2019 | Claim | 5 | Yes | The cream of the crop | A very helpful gentleman dealt with my claim straight away with no fuss. | The Duchess of Capel |
| 27/04/2019 | Renewal | 5 | Yes | Contents Cover Renewal | A good cost effective product with clear documentation. | cover52 |

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| 27/04/2019 | New Policy | 5 | Yes | Friendly easy way to buy Buildings and Contents Insurance. | Excellent friendly staff explaining everything clearly and completing the application in Branch coupled with a very competitive price. | Bob recently retired. |
| 26/04/2019 | Renewal | 5 | Yes | Happy customer | Very competitive rates and no hidden extras. However I've never made a claim so can't comment any further. | Loxley |
| 26/04/2019 | Renewal | 4 | Yes | Good | Things are good but perfection is not known in the real world sadly. | AD |
| 26/04/2019 | New Policy | 5 | Yes | Easy House Insurance | The whole experience was straightforward with a satisfactory conclusion. | **** W |
| 26/04/2019 | Claim | 1 | No | Betrayed | Your lack of empathy, understanding and professionalism astounds me. Happy to take my money. But will find any excuse not to fulfil your commitment. Abysmal | Abysmal |
| 25/04/2019 | Renewal | 5 | No | Avoid their Legal Services. | Barclays Legal Services is a con. It is wrong to believe that you will be covered if you need legal services. | Hevs |

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| 25/04/2019 | Renewal | 5 | Yes | Extremely satisfied with service | Whilst opening an account insurance was approached whilst in the appointment it was all set up for me approx 7 + years ago. | Jackieeuk |
| 24/04/2019 | Renewal | 5 | Yes | Renewal Quote Quick and Easy | The last renewal was done via the post and all the information was there regarding the new quote and all I had to do was let them know if I wasn't going to renew. Quick easy process which is what I like. | Suzy Q |
| 24/04/2019 | New Policy | 5 | Yes | Best product for an affordable price | So simple to get a quote, with various payment options. Policy clear and concise. | Romanylegends |
| 22/04/2019 | New Policy | 5 | Yes | Quality | For me it was simple to understand and set up quickly and I had excellent service from your member of staff. | Alan |

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| 20/04/2019 | Renewal | 1 | No | Only given 1 star as it won't let me give 0 | I have insured through Barclays for a number of years, I never receive any information with regards to the renewal process. I must remember next year as they don't even remind me the renewal is due. | WoodBlade68 |
| 19/04/2019 | Claim | 5 | Yes | Happy customer | First class service from start to finish. The lady who took my call was excellent and very understanding, as my fridge freezer had broken down and was so helpful. The money for my claim was in my bank within a few hours of me contacting Barclays. | Maggie |
| 18/04/2019 | Renewal | 1 | Yes | Satisfaction Guarantee | For myself because I have a Barclays account it made sense to use the insurance your company provides. Thank you very much | Snapples |

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|------------|---------|---|-----|------------------------|--|---------|
| 18/04/2019 | Renewal | 5 | Yes | Excellent service | Friendly and knowledgeable staff. Good and reliable service provider. Value for money and no charges on monthly payments. | Jo |
| 18/04/2019 | Renewal | 1 | Yes | Barclays experience | Because everything was explained step by step and no pressure. | Smiling |
| 17/04/2019 | Renewal | 5 | Yes | stuie69 | Good value, easy to do on line when renewing the policy. Sit back and wait. | stuie69 |
| 17/04/2019 | Renewal | 4 | Yes | Home insurance renewal | Easy and a professional service. No huge increase for using and then renewing my policy. Staff on phone pleasant and easy to speak with. | Caz 21 |
| 17/04/2019 | Renewal | 5 | Yes | Excellent | When a claim was required immediate action was taken. Excellent service with no hassle to ourselves. | Cosmo |
| 17/04/2019 | Renewal | 5 | Yes | Various. | Been with Barclays for nearly fifty years. Very few problems. Approximately 4-5 branches. | **** |
| 17/04/2019 | Renewal | 5 | Yes | Satisfaction. | I am very satisfied with the service provided and could not ask for more. | Clive. |

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| 17/04/2019 | New Policy | 5 | Yes | Easy and quick to complete | Easy to manage from the app and choose exactly what covers I wanted. | Blemmington |
| 17/04/2019 | Claim | 4 | Yes | Great service. Thank you | Great service from start to finish which was so helpful after the trauma of having items stolen. | Chas1 |
| 15/04/2019 | Renewal | 5 | Yes | Feedback | Great customer service both in branch and on the phone. | Gromit |
| 13/04/2019 | Renewal | 5 | Yes | Great home insurance | Best price offered for home content insurance. Service is excellent. Will definitely keep using. | Shell |
| 12/04/2019 | Renewal | 5 | Yes | I'd recommend this product | Reasonable price, good service at the branch and ease of payment either in one go or d/d. | Spud |
| 12/04/2019 | Claim | 4 | No | Lincoln | Taken to long - still not been settled. The wait, the communication, everything. | The |
| 12/04/2019 | Claim | 5 | Yes | Excellent service | The whole incident was handled so well. I received money to replace my fridge in 3 days and it was the height of summer at the time, so was much appreciated to have a new fridge! | Evie |

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| 11/04/2019 | Renewal | 5 | Yes | 5-star Insurance at Barclays | Excellent choice of cover available, tailored to suit your individual needs. Excellent customer service provided by knowledgeable and friendly staff. | Snowball |
| 11/04/2019 | Renewal | 5 | Yes | Policy Easy to Renew | Very easy to renew policy - terms and conditions clearly explained. | Tina |
| 10/04/2019 | Renewal | 5 | Yes | Seamless service | Ease of renewal. Helpful branch staff. Seamless service. | Spudboy |
| 10/04/2019 | Renewal | 5 | Yes | Makes sense to stay | I have had Barclays home insurance for several years and have never considered changing provider. Easy at renewal time, easy to understand documentation, good customer service and very competitive rates. | Amberlin |
| 10/04/2019 | Renewal | 5 | Yes | Happy/sad | Always been happy with Barclays, but unhappy that local branches are disappearing. | Curly |
| 10/04/2019 | Renewal | 5 | Yes | Easy to set up and renew | Easy to set up and renew. Competitive premium. Covers everything I need for home working. | HOB |

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| 10/04/2019 | New Policy | 5 | Yes | Excellent | Excellent service, very friendly staff and explained everything - great prices. | Pinkie |
| 10/04/2019 | New Policy | 5 | Yes | Barclays home insurance | I have always been happy with Barclays services. They cover all my needs, and the staff are at hand to help you at any time during the day to aid you in your needs. | Florida girl |
| 10/04/2019 | New Policy | 5 | Yes | Great service! | Excellent customer service received. Valuable, clear, and up to date information given. | Smiles! |
| 08/04/2019 | Renewal | 5 | Yes | All true words to my friends and family to my knowledge | I recommend to my friends and family all about the insurance products you have and your online banking app. | Holly5757 |
| 08/04/2019 | New Policy | 4 | Yes | Brilliant | Really easy to renew online, competitive pricing, would definitely recommend. | Alez |
| 07/04/2019 | Renewal | 5 | Yes | Needed a home insurance ploicy | Been able to sit and discus what I needed and given options plus face to face chat. | Anonymous |

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|------------|------------|---|-----|---|--|---------------|
| 07/04/2019 | New Policy | 5 | Yes | Peace of mind cover | When I sat down and thought about having no contents insurance I decided that had to change so I went in branch and sorted it out. | Knoxy |
| 06/04/2019 | New Policy | 5 | Yes | Very happy customer. | Very easy to get a new policy, felt valued, amazing customer service, operator was very patient with me asking loads of questions. | Dave68849 |
| 05/04/2019 | Renewal | 4 | Yes | Some fine tuning then you'll achieve 100% | A loyal customer should be rewarded for their loyalty. | Mac |
| 05/04/2019 | Renewal | 2 | Yes | Excellent | Because of the service and time I received and explanation given it wasn't that hard to understand. Well explained. | Svosve |
| 05/04/2019 | Renewal | 4 | Yes | Value and understanding | Satisfied as always, with customer service for any query....not just insurance. | Dolly mixture |
| 05/04/2019 | Renewal | 4 | No | Barclays building and contents insurance | Cost seems to go up every yearly for being a loyal customer. Surely to keep the customer you should not penalise by increasing the cost. | Herbie |

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| 05/04/2019 | Claim | 5 | Yes | 5 stars | Quick, professional and fair throughout process. Customer service is best I've experienced. | Seymour83 |
| 04/04/2019 | Renewal | 5 | Yes | Webbankinsurance | I am content with the product and prefer to remain loyal to Barclays. | Bellamatilde |
| 04/04/2019 | Renewal | 5 | Yes | Five minute reprieve from decorating. | My renewal was an automatic action read and do nothing if you wish it to continue. | Safe as houses |
| 04/04/2019 | Renewal | 5 | Yes | Very easy | Very easy, automatic renewal, price goes down with each year highly recommended. | biglil |
| 04/04/2019 | Renewal | 5 | Yes | Very reliable insurance | I have been with Barclays insurance for a number of years. With full satisfaction. | Polly p |
| 04/04/2019 | New Policy | 5 | Yes | I don't wish thank yo | The Barclays bank staff was very polite, & explained the property insurance very clear & understandable. | I don't have a nickname |

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| 04/04/2019 | Claim | 5 | Yes | A very good reporting system | I used the online reporting function which meant an adviser called me back rather than having to wait on hold. The adviser who called back understood my claim and was able to process efficiently. | Unicycling Rev |
| 03/04/2019 | Renewal | 5 | Yes | Excellent customer service experience | Excellent customer service, both polite and efficient. Would recommend Barclays. | Rhus |
| 03/04/2019 | Renewal | 4 | Yes | Home insurance renewal | The ability to renew your policy via the app would of improved the review. | Anonymous |
| 02/04/2019 | Renewal | 4 | Yes | Have not had a problem with the services that the bank has offered | Great service that the bank has offered. Cannot complain. | Nkwali |
| 31/03/2019 | Renewal | 4 | Yes | Excellent service! | Great service but confusion re price when I received a letter post renewal date. | LW |
| 30/03/2019 | Renewal | 4 | Yes | Very easy | Great and reliable service. Renewed the policy on line with no difficulty. | Jimmy |

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| 30/03/2019 | Renewal | 5 | Yes | Efficient and competitive | Renewal documents easy to understand. Competitive renewal quote. Claimed only on home emergency but speedy and thorough response. | String Changer |
| 30/03/2019 | Renewal | 5 | Yes | Confidence in the process | I have never had cause to make a claim and hopefully I never will, but given the processes to date, I have every confidence in Barclays to ensure a satisfactory outcome. | Steven25 |
| 29/03/2019 | Renewal | 4 | Yes | Great house and content insurance (Safe hands) | The experience was good with no issues and the person I dealt with understood my requirements and was able get the best deal I needed. | Bishop |
| 29/03/2019 | Renewal | 4 | Yes | Friendly Service | It's fairly easy - suits what I need - don't push you into anything I don't need. | MrsB |
| 28/03/2019 | Renewal | 5 | Yes | Home insurance very easy to renew at Barclays | Always have satisfaction with the service I receive. | Ali59 |
| 28/03/2019 | New Policy | 5 | Yes | Home insurance made easy | Competitively priced. Can tailor make for your individual needs. | Ellen |

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| 28/03/2019 | Claim | 5 | Yes | Impressive Performance! | It was very easy to negotiate the Barclays claim process and remedial work was organised by Barclays and completed within a matter of hours. Amazing! | Well Pleased. |
| 28/03/2019 | Claim | 5 | Yes | Extremely happy | Excellent service, ease of procedure and helpful staff. | G28 |
| 26/03/2019 | Renewal | 5 | Yes | Home insurance | Because that is how I feel through my own personal experience. | Anonymous |
| 26/03/2019 | Renewal | 5 | Yes | Ease of Insurance | Barclays did everything for me without me dealing with it plus rewarding me financially as well. | Lin |
| 26/03/2019 | Renewal | 5 | Yes | Pure excellence | Because had excellent service since opening the account years ago. | Bucko |
| 26/03/2019 | Renewal | 5 | Yes | Home insurance | Ease of communication with Barclays and Blue rewards. | Dan |
| 26/03/2019 | New Policy | 5 | Yes | 1st class service | There's nothing better than face to face information. The lady who helped me was very informative. Thank you so much. | Salsa Sam |
| 24/03/2019 | Renewal | 5 | No | Insured for all emergencies | I haven't used your services so I am not sure if your reliable. | Foghorn leghorn |

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| 23/03/2019 | Renewal | 4 | Yes | Home and contents insurance assessment | Excellent service easy to navigate on line and great service if you speak to a real person on the phone. The renewal came a couple of weeks before the renewal was due and stayed competitive and renewal was achieved with out the need for fuss or phone calls. | Bob |
| 23/03/2019 | New Policy | 4 | Yes | Home Insurance Review | There is always room for improvement in all aspects of the process, clarity time taken, confidence of the person assisting etc. | Boly |
| 22/03/2019 | Renewal | 4 | Yes | Home insurance | They listened to everything we wanted in the policy. | Kimmy |
| 22/03/2019 | Renewal | 5 | Yes | Premium and cover both good | The premium may be a little higher than other quotes, but the cover is good and I'm dealing with a reputable company. | DeeTeeCat |
| 22/03/2019 | New Policy | 4 | Yes | Good insurance with no fees to cancel or amend policy | Overall good but understanding what I was covered for in the insurance needs to be made clearer. | Silver bullet |

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| 22/03/2019 | New Policy | 5 | Yes | No problem! | I'm very happy with the switching service and extremely happy with all Barclays services. | Kaywhy@1 |
| 22/03/2019 | Claim | 5 | Yes | Five star service | Fantastic service. Dealt with the same day. Will be recommending to others. | Debbie5800 |
| 21/03/2019 | Renewal | 5 | Yes | Unlimited Cover for House Insurance | Excellent home insurance cover, with many options available to tailor the cover to one's requirements. A must is Unlimited cover with Buildings and Contents cover which Barclays offer. Also the fact that Barclays offer monthly fee free payments is a bonus. | Trebor61 |
| 21/03/2019 | Renewal | 5 | Yes | job well done | Easy to do. Fully explained. Competitively priced. Very satisfied. | happy man |
| 21/03/2019 | Renewal | 5 | Yes | Barclay's do a 5 Star service | Barclay's gave me what cover I required and the policy was just right for me. | Scotsman |
| 21/03/2019 | Renewal | 5 | Yes | Satisfied Customer | The member of staff who dealt with me was efficient and cared that I understood the benefits of the whole process. | Tuscanywine |

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| 21/03/2019 | New Policy | 4 | Yes | Satisfied. | I have been with Barclays Bank for years. For the home insurance I rather speak to someone in Barclays Bank than on the phone. I personally don't like doing business on the phone. Sorry about that, otherwise, I am as usual satisfied with Barclays Bank. Thank you for your effort. | Lovoneanother |
| 21/03/2019 | Claim | 5 | Yes | howards mum | Excellent service - 1st class customer service - the claim process was hassle free and payment was made as stated by Barclays. | howards mum |
| 17/03/2019 | Renewal | 5 | Yes | Well done Barclays! | Speaking with Barclays to arrange my home insurance, they were polite, friendly, knowledgeable and reassuring. The documentation arrived quickly and was correct. Happy to renew and recommend. | Leroy |

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| 17/03/2019 | New Policy | 5 | Yes | Best of All product offered in the market regarding home insurance. | Excellent services, and best value for money. It is so easy to get even a non techno can get it online. | D R |
| 16/03/2019 | Renewal | 5 | Yes | Good insurance | Easy to set it up, easy to renew. Only negative is the price keeps increasing. | Anonymous |
| 16/03/2019 | Renewal | 5 | Yes | Affordable insurance | Easy to arrange the insurance policy and no charge for paying monthly. | boost |
| 16/03/2019 | Renewal | 5 | Yes | home insurance review | Overall good clear service. Simple to understand and to action. | satisfied customer |
| 16/03/2019 | Renewal | 4 | Yes | Competitive Insurance | A very good product for home and buildings contents. I renewed after calling and getting a loyalty discount. This should be included in the renewal price and clearly highlighted. | Micky P |
| 16/03/2019 | New Policy | 5 | Yes | Barclays feedback | Never had a bad experience with Barclays - always helpful | Taz |
| 16/03/2019 | New Policy | 5 | Yes | Excellent customer services | Excellent service and easy to set up. Plus swiftness of dealing with past claim and any queries. | Babydoc |
| 16/03/2019 | Claim | 5 | Yes | Best insurance service for me | Best advice on an insurance claim, which I have not done before. | Bails |

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| 16/03/2019 | Claim | 5 | Yes | Mrs | Excellent customer services. Lovely lady I was talking to. | Sue |
| 16/03/2019 | Claim | 5 | Yes | Tractor | I hadn't claimed on any house insurance in years, and when I did with Barclays it was a pleasure to go through, hard in my experience of things nowadays. | Seagrass |
| 15/03/2019 | Renewal | 5 | Yes | 5 star service | Brilliant service every time. Always friendly. Happy to help. | Jen Jen |
| 14/03/2019 | Renewal | 5 | Yes | My insurance renewal | Service is good, you are doing excellent job, I will continue renewing my policy with you. It is good to have your policy, gives peace of mind. | Cash back |
| 13/03/2019 | Renewal | 5 | Yes | Lnbec01 | Excellent service over the years and reasonable in payments monthly. | Lnbec01 |
| 13/03/2019 | Renewal | 4 | Yes | Sorry cannot think of one. | I have been with you more than 10 years. We have always been satisfied. We would have gone with someone if we were not happy with your products. | Pebbles |

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| 13/03/2019 | Renewal | 5 | Yes | Good value | My premium went down but benefits were undiminished, plus it was a quick and easy process. | Chalky |
| 13/03/2019 | Claim | 1 | No | Disappointed | Still waiting for response after I provided evidence. | Nick |
| 13/03/2019 | Claim | 5 | Yes | Very good service, good explanation they always help you. | Because I like and they always helped me with any questions, for anything they have responses. | Ira |
| 11/03/2019 | Claim | 5 | Yes | Customer satisfied with service | It was a very simple procedure from start to conclusion, no long phone calls, and great customer service. | Mabel |
| 10/03/2019 | Renewal | 5 | Yes | Home insurance explained clearly | Everything was explained clearly, all the different options and excesses were shown to us. There was no pressure selling and we were able to go away and think about the various options. All explanations were clear and simple. The various prices were very competitive. | Bobbyboy |

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| 09/03/2019 | Claim | 5 | Yes | 10/10 a 1st class service call and get a quote and an amazing deal | Very caring and understanding agent who dealt with the claim very quickly. I had everything sorted and settled within 2 hours of making the initial claim. Barclays agents actually assist you and understand your position and distressing situation and don't just act like its their money and your xxxx and a criminal. I can honestly say that experience I've known on many occasions but honestly can't fault the entire process from the very beginning and setting up a policy. Really 100% recommend Barclays insurance and very confident they will arrange a policy that meets your needs and goes beyond expectations of price you won't be disappointed. | Frubes |
| 08/03/2019 | Renewal | 5 | Yes | I have insured my own home and many rental properties over many years. | Efficient,prompt and competitive price. Flexible payment methods. | Punkypu |
| 08/03/2019 | Renewal | 5 | Yes | Thanks | I had being long time with Barclays and I am pleased to carry on. | Costa |
| 08/03/2019 | Renewal | 5 | Yes | The easy way | Barclays Insurance is extremely easy to renew, no fuss or bother. | Cat63 |
| 08/03/2019 | New Policy | 5 | Yes | Barclays home insurance is the best around easy to sort out | Great value and easy read. Would recommend friends and family. | Coco channel 13 |

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| 08/03/2019 | Claim | 5 | Yes | Good Service | Very good service, the claim was dealt with in an efficient manner. Helpful staff. | Batman's Friend |
| 08/03/2019 | Claim | 5 | Yes | Abi's review | Very efficient. Excess was reasonable and builders were very friendly. | Gringe |
| 08/03/2019 | Claim | 1 | No | Poor | Because of how I was treated, and was told I was sold the policy was wrong so I could not claim for a washer. | Jojo84 |
| 08/03/2019 | Claim | 5 | Yes | Very satisfied customer | I contacted the claims dept and was surprised at how quick and easy it was to make my claim to my satisfaction. The person who dealt with the claim was very fair and competent and polite. | Jimbob |
| 07/03/2019 | Renewal | 3 | No | Would I do it again? | Too expensive - other companies offer the same service but are cheaper. I bank with Barclays so I am loyal. If I hadn't been served face to face I would definitely have looked else where. | Jules |
| 07/03/2019 | Renewal | 5 | Yes | Happy to renew. | Very happy with the service I got when I rung to query the price, but got it cheaper by ringing up. | Markyboy. |

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| 06/03/2019 | Renewal | 5 | Yes | A satisfied customer of many years! | Renewing our home insurance was a troublefree procedure. The cost has remained competitive and the cover is comprehensive. Why would we change? | Tipsymillers |
| 06/03/2019 | Renewal | 5 | Yes | ditto | There is always room for improvement. | The same applies here why |
| 06/03/2019 | Renewal | 5 | Yes | Home insurance | Excellent service and friendly staff, very efficient and pleased with the service I received. | Phil |
| 06/03/2019 | Renewal | 4 | Yes | Home Contents | Very easy service and good value for money. Very easy to deal with when talking about a claim. | Fox |
| 06/03/2019 | New Policy | 5 | Yes | Satisfied customer from Wales | I was very satisfied with the whole process and the ease with which it was done. | Johnny insurance 007 |
| 06/03/2019 | New Policy | 5 | Yes | Very satisfied customer | Excellent customer service. Quick and efficient. Definitely recommend home insurance for friends and family. | Sylvi |
| 06/03/2019 | New Policy | 5 | Yes | Very good product for my needs! | Providing prices remain competitive and cover stays the same I will continue with Barclays. | Lilia |

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| 06/03/2019 | Claim | 1 | No | I was not happy with insurance company. Never again . | I was made to feel like i was telling lies. I had an accident with my camera but was told NO to my claim. | Nonononononno |
| 04/03/2019 | Renewal | 5 | Yes | Excellent Cover | Hassle free and easy to arrange, competitive pricing also helps when arranging cover. | Boo the Ghost |
| 03/03/2019 | Renewal | 5 | Yes | Barclays Home Insurance | I have been with Barclays since 1988. Very happy with them. | Pauly |
| 02/03/2019 | Renewal | 2 | No | Frustration | If renewal had been straight forward I am sure it would be ok but I had previously told them re Deputyship and still Barclays Bank did not consult with Barclays insurance to enable easy process which resulted in many phone calls and frustration. As this insurance had previously been renewed over many years and to date has not required a claim I was disappointed at the initial cost requested with lack of options. | Frustrated Dep |

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| 02/03/2019 | Renewal | 3 | No | Confused | I don't know why this year's premiums have risen. I don't understand what Blue Rewards means. | Magenta |
| 02/03/2019 | Renewal | 5 | Yes | Barclay home, building and travel insurance | I cannot fault Barclays insurance as long as I have the opportunity to check other providers prices and discuss these at renewal. | Bodie |
| 02/03/2019 | Renewal | 5 | Yes | Excellent customer service. Competitive prices. | So easy to set up. Bonus of Blue Rewards. Very pleased. | Maggie |
| 02/03/2019 | New Policy | 5 | Yes | First class in every way | Barclays have been good to me since joining them six years ago, the staff and products are always first class. I hope to be a Barclays customer for a long time to come. | Paul B |
| 02/03/2019 | New Policy | 4 | Yes | Easy and straightforward. | It was easy to get a quote and buy insurance. The true test will be the service I get if I ever have to claim. | Kwakerjack |

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| 02/03/2019 | New Policy | 5 | Yes | Home insurance | Helpful and not felt pushed into buying which made me relaxed and more open to listening rather than saying no straightaway. | SD |
| 02/03/2019 | New Policy | 5 | Yes | Satisfied customer | Staff friendly and helpful, all my questions answered, everything explained, easy to arrange, no drawbacks. | growbag |
| 02/03/2019 | New Policy | 5 | Yes | Excellent, will recommend to anyone | Reflects the level of service I received, the staff were excellent throughout. | Lfc1983 |
| 02/03/2019 | New Policy | 5 | Yes | Great policy | Great service. 24/7 helpline. Personalised claims handler who doesn't make you feel like a criminal under investigation like some other companies. Ease and efficient claims process thank you I feel safe and covered. | Trish |
| 02/03/2019 | New Policy | 5 | Yes | Definitely recommended | Quick and easy process, friendly and helpful customer service. | Zoe |
| 02/03/2019 | Claim | 1 | No | Dreadful experience | Dreadful experience - we feel really let down by Barclays and will not buy anything from them again. | Forgotten customer |

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| 02/03/2019 | Claim | 5 | Yes | Excellent customer service | I have never put a claim in for an item that has been damaged at home and the service that I received was excellent, very professional and was sorted out within no time. Excellent service all round. | Garry |
| 01/03/2019 | Renewal | 2 | No | Price lead or couldn't be bothered? | Who recommends insurance these days. It's simply price led or lack of interest. | Phone&moan.Get a lower£££ |
| 01/03/2019 | Claim | 5 | Yes | A nightmare we didn't need | The ease of the person that helped us in our devastation of what happened in our new home. They got everything on the ball without waiting too long. | Pollydoodle |
| 01/03/2019 | Claim | 5 | Yes | Claim from Barclays Bank | The gentleman who helped me claim was very professional in the way he did the claim. | MJ |
| 01/03/2019 | Claim | 5 | Yes | Love Barclays | Claim was quick and easy and happy with monthly payment. | Doxy DJ |
| 28/02/2019 | Renewal | 5 | Yes | 5 star rating as always | Barclays have always provided excellent service whenever we have needed advice, plus blue rewards give us something back not often you get something for nothing. | Gunnergo |

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| 28/02/2019 | New Policy | 4 | Yes | -Feedback1 | Very satisfied with service. Was efficient and high quality. | -Feedback2 |
| 27/02/2019 | Renewal | 5 | Yes | I am so satisfied with Barclays and highly recommend them for all banking | I have banked with Barclays and used services for approx 40 years and always been treated well and with respect. | Denlyne |
| 27/02/2019 | Renewal | 5 | Yes | Middlesbrough79 | I like the Barclays product, I've used Barclays products for the last 23 years. | Middlesbrough79 |
| 27/02/2019 | Renewal | 5 | Yes | Feedback | Good service and excellent customer service. | Janip |
| 27/02/2019 | Renewal | 4 | Yes | Good | A bit impersonal, but professional and reasonable overall. | Charlie2 |
| 27/02/2019 | Renewal | 5 | Yes | The friendly Insurance people. | Have never had any problems in the 40+ years I have been with Barclays. | denden |
| 27/02/2019 | Renewal | 4 | Yes | It's insurance... easy to renew... | If you have a bike add the extra cover as the policy no longer includes it as standard. | Lola |
| 27/02/2019 | Renewal | 5 | Yes | So Easy | Whole process was very easy and convenient, both the initial purchase and renewal. | Doonie72 |
| 27/02/2019 | Renewal | 4 | Yes | Land Lord insurance | Good overall - not had to make a complaint yet though. | House to house |

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| 27/02/2019 | New Policy | 5 | Yes | Great service. | Good pricing, easy, but thorough application process, and transparency throughout. | Leon |
| 27/02/2019 | New Policy | 5 | Yes | Great service | Brilliant products and staff were very helpful too. | Jay |
| 24/02/2019 | Claim | 5 | Yes | Excellent service from start to finish | From start of the claim I was reassured and put at ease. The tradesman arrived promptly, explained everything that was happening and knew his stuff. I was kept fully informed at all stages and was quite amazed at customer service, and felt at ease on the job being carried out. | Gaz 1960 |
| 23/02/2019 | Renewal | 5 | Yes | Efficient and competitive. | Easy, no nonsense and efficient service and competitively priced. | Satisfied. |
| 23/02/2019 | Renewal | 4 | Yes | Home Insurance | Barclays staff are very helpful in getting my insurance at the correct value of what I think is an acceptable price. | Margie55 |
| 23/02/2019 | Renewal | 5 | Yes | Recommendation of Barclays home insurance | Overall I am happy with Barclays home insurance - competitive pricing and helpful staff. | Andy. Cap 58 |
| 23/02/2019 | Renewal | 5 | Yes | BARCLAYS AT THEIR BEST..... AS USUAL | Excellence without the fuss. You can guarantee you will get this from Barclays. | TOBYTARA1 |
| 23/02/2019 | Renewal | 5 | Yes | Excellent service | Very pleased with the service. So easy to renew policy. | Daisy |

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| 23/02/2019 | Renewal | 4 | No | derby county fc | As I have had said previously, the price goes up every year even if I have not claimed. The one time I needed your help you let me down. | cyril |
| 21/02/2019 | Renewal | 5 | Yes | Insurance | There has been no bad experiences holding the policy. | Bambi |
| 21/02/2019 | Renewal | 4 | Yes | Hugh's insurance experience | Have been with Barclays insurance for many years & no reason to complain. | Hughie41 |
| 21/02/2019 | New Policy | 5 | Yes | Good service counts | Good customer service from branch to insurance dept. | Tommo |
| 21/02/2019 | New Policy | 5 | Yes | Alan | Because all the staff in Plymouth branch are absolutely brilliant. Manners and explaining issues. | Bodger |
| 20/02/2019 | Renewal | 5 | Yes | Quality product | Easy service to set up with good cover and peace of mind. | Warren |
| 20/02/2019 | Renewal | 5 | Yes | Jackie | Been with Barclays since I bought my bungalow - had mortgage and insurance with them. Never a problem. | Dog |

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| 20/02/2019 | New Policy | 5 | Yes | Experience with Barclays bank | The experience we had with Barclays was with ease, explanation of products fully and easy to understand, would recommend to others as friendly and not to made to feel pressurised. | Alfie |
| 19/02/2019 | New Policy | 5 | Yes | Excellent service | Assistant was patient. I am hard of hearing. Explained everything in detail. | crystalclogs |
| 17/02/2019 | New Policy | 5 | Yes | Fully covered | Great customer service. Took out buildings and contents cover. Very reasonably priced. Adviser gave all information needed. | Motherwifewoman |
| 16/02/2019 | Renewal | 5 | Yes | Good customer service, reliable and friendly staff. | Good customer service from start to finish. That's why I continue to use Barclays. | Happycustomer |
| 16/02/2019 | Claim | 5 | Yes | Happy | Very friendly and quick response, money was in my bank the next day. | ? |

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| 15/02/2019 | Renewal | 4 | Yes | Household & Contents Policy | When we first took out a Household & Contents Insurance Policy at our local Barclays Bank, the charge was very competitive, but as it has renewed each year it has become more expensive, so we will be shopping round next time... but will stay with Barclays, if we cannot find anything comparable at a cheaper price. | Alan & Linda |
| 15/02/2019 | Renewal | 5 | Yes | Couldn't be easier | It could not be easier. Email to remind me of renewal and everything taken care of. | Georgie |
| 15/02/2019 | New Policy | 5 | Yes | All very affordable and very well to my needs | Nice friendly staff able to help me Take out Home insurance. | Rocky O |
| 15/02/2019 | Claim | 5 | Yes | Mobile phone theft claim | Prompt efficient service by knowledgeable employees resulting in a speedy resolution. | Angry kid |
| 14/02/2019 | Renewal | 4 | Yes | Insurance | Could be cheaper but otherwise it was easy to renew. | Clynian |
| 14/02/2019 | Renewal | 5 | Yes | Great insurance product | Such an easy product to set up, great service and easy to access documents. | Simon |

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| 14/02/2019 | Renewal | 2 | No | Feedback | Barclays provided us with inaccurate information from the start, didn't keep up with us and have overall been a disappointment compared with what we had expected from a leading bank. | Homeowner |
| 14/02/2019 | Claim | 5 | Yes | Good service | Because of the service given. Good service. Good staff. Good telephone manner. Understanding staff. | Jac |
| 13/02/2019 | New Policy | 5 | Yes | Pleased of Kidderminster | Pleased with the whole process. | The Reverenf |
| 13/02/2019 | New Policy | 1 | No | Highly disappointing staff need more training | I was not given policy documents and not told about the limitations including when I can make a claim. I had to go privately to fix my boiler so now I'm paying double. I am really unhappy about the branch experience and am considering going to the ombudsman. | Imra |
| 10/02/2019 | Renewal | 5 | Yes | Home insurance feedback | Ease of completion,value for money, great customer service. | De |

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| 10/02/2019 | Renewal | 1 | Yes | Yes and no. | I'd recommend, because I currently have a policy with you. I wouldn't recommend because I feel completely ignored by Barclays. | A.non. |
| 10/02/2019 | Renewal | 5 | Yes | Insurance renewal, call before you renew | Great product for our needs. Good hey just need to quote sensible renewal fees. They will adjust, but you have to call every year to get a sensible price. | Madgadgetman |
| 10/02/2019 | New Policy | 5 | Yes | I didn't know about home insurance but soon Jill from Barclays Bank in nord | Very professional and good prices. I think I wouldn't find all this service any where else. I am very satisfied. | Manas |
| 10/02/2019 | Claim | 5 | Yes | Excellent | No fuss claim.Very helpful member of staff, simple to contact, great communication. Ease of understanding the process. | Scooby |
| 09/02/2019 | Renewal | 5 | Yes | Full confidence | Have always found staff to be very friendly and helpful and although we have thankfully never needed to claim have full confidence in a successful outcome. | Philh |

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|------------|---------|---|-----|--|--|------------|
| 09/02/2019 | Claim | 1 | No | Very bad | Because I'm not happy with the Barclays home insurances service. | Birmingham |
| 08/02/2019 | Renewal | 5 | Yes | Great service | Nice staff and easy understand. Barclay is a great company. | Xu |
| 07/02/2019 | Renewal | 5 | Yes | Great Service | I've been a long standing customer of Barclays, both in banking and using insurance policies always finding your products extremely easy to use and fairly priced. | Dave H |
| 07/02/2019 | Renewal | 5 | Yes | No hassle insurance. | Excellent straightforward service. No unnecessary reminders or ridiculous gifts or marketing cons to detract from simply buying an insurance policy. | Chrissie |
| 07/02/2019 | Renewal | 5 | Yes | Does what it says on the tin | Easy to contact and set up the insurance. Comprehensive documentation. | Marko |
| 07/02/2019 | Claim | 5 | Yes | Brilliant | From start to finish what I was told what would be done happened. | Holly |
| 06/02/2019 | Renewal | 5 | Yes | It's not what you do it's the way that you do it | I am quite happy with what I have got and found the process quick and easy. | mondo |
| 06/02/2019 | Renewal | 4 | Yes | - | Good service, good policy, not cheap. | Kennyboy |
| 04/02/2019 | Claim | 5 | Yes | All done | The website looks decent,easy to access and easy to use. | pablotino |

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|------------|------------|---|-----|---|--|-----------|
| 03/02/2019 | New Policy | 5 | Yes | Good experience and good value for money | Good experiences, good value for money and good customer relations! Good service by branch staff at Northallerton. | ClaireT87 |
| 03/02/2019 | Claim | 5 | Yes | Thank you | Because my claim was straight forward and quick and easy to speak to someone . | Anonymous |
| 02/02/2019 | Renewal | 5 | Yes | Barclays home insurance | I trust Barclays as an insurance provider and have been with them for a very long time, and at present have no intention of changing providers as I'm very happy with the service I am provided. | Big Mac |
| 02/02/2019 | Renewal | 5 | Yes | Satisfied customer | Easy to talk to: informative, helpful quick and competitive. | Skipper |
| 02/02/2019 | New Policy | 5 | Yes | Garry | Barclays is a name you can trust. It looks after its customers very well. | Garfield |
| 02/02/2019 | New Policy | 5 | Yes | Highly recommend this service , helpful staff and extremely happy | Very happy with the insurance. Value for money and staff efficient. | Bicco |
| 02/02/2019 | New Policy | 4 | No | Good product, and service, additional cover could be better. | Good to have unlimited contents cover, although bike and gadget cover could be better. | Betricks |

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|------------|------------|---|-----|--|--|--------------|
| 02/02/2019 | New Policy | 5 | Yes | Excellent service | It was seamless service to get the house insurance. The process was quick and in plain language. | Vininja |
| 31/01/2019 | Renewal | 5 | Yes | Satisfied With my Policy | I generally do not have any complains but nothing is perfect. | No Complains |
| 31/01/2019 | Claim | 4 | Yes | Recommended | Excellent service. Communication a bit slow though. | Darren |
| 30/01/2019 | Renewal | 5 | Yes | Barclays have made getting insurance such a simple process, friendly staff | Such an easy process to get contents insurance with Barclays. | Tylertoo |
| 30/01/2019 | Renewal | 4 | Yes | Purchasing, renewal excellent, information difficult, claiming untested. | Without having had to make a claim, I can't comment on that side of my dealings with Barclays insurance, but as for ease of renewal and payment options these are excellent. I found accessing the documents time consuming and complex. | Jayo |
| 27/01/2019 | Renewal | 5 | Yes | Happy customer | Always been happy with service - never had any complaints. | Chrystal p |
| 27/01/2019 | Renewal | 4 | Yes | Barclays made it easy | It was easy and it was stress free - took no time at all. | Hugg |
| 27/01/2019 | New Policy | 5 | Yes | Easy process | It was an easy process and I was glad the clerk on the front desk recommended this to me. | BT |

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|------------|---------|---|-----|------------------------|---|--------------|
| 19/01/2019 | Renewal | 5 | Yes | Excellent service | The whole experience is straight forward. The renewal is hassle free. Low cost. Bonus of reward points. | Tensa |
| 17/01/2019 | Renewal | 5 | Yes | Excellent provider | Very happy with the service that was provided and was what I requested. | Jacqueline H |
| 16/01/2019 | Renewal | 4 | Yes | Barclays | Good, quick service, easy renewal, good customer service. | Sparky |
| 15/01/2019 | Renewal | 5 | Yes | My Barclays experience | Over 40 years of banking with Barclays, and many years buying home and contents cover with staff always informative and friendly. | Danannie |
| 15/01/2019 | Claim | 5 | Yes | North Shields customer | Very knowledgeable and helpful staff to handle your claim. | Happy |
| 15/01/2019 | Claim | 5 | Yes | Great service | Good efficient service, no problems with call handling or repairs carried out. | Bri.sog ok |
| 15/01/2019 | Claim | 5 | Yes | Phone repair | All done online and settled within days. So quick and easy would highly recommend. | Debsc |
| 15/01/2019 | Claim | 5 | Yes | Helpful | Great service and very helpful staff when you phone. | Happy |

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|------------|------------|---|-----|--|--|--------------------------|
| 15/01/2019 | Claim | 5 | Yes | Fanfastic | I received a very fast and effective service - will defo recommend. | Me |
| 14/01/2019 | Renewal | 4 | Yes | Insurance Renewal | Hassle free experience. | Charley |
| 14/01/2019 | New Policy | 5 | Yes | Kalam Four | Because I was helped all along and the person was very helpful. | ANY NICK NAME IS FINE BY |
| 14/01/2019 | New Policy | 5 | Yes | Peace of mind | Ease of use policy explained in detail and good advice from staff - only paying for what I need. | John |
| 14/01/2019 | New Policy | 4 | Yes | Sorted ... by Barclays .. an honour and a privilege. | Process was Quick, Simple & Easy ... Further the staff were on top of their game - very professional and friendly. | As U Were |
| 14/01/2019 | Claim | 5 | Yes | staff | The staff were very good and had it settled very quickly. | molly |
| 13/01/2019 | Renewal | 4 | Yes | Not cheap | Price is more than what I was paying last year, and CS wouldn't compete price wise. Stubborn I felt. Not impressed by that, you should offer Barclays customers a better deal. | Wildthingz |
| 12/01/2019 | Renewal | 5 | Yes | Home insurance | Excellent service and renewal was automatic without any trouble. | Gooner47 |

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|------------|------------|---|-----|--|---|-----------|
| 12/01/2019 | New Policy | 5 | Yes | Quick & Simple | It was so easy and uncomplicated to complete and take out Home Insurance | Anonymous |
| 11/01/2019 | Renewal | 4 | Yes | Good experience | I would recommend that my family and friends consider this insurance, but always compare with others. | Stephen P |
| 11/01/2019 | Renewal | 2 | No | WARNING FROM A VERY DISILLUSIONED LOYAL CUSTOMER | Renewal and contact made via post. Needs to be additionally via email. Barclays cancelled direct debit without my auth. This caused issues with insurance renewal. Barclays resorted to threatening their customer with debt collection - over an admin error of its own making. I CANNOT REITERATE ENOUGH THE DIM VIEW I TAKE ON THIS! | Ads |
| 11/01/2019 | Renewal | 4 | Yes | Review | I consider premium higher than else where but loyalty is important to me. | rooivalk |
| 11/01/2019 | New Policy | 5 | Yes | Scoobys feedback | It was very easy to do and the staff were friendly and helpful. | Scooby |
| 10/01/2019 | Renewal | 4 | Yes | My front door | I have just had an emergency and it was dealt with so quickly and stress free, I just couldn't believe it, I was very happy. | Blackpool |
| 10/01/2019 | Renewal | 5 | Yes | Good Service | Reliable company - I feel I can trust at an affordable, sensible cost. | Cinders |

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|------------|------------|---|-----|--|--|-------------|
| 10/01/2019 | New Policy | 5 | Yes | Excellent service | Easy to use online banking to arrange insurance. No bank appointments and done in minutes. | Auntie Anne |
| 21/12/2018 | Renewal | 5 | Yes | Easy | Renewal was easy to understand . Assumed if I don't contact you . It was just renewed automatically. | Salsa San |
| 16/12/2018 | Renewal | 5 | Yes | Would recommend barclays very helpful staff and very experienced staff | Very good customer service very efficient staff and helpful | Annie |
| 15/12/2018 | Renewal | 5 | Yes | Cracking service | First class service, no hassle with the application form | Tazcat |
| 14/12/2018 | Renewal | 5 | Yes | My personal experience | Very satisfactory service, at the moment I would only use Barclays home insurance as I have everything I wanted. | Caz |
| 13/12/2018 | Renewal | 5 | Yes | I should think it is a blessing to the members of the barclay family | It is run effectively and efficiently without giving you pressure. | Ishemunopa |
| 13/12/2018 | New Policy | 5 | Yes | Satisfăcut | Pentru amabilitatea și prezentarea acestor informații. | Bobita |

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|------------|------------|---|-----|-----------------------------|--|----------------|
| 13/12/2018 | New Policy | 4 | Yes | Home Insurance | The member of staff was very helpful, knowledgeable and informative. He went through all options available. He was not pushy and gave time to read information before I decided. | Little Mo |
| 12/12/2018 | Renewal | 5 | Yes | Top class insurance advice | Stress free advise, and so straightforward, explained so simply by Stacey. | CyrilG |
| 12/12/2018 | Renewal | 4 | Yes | -no comment | no comment | -no comment |
| 12/12/2018 | Renewal | 5 | Yes | Happy | Happy with it - the service I received was excellent. | Calan |
| 12/12/2018 | Renewal | 5 | Yes | Good service | Efficient helpful staff, prompt response when telephoned. | jessie |
| 12/12/2018 | Renewal | 5 | Yes | happy insurance customer | The insurance offered met the needs of my household and was very competitive in price. | cornish maid |
| 12/12/2018 | Renewal | 5 | Yes | Excellent service | Helpful and simple direct information without any waffle. | Allie |
| 10/12/2018 | Renewal | 1 | No | Shop around for best offers | Disappointed with what's on offer. No incentive to keep insurance with Barclays. | Grandmotherhen |

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|------------|------------|---|-----|---|---|-----------|
| 10/12/2018 | Renewal | 5 | Yes | Home insurance | Very easy to arrange & great customer service. Received renewal information in good time & didn't need to do anything, just check all information & policy continues. | Bec |
| 10/12/2018 | Claim | 5 | Yes | Fast claim fulfillment | Excellent service by all concerned. Workmen were very efficient and helpful . | Dave |
| 10/12/2018 | Claim | 4 | Yes | -insurance feedback | A little disappointed with the estimate, found it didn't match replacement costs. | -tony c |
| 09/12/2018 | Renewal | 3 | No | I am currently disappointed, and hoping for some divine intervention. | The marketing for a lot of things is a fantasy and illusion. | Brian |
| 09/12/2018 | Renewal | 5 | Yes | Convenient & Secure | Ease with which I am able to use site and make any transactions and level of security is pleasing | Day2Day |
| 09/12/2018 | Renewal | 5 | Yes | No pressure insurance cover | Very happy with service received at branch and on telephone | Kid |
| 09/12/2018 | New Policy | 5 | Yes | Nearly the best but great value | Policy does not give every cover, but is good enough for my needs and great value. | Ginsburge |

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| 09/12/2018 | New Policy | 5 | Yes | Home Insurance Switch | Spoke to someone at branch. Good, knowledgeable and friendly customer service who gave all options available and did not try 'push' me to their insurance. Do recommend. | TomBot99 |
| 09/12/2018 | New Policy | 5 | Yes | Insurance policy | Excellent customer service was given throughout the process - always happy with Barclays. | Suzl |
| 09/12/2018 | Claim | 4 | Yes | Too many questions | Too many questions | Smasher |
| 09/12/2018 | Claim | 1 | No | Aviva destroy the Barclays brand | Worst insurance company ever, they do not value their customers. | Let down customer |
| 08/12/2018 | New Policy | 5 | Yes | Home Insurance | I received a first class service from the assistant. | Scarla |
| 07/12/2018 | Renewal | 3 | Yes | Excellent service | Always been helpful when buying insurance no pressure | Diddles |
| 07/12/2018 | New Policy | 5 | Yes | Helped as a new customer with special needs. | Staff most helpful. Addressed my needs as a blind person. I made sure to have the information staff would need. | Brother |

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|------------|---------|---|-----|--|--|---------------------------|
| 07/12/2018 | Claim | 1 | No | Look elsewhere | Policy does not cover household item assessor made me feel I was doing something wrong by claiming for things i cant afford to replace. | Dejon |
| 07/12/2018 | Claim | 5 | Yes | Excellent Response and Outcome | My claim was dealt with promptly and fairly. The staff were courteous and knowledgable. | Maggie and Blod |
| 06/12/2018 | Renewal | 5 | Yes | Easy insurance for everyone, approachable staff who were very helpful. | It was quick easy and I got everything I wanted, was very happy with the outcome . | Pub manager Sutton Coldfi |
| 06/12/2018 | Renewal | 5 | Yes | home policy | Easy, clear, quick and value for money, staff very polite and helpful. | Bert |
| 06/12/2018 | Renewal | 5 | Yes | Insurance | I signed up with Barclays Insurance a long time ago, as I recall the process was very easy (by phone) with good advice given. Since then I have had no reason to change. | Engineer |
| 06/12/2018 | Renewal | 5 | Yes | Great value | Insurance was easy to set up and the automatic renewal it's a great feature so when I my house is insured I don't have to do it every year. | Debra |

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| 06/12/2018 | Renewal | 5 | Yes | Buildings and contents cover | Covered what we need at a good price. It was easy to do and sorted straight away. | Robster |
| 06/12/2018 | Renewal | 5 | Yes | Banking experience | Because Barclays gave me a better deal than my old insurance agent . | Bluey |
| 06/12/2018 | Claim | 5 | Yes | Excellent services | My husband has always used Barclays and will continue to do so. | Bumbles |
| 05/12/2018 | Renewal | 5 | Yes | Home insurance renewal experience | Happy with service received. Value for money. Easy explanation of what is covered or not. | Yorkshire |
| 05/12/2018 | Renewal | 5 | Yes | Well thought out product | Great value and simple to renew. Staff well trained on delivering information. | Hot Rod |
| 03/12/2018 | Renewal | 5 | Yes | Reassured | Satisfied on the cover of 2 homes. The transition arrangement between moves was speedy and efficient. | Pam |
| 02/12/2018 | Renewal | 5 | Yes | Excellent service as well as value for money | I would highly recommend insuring through Barclays as they offer a competitive quote that represents value for money. The staff are extremely helpful and approachable. | David L |

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| 02/12/2018 | Renewal | 5 | Yes | Great service from Barclays Bank once again thank you | Never had any problems. The price is always good and the paper work always comes well in advance. | Rach |
| 02/12/2018 | Renewal | 5 | Yes | Great insurance | Very competitive price, easy to do and got what I needed. | Jessb1909 |
| 02/12/2018 | New Policy | 5 | Yes | Fantastic | Brilliant customer service, quick to change things over and sort out all of our needs. | Charlotte |
| 30/11/2018 | Renewal | 5 | Yes | - | Friendly, helpful, fast & payment is competitive & easy to arrange monthly payment. | Team |
| 30/11/2018 | Renewal | 5 | Yes | Don't know what to put | It was explained very clearly to me easy to understand. | Tessa |
| 30/11/2018 | Renewal | 5 | Yes | Best bank ever | I've fortunately never needed to use this product so am unable to give a 5* rating in certain areas. Barclays Bank have helped me with all other issues including power of attorney for my fathers estate, inheritance tax etc. I can recommend Barclays 100%. | Little Dave |
| 30/11/2018 | New Policy | 5 | Yes | Barclays Insurances | First class service, excellent value and ease of application. | GTW |
| 30/11/2018 | New Policy | 5 | Yes | Just Trust Barclays | A totally excellent experience from every aspect. Helpful staff, made all so easy and and quick, to be completely covered. | Marianne |

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|------------|------------|---|-----|---------------------|--|----------------------|
| 29/11/2018 | Renewal | 5 | No | Insurance Responses | Can't comment on the product as I have had the policy for many years but never claimed. Just continue to receive automatic renewals. | David |
| 29/11/2018 | Renewal | 5 | No | Covered | I'm happy with my policy but won't recommend it as other people may not have the same experience. | GPZ500 |
| 29/11/2018 | Renewal | 5 | Yes | Happy | Policy is what I wanted. It was easy to set up the renewal was easy - value for money. | Mallard |
| 29/11/2018 | New Policy | 5 | Yes | Smooth process | Everything went so smoothly, from start to finish. And so much cheaper, also with the blue rewards. Just brilliant. | Mjb |
| 28/11/2018 | Renewal | 5 | Yes | Interesting | Because its always a good way, you are look after when you go to the Branch. | Cuddles |
| 28/11/2018 | New Policy | 4 | Yes | Home insurance | Happy with the product. Took a little longer in the branch to arrange the set up. Over one hour was to much. | Space hopping teabag |
| 28/11/2018 | New Policy | 5 | Yes | New house insurance | Very helpful and explained everything - no problems with commitment. | Titch 72 |

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| 27/11/2018 | Renewal | 4 | Yes | Content Renewal | Easy to purchase online if you have a good understanding of household insurance, if not speak to Barclays staff but remember you should always look at alternative quotes as well but you should consider quality of cover rather than just price. | Insurewell |
| 27/11/2018 | Renewal | 5 | Yes | Great value from Barclays | I am very pleased with Barclays Home Insurance, I have recommended it to my family and a couple of friends. | Lulu |
| 26/11/2018 | Renewal | 4 | Yes | Would recommend them for home insurance | The staff member was great when we took out the policy, it would be nice to have some contact at renewal. | TaiDragon |
| 25/11/2018 | Renewal | 4 | Yes | Need to watch renewal price | Easy to renew and speak to an advisor but if price was more competitive would have renewed without having to make phone call. | Blue |
| 25/11/2018 | New Policy | 5 | Yes | Feedback | I felt extremely well looked after during all the process. | Ruperta |

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|------------|------------|---|-----|---|--|----------------|
| 23/11/2018 | Renewal | 5 | Yes | Loyalty customer | I have been a long term customer since the days of Woolwich. | Maz |
| 22/11/2018 | Renewal | 5 | Yes | House insurance | Very easy process of obtaining house insurance. Would recommend. | IanB |
| 22/11/2018 | Renewal | 5 | Yes | Home Insurance | Very pleased with the price of the product and the service received | Will |
| 22/11/2018 | New Policy | 5 | Yes | Top J Mark | If I ever have to make a claim then I can tell you. | Col |
| 21/11/2018 | Renewal | 5 | Yes | Excellent experience | Good price. Good cover. Good interaction with telephone staff. | John D |
| 21/11/2018 | Renewal | 5 | No | Easy renewal from start to finish nothing more to add | Happy with the service & ease everything was nothing more to add. | Ollicks |
| 21/11/2018 | Renewal | 4 | Yes | Survey 2018 | Never give top as never used full service. Full service only when claim process has been used with outcomes. | Filled in |
| 21/11/2018 | Renewal | 5 | Yes | Don't close our local branch | Excellent service however I will not be renewing my home insurance with Barclays again as they have decided to close my local branch in Otley. | Branchless |
| 21/11/2018 | Renewal | 4 | Yes | Value your loyal customers | Have been satisfied with Barclays services for nearly 50 years. | Retired Miller |

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| 21/11/2018 | Renewal | 5 | Yes | Simple insurance renewal | Despite reviewing alternative quotes, this policy was easy to renew and at a competitive price to the others, making renewing it with barclays a "no-brainer". | PhilK |
| 21/11/2018 | Renewal | 4 | No | Insurance | Because there are cheaper option on the market with the same amount of cover. | Bondzo |
| 21/11/2018 | Claim | 5 | Yes | Fast and efficient. Hassle free claim | Great service. Hassle free claim. Got a call back 5 minutes after submitting a claim. | Pawel |
| 21/11/2018 | Claim | 5 | Yes | A best bank. | I use Barclay bank 7 years and always was happy with service. | Super |
| 19/11/2018 | Renewal | 5 | Yes | Easy renewal process for contents insurance..... | Quick, easy and no fuss renewal for contents insurance. | Tcy |
| 18/11/2018 | Renewal | 4 | Yes | My trusted cover | I am very likely to recommend Barclays insurance product to friends and family | RJONES |
| 18/11/2018 | Renewal | 5 | Yes | Review | Easy to use and everything is explained properly to you | Devon |
| 16/11/2018 | Renewal | 5 | Yes | Barclays is the bank for me | Excellent value thanks...I have been with Barclays for many years and would not change to another bank.. | Willowend |

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| 16/11/2018 | Renewal | 5 | Yes | No problems | Easy to use website, information was very clear and the price is competitive. | Aled |
| 16/11/2018 | New Policy | 5 | Yes | Excellent | Excellent value and and easy process to follow. | Debs |
| 16/11/2018 | Claim | 5 | Yes | Advisor patient and helpful | I claimed for a lost backpack and contents. The advisor took the details, assessed the claim and made a decision while I was on the phone. The advisor was patient and helpful and completed the claim efficiently. | DeeTeeCat |
| 16/11/2018 | Claim | 5 | Yes | A+++++ | Best insurance in England - easy quick and very fair! | BFarkas |
| 14/11/2018 | Renewal | 5 | Yes | Insurance | Happy with the whole process and exactly what I asked for. | custymav |
| 14/11/2018 | Renewal | 5 | Yes | Claim with ease | Never had any problems. The one claim I have was dealt without any problems. | krocne |
| 14/11/2018 | Renewal | 4 | No | My feedback | Good insurance provider who will match a competitors premium, but you have to let them know about once every two or three years when it often becomes over priced. | Lawro |
| 14/11/2018 | New Policy | 5 | Yes | Great Product | So easy to purchase in branch. Clear information and a good amount of cover | Anonymous |

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|------------|---------|---|-----|---------------------------------------|--|-----------------|
| 13/11/2018 | Claim | 5 | Yes | Insurance claim | Didn't realise I could claim on my insurance, so only rang to enquire initially. Claims assessor was very helpful, polite and helped me all the way through. | CAT 1 |
| 12/11/2018 | Renewal | 1 | No | Barclays Faceless Bank | I hate Barclays, you were just the cheapest evil supplier at the time. Also, as ever Barclays failed to correctly setup the Blue rewards discount to the correct Blue rewards account (should be on Main policy Holder). But guess what it isn't and so we don't get the Reward! As Barclays have proven so many, many, many, many times it not worth the phone call to sort. | Barclays Lover |
| 11/11/2018 | Renewal | 5 | Yes | Contents insurance | Very efficient staff and they tailored the product to suit my needs. | Spook |
| 11/11/2018 | Renewal | 5 | Yes | A satisfied customer. | Easy to renew. Everything is done automatically for me as I am registered blind. Barclays handle all my accounts and billing very efficiently and effectively. | Anonymous |
| 11/11/2018 | Claim | 1 | No | Still not sorted after 4months | Delays in work, sub standard contractors used. Lack of urgency from assessors. | Totally annoyed |
| 09/11/2018 | Renewal | 5 | Yes | Personal viewpoint of the experience. | It's a "no bother" experience, therefore I am happy to continue with Barclays. | bp80 |
| 09/11/2018 | Renewal | 5 | Yes | Super cover from Barclays | Because it's an excellent service, with knowledgeable people and provides good cover | YFenni48 |

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|------------|------------|---|-----|-----------------------------|--|-----------|
| 09/11/2018 | Renewal | 3 | Yes | Onward | Gut feel on the spur of the moment, rather than a long process of thinking. | Happy |
| 08/11/2018 | Renewal | 5 | Yes | Great customer service | Great customer service and competitive price, will always discuss your policy and beat their original quote | simon S |
| 07/11/2018 | Renewal | 5 | Yes | excellent customer services | Extremely easy process, will continue using them. | DizYorks |
| 07/11/2018 | Renewal | 5 | Yes | Home insurance | So far I'm happy with the quality of services provided | Trinity |
| 07/11/2018 | New Policy | 5 | Yes | Home and travel insurance | I have been a Barclays customer for many years and have always trusted and been satisfied with the service they have given me. | Charlie7 |
| 07/11/2018 | Claim | 5 | Yes | Buildings insurance claim | Having claimed on my Barclays Home Insurance policy was fantastic. Excellent service in general and would highly recommend. | Enelremie |
| 04/11/2018 | Renewal | 5 | Yes | | Excellent advice and service from competent staff would recommend Barclays to family friends and neighbours which we have done without any hesitation. | Anonymous |

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| 04/11/2018 | Renewal | 5 | Yes | A quality insurance, that is both flexible and adaptable to requirements | Proven quality & flexible insurance. Proven, in that I have had to make a claim in the past and was impressed at the way it was handled. This really matters! As it is only then, when insurance proves itself worthy of your money. Flexible, in that the cover is so adaptable, to suit your needs and requirements. But better still, is the personal service and advice offered, which is IMHO second to none! | LoftyTops |
| 04/11/2018 | Renewal | 5 | Yes | So easy you would be very pleased | Was so easy and gives you a good feeling to know your protection is there. Worry free and no hassle or hard sell just a very professional experience. | Wezzer |
| 04/11/2018 | Renewal | 5 | Yes | Good product | Renewal was easy with renewal documents arriving early enough for a good review. | Raymondo |
| 03/11/2018 | Renewal | 4 | Yes | A fair service | Loyalty is not taken into account, but good service | Scooter |
| 03/11/2018 | Renewal | 5 | Yes | Best advisor face to face | Nice to talk to a human to compare our needs with the old insurance policy. Excellent throughout got what was required for a great price. | Happy customer |
| 03/11/2018 | Renewal | 5 | Yes | Great Insurance | Value for money, easy application, staff very helpful. | Sandiebabe60 |

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| 03/11/2018 | Renewal | 5 | Yes | Barclays offer an excellent service | Very friendly, informative and efficient service. Barclays staff are always very helpful. | mummywarbucks |
| 03/11/2018 | New Policy | 5 | Yes | Barclays home insurance | Easy process, saved me money, did not expect it to be as competitive. | Biscuit |
| 02/11/2018 | Renewal | 5 | Yes | Great service | I have had Barclays insurance for approximately 4 years now and unfortunately I had to make a claim recently. I couldn't believe how quick it was dealt with and without any drama. | Cooky |
| 02/11/2018 | Renewal | 5 | Yes | The Best home insurance advice. | Extremely quick and easy, with very helpful staff who are very knowledgeable and patient. | ColinH. |
| 02/11/2018 | Renewal | 5 | Yes | An excellent service | An excellent service, yet to be confirmed when making a claim. | Trustycolt |
| 02/11/2018 | New Policy | 5 | Yes | A satisfied customer | I have used Barclays for over 50 satisfactory years. | Alpronman |
| 02/11/2018 | New Policy | 5 | Yes | Insurance | Very friendly and experienced staff who know what they are doing. | Scooby |
| 02/11/2018 | New Policy | 5 | Yes | Barclays excellent contents insurance | Excellent service explained in full and easy to understand | Lizzie |
| 02/11/2018 | New Policy | 4 | Yes | Why are premiums increased regardless of any claims ? | It all depends if the insurance does what you think it should do. | Corvette |

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|------------|------------|---|-----|----------------------------------|--|-----------|
| 02/11/2018 | Claim | 5 | Yes | Contents claim | Excellent customer experience and claim dealt with very quickly and officially. | Bluebird |
| 01/11/2018 | Renewal | 5 | Yes | Home Insurance | Great service and advice, easy to complete and staff are very helpful. | Mike |
| 01/11/2018 | Renewal | 4 | Yes | Term | Like all terms and conditions, they are long winded and it takes a long time to read them. | Anonymous |
| 01/11/2018 | Renewal | 5 | No | Happy with service received | My life is very hectic and the process was very straightforward. | Richard |
| 01/11/2018 | Renewal | 5 | Yes | Dealings with Barclays | Have been with Barclays for many years and they have never let me down | Rob |
| 01/11/2018 | Renewal | 5 | Yes | Easy to claim | Excellent service, recently had to make a claim and I was surprised it was as easy as the original salesperson said it would be, very happy. | S'only-me |
| 01/11/2018 | New Policy | 5 | Yes | -Great service | Great customer care | -Steve |
| 01/11/2018 | Claim | 1 | No | Unhappy with customer service ?? | The outside company Hallmark, chosen and provided by Barclays offered very poor customer service, it was a very negative experience. | Anonymous |

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|------------|------------|---|-----|--|--|----------------|
| 01/11/2018 | Claim | 2 | No | ... | Not happy with the service of my claim for insurance I am paying for. It takes 8/9 months and still no decision or payout. | Donik |
| 01/11/2018 | Claim | 5 | Yes | CC | Excellent service, claim settled quickly with very little hassle. | Cc |
| 31/10/2018 | New Policy | 5 | Yes | Professionalism knowledge and care | The way I was treated during the interview, also the expertise the Barclay personnel explained clearly to me all the options. | The Mortar Man |
| 30/10/2018 | Renewal | 4 | Yes | enhancing our service | Good service always and quick. Quality repairs and no fuss. | nudger |
| 30/10/2018 | New Policy | 4 | Yes | Competitive | Quick and easy, competitive prices. Liked that I could get Blue Rewards by taking out policy. | BecD |
| 28/10/2018 | Claim | 5 | Yes | Barclays are here for me oh and you | From start to finish your made to feel like you've been with Barclays forever And they listen to all your saying and make you feel like it's ok and they understand..... | Pknight |
| 26/10/2018 | Renewal | 5 | Yes | Barclays Home/Building Insurance how easy to renew | I found the whole process easy and everything was explained. | Smarty |

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|------------|------------|---|-----|---------------------------------|---|--------------------|
| 26/10/2018 | New Policy | 5 | Yes | Helpful Staff | Friendly happy staff willing to help made it so easy to switch | Roo |
| 25/10/2018 | Renewal | 5 | Yes | Home contents insurance renewal | Great service allowing me to renew my policy with the greatest of ease | PeterC |
| 25/10/2018 | Renewal | 5 | Yes | Good Protection for home | We are happy with our Insurance, have been for several years, helpful staff, engineer was sent promptly. Personally I recommend Barclays Home Insurance , Emergency cover, legal , Peace of mind. | SPARROWS AND ROBIN |
| 25/10/2018 | Renewal | 5 | Yes | Hassle free | Quick to claim, quick to renew and lots of options to personalise the cover. | Superhans |
| 25/10/2018 | Renewal | 1 | No | Barclays don't care | Your agent is just a call centre operative with a script. I'm just a number to you. I'm not a human being. | AAARGH |
| 25/10/2018 | New Policy | 5 | Yes | Good quote in a quick time | At all stages everything was explained fully and all my questions were answered fully and at no time did I feel pressured? | Anonymous |

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|------------|------------|---|-----|-------------------------------------|--|-----------------|
| 25/10/2018 | New Policy | 5 | Yes | Dunfermline branch | Branch were excellent and they took care of our needs. They listen to what we needed and worked within our budget..... excellent | Salmo |
| 25/10/2018 | Claim | 5 | Yes | Above excellent | Didn't quibble, no doubt, paid full amount, first class service. | Doubledecklynne |
| 24/10/2018 | Renewal | 1 | No | Legal cover not fit for purpose | Your cover is not fit for purpose and terms and conditions lengths hide real cover. | Cello |
| 24/10/2018 | Renewal | 5 | Yes | Satisfied customer | Excellent value for money and quick and easy to apply | Harvey |
| 24/10/2018 | Renewal | 1 | No | Nice product, poor customer service | Basic errors on renewal quotation and staff do not listen/understand customer needs. | Ger |
| 24/10/2018 | Renewal | 1 | No | Disappointed over price hikes | Too expensive and inflexible on price despite being long-term loyal customer | Sebbym |
| 24/10/2018 | Renewal | 5 | Yes | Satisfied | Easy to understand, friendly staff, informative nothing too much trouble. | Freddy |
| 24/10/2018 | Renewal | 5 | Yes | Simple, fast service | Simple enough, prices were competitive when first signed up for home insurance in 2011 | Mike |

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|------------|------------|---|-----|---|---|--------------------|
| 24/10/2018 | Renewal | 3 | Yes | EXISTING CUSTOMERS DO NOT GET THE BEST PRICE ON THE RENEWAL DOCUMENTATION | AS AN EXISTING CUSTOMER THE RENEWAL PRICE WAS VERY HIGH SO HAD TO CALL BARCLAYS TO DISCUSS THE PREMIUM AND NEGOTIATE A REDUCTION | ELTEL |
| 24/10/2018 | New Policy | 5 | Yes | Quick, responsibility, easy, collaboration | The best service, easy way, nice staff, all stages of insurance have been very well explained to me. | Mercedesbenzvgtfds |
| 24/10/2018 | Claim | 5 | Yes | Great Service Exceeding Expectations | I called to enquire as to whether I was covered for accidental damage to an expensive camera. I was and was handed over the claims department who after a short discussion accepted the claim and arranged for the money to be paid into my bank as expected. | TempestMan |

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| 24/10/2018 | Claim | 5 | Yes | Claim for vandalism of dormer cladding | A fast and easy process got an answer straight away and money was in my bank within the week. Just worried about my insurance going up next year, that's the only worry. | jolene |
| 24/10/2018 | Claim | 5 | Yes | Easy & recommended | Barclays made a terrible incident a whole lot easier to deal with. Very easy to talk to & helped us cope with our losses. | Chas |
| 24/10/2018 | Claim | 5 | Yes | Happy customer | Never experienced any problems with Barclays banking or insurance | Hannah S |
| 19/10/2018 | Renewal | 5 | Yes | My Barclays Home Policy | Am satisfied with my home policy, and I have used it before. | BongaVic |
| 18/10/2018 | Renewal | 5 | Yes | Good Communications | I found the questions I asked were answered quickly and efficiently. The price quoted was agreeable to me and the person I spoke with treated me respectfully. | Pendle Witch |
| 18/10/2018 | Renewal | 5 | Yes | Excellent customer service and clarity of information | Clarity of information and ease of talking to a real person who knows what they're talking about. | Davs G |

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|------------|---------|---|-----|--|--|--------------|
| 18/10/2018 | Renewal | 1 | Yes | Home improvement | Good English bank in the high street with happy staff. | Baz |
| 18/10/2018 | Renewal | 5 | Yes | Nice n Easy | A nice smooth easy renewal process, I would recommend to friends and relatives. | IB |
| 17/10/2018 | Renewal | 3 | No | Seems expensive | I found it difficult to contact Barclays to cancel the insurance and therefore missed the cancellation deadline. | Fairy |
| 17/10/2018 | Claim | 1 | No | I wish that I have continued my home policy with Lloyd's . | Lack of empathy, and communication, arrogant staff. | Sanggumay |
| 17/10/2018 | Claim | 5 | Yes | Quick response time with my telephone claim. | Very happy with the service from the team when I called them to make a claim. | Craig's lady |
| 17/10/2018 | Claim | 5 | Yes | Good service | Everything perfect. Good service. Quick decision. Everything nice and professional. | Mario1988 |
| 16/10/2018 | Renewal | 5 | Yes | Home | Get excellent service and staff are great and put you at ease. | Missey |
| 16/10/2018 | Claim | 5 | Yes | Good | Overall excellence service with Barclays - can't do enough. | Jan |
| 14/10/2018 | Renewal | 5 | Yes | Excellent Service | I am extremely satisfied with my Barclays insurances. | Valdez |

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| 14/10/2018 | New Policy | 5 | Yes | Survey | Excellent service throughout. Knowledgeable staff. Speed. | Grayson |
| 14/10/2018 | New Policy | 5 | Yes | Thanks to Barclays Bank for my home insurance | Very helpful staff and take their time with you and explain everything to you, and what you are covered for and everything. | Marion b |
| 12/10/2018 | Renewal | 4 | Yes | Great cover | Great cover and easy to take out, however the cost rises each year by more than I would have expected. The team you deal with are really friendly and helpful. | Elvis |
| 12/10/2018 | Renewal | 5 | Yes | My personal insurance policy | I was extremely happy with all the help I had with my claim, and the how easy it was to renew my new policy. Thank-you | Polly |
| 12/10/2018 | Renewal | 5 | Yes | Well done Barclays | Good value, excellent service and very friendly staff member made the process quite enjoyable. Well done Barclays. | Retires |

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|------------|---------|---|-----|--|--|-------------|
| 12/10/2018 | Renewal | 3 | No | Barclays home and buildings insurance with home business use | Good product on paper, easy to set up, but price increased significantly on each renewal to the point of costing more than my car insurance by 5th year of loyalty and never even claimed. | Bronte |
| 11/10/2018 | Renewal | 4 | No | Good service | Don't recommend to friends as their requirements and expectations are all different. | Dave G |
| 11/10/2018 | Renewal | 5 | Yes | What you want | So easy to do online and you make it what your wanting to cover. | Little will |
| 11/10/2018 | Renewal | 5 | Yes | Excellent service | Excellent product, friendly & polite service, overall very good value for money. Would definitely recommend. | JLW |
| 11/10/2018 | Renewal | 3 | No | Respect customers more! Barclays profit gets more and more and keep taking | I believe the system of insurance isn't fair! Customers should be valued and be treated fairly but not increased prices every year. | Popeye |
| 11/10/2018 | Renewal | 5 | Yes | Top service, top price | Yours was the cheapest quote for a good level of cover and the lady I spoke to on the phone was v helpful, efficient and friendly. | Loughtonbee |

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| 11/10/2018 | Renewal | 4 | Yes | Perfect for me | The policy is exactly what I need and the staff are very friendly and polite. | Oldie |
| 10/10/2018 | Renewal | 5 | Yes | Satisfied | Very happy overall with the insurance and the information provided. | Hughiep |
| 10/10/2018 | Renewal | 5 | Yes | Easy Renewal Process | The whole process was very easy and the assistant who dealt with my renewal was very knowledgeable, friendly yet professional. | Crystal48 |
| 10/10/2018 | New Policy | 5 | Yes | Home insurance | Staff were knowledgeable and excellent attitude. Furthermore, the personalisation of the home insurance left me spoiled. | Hus |
| 07/10/2018 | Renewal | 5 | Yes | Ace insurance | Haven't found any problems and it was so easy to complete. | Annik |
| 07/10/2018 | Claim | 5 | Yes | Excellent service | This was a very easy and successful outcome, and dealt with very professionally and politely. Staff was very helpful and listened to everything I explained to them. I am a very satisfied customer. | Bella |

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| 06/10/2018 | Renewal | 5 | Yes | Good cover | Great cover and good value for money. Would recommend to a friend due to ease of use. | Roof over my head |
| 06/10/2018 | Claim | 1 | No | Not at all happy | I feel I was treated with disrespect, not listened to and ignored. | Feel degraded |
| 06/10/2018 | Claim | 5 | Yes | 45 witham | From the start of calling for help it was dealt with so quickly & my friends thought it was impossible for action to be taken on an insurance claim. But Barclays insurance responded very quickly. Thank you | Nguveren |
| 06/10/2018 | Claim | 5 | Yes | Praise | Quick decision, sorted out with minimal dialogue via uploading camera evidence, despite initial phone conversation with an.n.other which was fruitless. | Anonymous |
| 05/10/2018 | Renewal | 5 | Yes | Barclays review | Really pleased with the service overall. Nothing more to say. | Stevo |
| 03/10/2018 | Renewal | 5 | Yes | SSM | I am more than happy with the product and service, and first class service at the branch. | Travis |

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| 03/10/2018 | Renewal | 3 | Yes | Barclays caring for you home castle | Barclays have explained in detail on paper all the cover I have requested to meet my needs and what to do if I need to increase or reduce the amount of cover. | Stewwatts |
| 02/10/2018 | Renewal | 5 | Yes | V S | Easy and straightforward, all the info was there and the price was good. Blue rewards are a good incentive to stay a loyal customer. | Lizzie |
| 02/10/2018 | Renewal | 4 | Yes | Serves my home insurance requirements | Generally quick, easy and reasonably priced. Happy with the product. | JohnnyBee |
| 02/10/2018 | Renewal | 5 | Yes | Home contents insurance review | Because Barclays provide excellent service and am happy with there insurance. | Golden500 |
| 02/10/2018 | Renewal | 3 | No | Insurance | It's just insurance and you can get it from anywhere. | Gayle |
| 02/10/2018 | New Policy | 5 | Yes | Completely satisfied | Completely satisfied all round with information, price and ease of my insurance. | Tilly |
| 02/10/2018 | New Policy | 4 | No | insurance | 50 yrs with you says it all. Apart from a few glitches in the past we are very satisfied. You are very helpful, thank-you | grumpy |

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| 01/10/2018 | Renewal | 5 | Yes | Excellent customer service | Very easy to renew and the person I spoke to was very pleasant and couldn't do enough for me | Obna |
| 30/09/2018 | Renewal | 5 | Yes | Great service | Great service given and friendly staff. Easy to renew and no hassle. | Anonymous |
| 29/09/2018 | Renewal | 5 | Yes | Insurance Renewal Process | There were no problems. The agent took on board that I do not want automatic renewal each year. | Bhoys 13 |
| 29/09/2018 | Renewal | 5 | Yes | MOBGR | I believe it is good value. The person I spoke to at Barclays was very helpful | Veronica |
| 29/09/2018 | Renewal | 5 | Yes | Home insurance | Satisfaction with the service from Barclays insurance | JSTEVE |
| 28/09/2018 | New Policy | 5 | Yes | Very helpful staff in the Dereham branch and a good value policy | It was a better value policy and offer more for my money than my existing one policy. | Anonymous |
| 27/09/2018 | Renewal | 5 | Yes | Satisfied long term customer | Satisfied with all aspects of service. Would recommend Barclays to family and friends. | Angel |

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| 27/09/2018 | Renewal | 5 | Yes | Customer Rewards | Service personnel were good, but given that the policy has now run for a number of years there is an expectation of a discount, particularly when other operators are quite competitive. | Quinlan |
| 26/09/2018 | Renewal | 4 | No | Good Customer Service | Very expensive, but ease of purchase was good. Good customer service, quick turn around for the policy. | Nibbo |
| 25/09/2018 | Renewal | 5 | Yes | easy way to do your insurance go in branch | I find that the advisors are very good and very helpful and made it clear, and easy to do. | Anonymous |
| 25/09/2018 | Renewal | 5 | No | Sarah's Home Insurance Feedback | The policy is to much and most people I know pay less than this each month. | Little Legs |
| 25/09/2018 | New Policy | 3 | No | Efficient | I have not reviewed the policy against other providers so would not feel able to recommend without having compared with other providers. | Housebuyer |
| 24/09/2018 | New Policy | 5 | Yes | piera feedback review | Because I am happy with your service at all levels. | Ale |
| 23/09/2018 | Renewal | 5 | Yes | Very satisfied customer | Excellent service, very satisfied and the staff very helpful and friendly at my Branch in Durham. | Luna |
| 23/09/2018 | New Policy | 5 | Yes | 100% Satisfaction | I felt satisfied with the way I was dealt with and the information that was provided to me. | Meme |
| 22/09/2018 | Renewal | 2 | No | See sense and choose someone else | Too many years of hope with no reward. An institutional disaster and we are paying for it. | Horror bank |
| 22/09/2018 | Renewal | 4 | Yes | Contents Insurance | Very easy to communicate with good explanations given. | The Duck |

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| 22/09/2018 | Renewal | 5 | Yes | Insurance | I am deaf therefore it was quite easy to do everything online. Just the gadget I would have like to know before that we need to hand out proper details of our gadget. I couldn't claim for the loss of my iPad because I didn't realised that I needed to register them into your system. :-(| BK |
| 20/09/2018 | Renewal | 5 | Yes | Helpfulness and clarity - no fuss and no hidden costs | Great service, staff very helpful and no hidden costs. | -norfolk thimble lady |
| 19/09/2018 | Renewal | 5 | No | Excellent service | I found the cost compared favourable against other companies and the renewal was effortless. | Doris |
| 19/09/2018 | Renewal | 1 | No | Seriously thinking of moving elsewhere | No communication despite being long term customer due largely to inertia. | Bonaccord |
| 17/09/2018 | Renewal | 4 | No | Easy to renew | The renewal takes no time, it is automatic (I took it out 11 years ago) if nothing changes. I am moving to a new home in a different country so will be cancelling the home insurance next week. | Peaceof mind07 |
| 17/09/2018 | Renewal | 5 | Yes | Best customer service | Outstanding customer service. Everything dealt with quick and efficiently. | SH |
| 15/09/2018 | Renewal | 4 | Yes | Insurance | It was easy to renew. Did not have to do anything but it was not so competitive. | Bob |
| 15/09/2018 | Renewal | 5 | Yes | Home contents | A trusted brand offering affordable security easy payment options and a feeling our needs are understood and considered. | Twoboyz in Sussex |
| 14/09/2018 | Renewal | 4 | Yes | Not sure?! | I checked other websites & once I questioned the price of the renewal Barclays matched it by within a couple of pounds. I have all my back accounts Business & Personal & really like to have everything available to view on my App. | Busy mum business owner |
| 13/09/2018 | Renewal | 1 | No | Poor service | Very poor customer service to loyal customers. Premium gone up alot and adviser refused to do anything to see if it could be lowered. Just told me here was nothing he could do. | Dissappointed |

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| 12/09/2018 | Renewal | 5 | Yes | Piece of Mind with Barclays | Happy with the service I have had over the years, there's nothing specific. | AlanD |
| 11/09/2018 | Renewal | 5 | Yes | Top Notch Insurance | A very quick and pleasant experience to renew my insurance. | Arther Job |
| 10/09/2018 | Renewal | 4 | Yes | Happy Shopper | Content with purchase. Like to stay loyal to my bank. | misterp |
| 09/09/2018 | Renewal | 5 | Yes | My insurance renewal adventure | Service is quick but loyalty is not rewarded unless the buyer asks questions. This is wrong. Apart from that I'm happy with the service from Barclays | Mikey5444 |
| 07/09/2018 | Renewal | 4 | Yes | The easy way to renew | Ease of renewal, and fast and efficient service, plus competitive pricing. | Bandit 1157 |
| 07/09/2018 | Renewal | 5 | Yes | Bridgnorth | Good product and value for money. Staff are always brilliant, helpful and friendly. Would recommend Barclays bank to anybody. | Big tone |
| 07/09/2018 | Renewal | 3 | Yes | A cold renewal process | Renewal is a cold process, little to no involvement from a human. feeling that it's not a competitive deal! | Loyal customer |
| 07/09/2018 | Renewal | 5 | Yes | Home insurance | In the past I went in my branch enquiries about home insurance and so far I have no problem with the bank! | Whippetmad9 |
| 06/09/2018 | Renewal | 4 | No | keep ystradgynlais branch open | Because of my previous experience I am happy with the process but because the branch will shut I will not be renewing it next time. | MAB Y CWM |
| 06/09/2018 | Renewal | 4 | Yes | Barclays insurance renewal | Happy with Barclays insurance just wish offered best price compared to marketplace quotes. | Slim |
| 06/09/2018 | New Policy | 5 | Yes | Buying Barclays home insurance cover in the branch | Because they seem appropriate. I was visiting the branch for other matters and I was asked if I needed home insurance which i did and so it just went from there with great ease. | Frank S |
| 03/09/2018 | New Policy | 5 | Yes | Great value | A very easy product to buy. Cheaper than nearly all it's competitors. | Bezzar |
| 02/09/2018 | Renewal | 5 | Yes | Home insurance | I was pleased with the product and knowledge from the bank. | Steve |
| 01/09/2018 | Renewal | 5 | Yes | Peace of mind | I have been insured with Barclays for a number of years. | AP |

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| 30/08/2018 | Renewal | 5 | Yes | Great service great price! | I found it quick and easy and very friendly and helpful staff and great price lower than the others! | White tornado! |
| 30/08/2018 | Renewal | 4 | Yes | With the client in mind | I don't feel able to give a higher score as I had to negotiate a better deal after quotes from other companies. I feel I should have been offered a better option from Barclays in the first place. | Tricia |
| 30/08/2018 | New Policy | 5 | Yes | One happy lady | Competitive quote and easy online application, fast efficient service through the entire process. | CG |
| 29/08/2018 | New Policy | 5 | Yes | Miss wells | Very simple to process and the last was very kind. Was offered before I even knew I needed it. | Miss wells |
| 27/08/2018 | Renewal | 5 | Yes | Prompt and reliable service. | I was offered the service while in the branch reviewing my account. It appeared to match my (and my lender's) requirements at a very reasonable fee. I have had no cause to regret my decision. | Fairfax43 |
| 27/08/2018 | New Policy | 5 | Yes | Highly recommend Barclays insurance | Chose Barclays as I was already a customer. Found the cover one of the cheapest around and was very easy to apply and finalise. | Hillsy |
| 27/08/2018 | New Policy | 5 | Yes | New insurance policy. | The policy provided everything I needed and was considerably less expensive like for like to my previous provider. | Jakey. |
| 25/08/2018 | Renewal | 5 | Yes | Renewal | Easy and quick renewal. Good customer service. Simple process on the phone to complete but no confirmation email or letter. | Hannah 27 |
| 25/08/2018 | Renewal | 5 | Yes | TRUE | Great service - valuable, supportive, genuine wow wow wow - that is like should be. | Kowalus |
| 24/08/2018 | Renewal | 4 | Yes | Home insurance recommendation | A good service, call handlers are always very helpful. | Maisie H |
| 23/08/2018 | Renewal | 5 | Yes | The right way to buy home insurance | The advisor was really good and told me everything that I needed to know and went through everything making sure that I understood everything. The advisor took her time and didn't rush anything. | Summer66 |

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|------------|------------|---|-----|---|---|-----------------------|
| 23/08/2018 | Renewal | 4 | Yes | Good review | Good service overall and friendly staff, would recommend to family and friends. | Bubbles |
| 23/08/2018 | Renewal | 5 | Yes | Top score service | Very easy and good customer service. I will recommend this to my friends. | Alfred |
| 23/08/2018 | Renewal | 5 | Yes | Bank insurance protocol | The bank offers a good quality service and the Policy for myself and home is easy explained by your staff, however price is a little high compared to the insurance offered by other website. | william |
| 23/08/2018 | Renewal | 3 | Yes | Home insurance | The information was enough to continue with Barclays although I had received much cheaper quotes. | Shell |
| 23/08/2018 | New Policy | 5 | Yes | Barclays insurance | Your adviser went through and explained all in detail, time will tell if and when I have to claim from your insurance how easy it actually is !!!!! | Cricket |
| 22/08/2018 | Renewal | 3 | No | An annual direct debit makes paying easy. I don't know about making a claim | We all need home insurance, I'd like to see discounts for loyalty rather than not being surprised when the cost increases annually, regardless of whether a claim has been made or not! | Mags |
| 22/08/2018 | Renewal | 5 | Yes | Insurance renewer | Always pleased with the products from Barclays and always a pleasure to deal with I've never had any bad experiences with Barclays. | Angel |
| 22/08/2018 | Renewal | 5 | Yes | Barclays Experience | Have been with Barclays for over 40 years and have always been satisfied with all my personal banking business done with them. | Sugarlump Honeyppopet |
| 22/08/2018 | Renewal | 5 | Yes | Contents insurance | The service I have received is excellent when needed to use, so helpful and prompt in assessment and payout. | Pinklady |
| 22/08/2018 | Renewal | 5 | Yes | Renewing my Barclays insurance experience. | Renewing my insurance policy was easy and efficient. | barlastonboy |
| 22/08/2018 | Renewal | 5 | Yes | Great value and excellent customer service. | Great value for money with an ease to obtaining the insurance. Polite helpful staff, which is a must. | Shelly |
| 22/08/2018 | Renewal | 5 | Yes | Keeping someone in a job | Seems OK. | Presley |

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| 22/08/2018 | Renewal | 4 | Yes | Good insurance quotes | Good insurance quotes. Value for money. Good support. | Alrod |
| 22/08/2018 | New Policy | 5 | Yes | My personal feedback | Really good service. Young man made me feel at ease. Excellent Customer Service. | Nanabanana |
| 22/08/2018 | New Policy | 5 | Yes | Completed in my first office of employment in 1959 | Excellent personal service from the outset from the lady whom introduced us to the product to lady who thoroughly discussed it with us. | dapper405 |
| 20/08/2018 | Renewal | 5 | Yes | Very good product | Had insurance with Barclays for nearly 20 years and would be reluctant to try anywhere else. | Sam |
| 19/08/2018 | New Policy | 5 | Yes | Amazing | Very satisfied and part of an account review which was not aware available and reorganised my personal finances. | Lord Nelson |
| 16/08/2018 | Renewal | 4 | Yes | Helpful | Very helpful when I rang to apply for house insurance I told them what I wanted and they done the rest and gave me the amount for the year. | Annie |
| 16/08/2018 | New Policy | 5 | Yes | Easily done | Satisfied with the service and the price. Appointment kept promptly and friendly helpful staff. | The boat |
| 15/08/2018 | Renewal | 5 | Yes | An excellent product | My Barclays home insurance is a quality product and good value for money, and I'm with the service provided. | Anonymous |
| 14/08/2018 | Renewal | 2 | Yes | Marie top quality | The customer service provided was of top quality. Helpful, nothing to much. Great stuff. | Linfield |
| 14/08/2018 | Renewal | 4 | Yes | Service from Barclays | A wonderful service. I would recommend to friends and family. | Duck |
| 14/08/2018 | Renewal | 5 | Yes | Experience | My experience of Barclays home insurance and the speed of response when I needed to make a claim, have led me to keep renewing my insurance with Barclays | Hooch |
| 14/08/2018 | New Policy | 5 | Yes | -Thank you | They are the best I'm 75 later this year and they treated me very good so thank you all. | -Tia |
| 14/08/2018 | New Policy | 5 | Yes | Home insurance lol | It's OK, it's good and the people in branch were really helpful. | Brandy snaps lol |

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| 14/08/2018 | New Policy | 5 | Yes | Great price, for more protection than my previous provider | The Lady I dealt with was great at her job - professional and had a sense of humour as well. | Bosun1973 |
| 14/08/2018 | New Policy | 5 | Yes | About time decent staff with manners | Treated really well and everything explained. It was ice to be with a decent bank. | Welshmama |
| 14/08/2018 | New Policy | 5 | Yes | Great price!! | Great price, value for money, saved £200 with Barclays | RosieD |
| 12/08/2018 | Renewal | 5 | Yes | No problem | Easy to understand and good value for money. I am extremely pleased with the whole experience. | Cappie |
| 12/08/2018 | Renewal | 3 | Yes | Blue reward | Easy to renew. Didn't know about Blue award. Should be automatic registration for long standing customers | Rach |
| 12/08/2018 | Renewal | 4 | Yes | Home Insurance Renewal. | Its what I needed but it is a little expensive for a pensioner like me. | Marthomza |
| 11/08/2018 | New Policy | 4 | No | Pretty good but would not recommend | The person who set up my policy was amazing but when it came to claiming, the customer service was rude and unwilling to help. | TylerD |
| 10/08/2018 | Renewal | 5 | Yes | Barclays Home Insurance | A secure insurance company providing a balanced level of cover. | Jimbob |
| 10/08/2018 | Renewal | 5 | Yes | EXCELLENT SERVICE | I have found Barclays to be very helpful and informative. | DEEDEE |
| 10/08/2018 | Renewal | 5 | Yes | Good service provided | Service was quick and efficient, able to collect rewards. | Jules |
| 09/08/2018 | Renewal | 5 | Yes | Insurance renewal survey | Competitive price. Policy fills my requirements. Telephoned query dealt with quickly and to my satisfaction. | Jabo |
| 09/08/2018 | Renewal | 5 | Yes | Jeff | I have had Barclays home insurance for many years and I think it is good value. | Jonty |
| 09/08/2018 | Renewal | 5 | Yes | Old age pensioners united | The service I received and helpful way I was treated with by the staff was excellent. | Put |
| 09/08/2018 | Renewal | 4 | Yes | Good cover | No interest for paying monthly, easy renewal process and no charges for amending or cancelling the policy. | Ash |
| 09/08/2018 | New Policy | 5 | Yes | Good price, easy to set-up. | Very easy to set-up, confidence in Barclays as a brand and bank. As a Blue Reward member I will receive cash back every month so a win / win. | CWKS |

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| 09/08/2018 | New Policy | 5 | Yes | Worth every penny and excellent cover. | My partner came with me to sort out my insurance and was very impressed and is going to take out the insurance to cover his home. | Dizzy blonde |
| 08/08/2018 | Renewal | 5 | Yes | Feedback Review | Renewal process was straight forward. I bank with Barclays. Convenient. Should have taken more time in researching other products but didn't have the time. | Geejay |
| 08/08/2018 | Renewal | 5 | Yes | Value for money | Laura was very professional. Friendly and helpful. | Satisfied saver |
| 08/08/2018 | Renewal | 1 | Yes | Mr McD | Excellent no fuss easy service that I would recommend to everyone. | Taplow64 |
| 08/08/2018 | New Policy | 5 | Yes | The Eagle has landed | I have always favoured Barclays for all my needs. | Kellbo |
| 05/08/2018 | Renewal | 4 | Yes | Home contents insurance review | Good product but bit pricey. Am Barclays customer already so it's logical to get products. | Oddie |
| 02/08/2018 | Renewal | 5 | Yes | Great service | Helpful friendly staff in branch, good prices and easy for renewal. | Shorty |
| 02/08/2018 | Renewal | 4 | No | Unsatisfied claimer | All products seems nice at first until you have a problem. | Bert |
| 02/08/2018 | Renewal | 1 | Yes | Barclays home insurance | Very happy convenient and trustworthy easy from the start to finish. | Kitty |
| 02/08/2018 | New Policy | 5 | Yes | Excellent service | Ease and professionalism. Clear explanation, not rushed. | NannyNina |
| 01/08/2018 | Renewal | 3 | No | Not satisfied | Needed more time to review, didn't understand all the information. | Eggshell |
| 01/08/2018 | Renewal | 5 | Yes | guitar cf14 | Member of staff I dealt with. Trust i have with Barclays over 40 years. | wally |
| 31/07/2018 | Renewal | 4 | Yes | renewing home contents insurance | I haven't researched other companies and I imagine some will be better others will be worse. These scores represent what I think based on the above. | Yorkshireman in Cornwall |
| 30/07/2018 | Renewal | 5 | Yes | Ease of renewing my home and contents insurance policy | Quick efficient and friendly service when renewing insurance policy. | Pandora |
| 29/07/2018 | Renewal | 5 | Yes | Insurance renewal | Simple process and good communications when contacting claims dept. | PoppyWoppy |

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| 29/07/2018 | New Policy | 5 | Yes | Barclays long serving customer | Have been a customer at Barclays for over 40 years. The service and help I have received has always been spot on for my changing needs. | Jungle Keith |
| 29/07/2018 | New Policy | 5 | Yes | Comprehensive and competitive home insurance | Comprehensive service and cover which I was able to design to suit my needs. Super helpful staff in the bank who guided me through everything and explained terms. Competitive price and a bonus that I can also claim Blue Rewards too. Would definitely recommend. | Leesyloo |
| 28/07/2018 | Renewal | 5 | Yes | Lindas Opinion | Please overall with all aspects of Barclays Home Insurance. | Porgie2 |
| 28/07/2018 | Renewal | 4 | Yes | Good service! | Great telephone support. Claims handled professionally and helpfully. | Tony |
| 28/07/2018 | New Policy | 5 | Yes | Happy Customer | Ease of purchase and excellent value for money, plus dealing with Barclays for many years have never had any problems with the service they provide. | Cherriesfan |
| 28/07/2018 | Claim | 5 | Yes | Water damage claim | Excellent service, well done, very pleased, very efficient. | chokey |
| 27/07/2018 | Renewal | 5 | Yes | Why go elsewhere when you can use and trust Barclays | Because I've always had excellent service from Barclays. | AZURA |
| 27/07/2018 | Renewal | 5 | Yes | great service | Great service, no problems, very helpful in the branch. Thank you. | hinsey 57 |
| 26/07/2018 | Renewal | 5 | Yes | Insurance Renewal | Very easy process, helpful staff in bank who did it all and it worked out cheaper than previous quote with more cover. All in all excellent. | Wingnut |
| 26/07/2018 | Renewal | 5 | Yes | Home and content insurance | Overall happy with my insurance, and covers all my needs. | Minter62 |
| 25/07/2018 | Renewal | 3 | Yes | Not bad value for money | Could be cheaper. Numbers to contact made easier by email. | Rocky Balboa |
| 23/07/2018 | Renewal | 5 | Yes | Barclay's best insurance | Barclay's staff explain and help to make sure there customers are happy. | Clothead |
| 23/07/2018 | Renewal | 4 | Yes | Happy person | Because I am happy with what is provided. Both service and product. | Basil Brush |
| 23/07/2018 | New Policy | 5 | Yes | Wonderful Barclays | Very informative staff that explained really well to me. | Just me |

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| 22/07/2018 | Renewal | 5 | Yes | Barclays Home Contents Insurance Cover. | Very easy to understand the Information, and easy to make a decision on the level of cover required. Good service, staff helpful. | Bobsbiz |
| 22/07/2018 | New Policy | 5 | Yes | Good service | Because it was easy to sign up and all information needed to take a decision was given. | Tomi06 |
| 22/07/2018 | New Policy | 5 | Yes | A satisfied customer | The price was right & the advisor did the rest & explained all terms & conditions. | Sully |
| 21/07/2018 | Renewal | 4 | Yes | Excellence | I think your home insurance is excellent. I have shopped around but found nothing cheaper. | Pops |
| 20/07/2018 | Renewal | 5 | Yes | K.I.S. | Easy, straight-forward process. No fuss and efficient. | redOwl |
| 20/07/2018 | Renewal | 5 | Yes | Home insurance | I have been happy enough to have had the policy and encountered no problems. I have also had help and most things have been explained to me in the branch. | Tashakk |
| 20/07/2018 | Renewal | 5 | Yes | Great service and products | Friendly helpful service that was customised to me. | Mrs Hamilton |
| 20/07/2018 | New Policy | 5 | Yes | Great product and service | It was a good experience overall...helpful staff and a clear and easy to comprehend/navigate product. | Sjs |
| 19/07/2018 | Renewal | 5 | Yes | Renewal feedback | Was easy to do and staff were available if needed to discuss. | None |
| 19/07/2018 | Renewal | 5 | Yes | Barclays Insurance - Excellent value for money | Excellent customer service, quick phone call to clarify details, very friendly, not pushy. | Debs C |
| 19/07/2018 | New Policy | 5 | Yes | Excellent Service | The staff were polite, courteous, and professional, Their knowledge was excellent, They called the Insurers to enquire about the individual cover on certain belongings and possible increased cost. The time taken to provide me with the correct policy was not hurried or rushed. | UK-Lanman |
| 19/07/2018 | New Policy | 5 | Yes | go with the one you can trust | Have had a lifetime of experience with Barclays and have never been let down-ever. | an armchair adventurer |

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| 19/07/2018 | Claim | 3 | No | Interesting and Brilliant | The claim service out of this world. Really I don't want to make a claim difficult if I as a grown adult with years of insurance payments should not be made to feel the pressure of their insurance going up for making a valid claim. | JD |
| 18/07/2018 | Renewal | 5 | Yes | Excellent service | Easy to set up. Competitive price. Fast and efficient on the phone. | Up the Barkby |
| 18/07/2018 | Renewal | 1 | No | Never again | Overpriced, and when I took it out was told by adviser had to have it for mortgage with Woolwich. | Jokers |
| 18/07/2018 | New Policy | 5 | Yes | No Fuss Insurance | Easy to set up and great price, no hassle, simple. | winnie |
| 16/07/2018 | Renewal | 5 | Yes | Insurance | Very satisfied with the service I received from the phone call from Barclays. | Happy Great Grandma love |
| 15/07/2018 | New Policy | 3 | Yes | Barclays building/contents insurance | Overall, happy with service, especially level of cover and price. | John |
| 12/07/2018 | Renewal | 5 | Yes | A massive fan of Blue Rewards for loyalty | Well I use Barclays for many things rather than any other bank & find them always helpful to save on things. But mainly I like Blue Rewards too for the loyalty. | 12 Conkers |
| 10/07/2018 | Renewal | 5 | Yes | Family insurance sorted | As I have 4 daughters all married with there own house. | Cammy |
| 10/07/2018 | Renewal | 5 | Yes | Satisfactory experience | The whole experience was very easy and informative. | Jasmine |
| 10/07/2018 | Renewal | 4 | Yes | Barclays informed me I did not live in a high risk to flooding area | I was given all the information at the time of taking out the policy and the value I would have to cover house and contents was cheaper then I had been quoted by other insurers. | glamrock |
| 10/07/2018 | Renewal | 1 | No | No communication and high annual increase for a loyal customer. | Because Barclays did not inform me it was the annual renewal time, just automatically increased my direct debit payment, I only noticed it upon checking my bank statement. | Upset loyal customer |

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| 10/07/2018 | Renewal | 5 | Yes | One Happy Customer. | Have had Barclay Home and Contents insurance for several years and find their rates remain competitive and renewal is easy as if you are happy with the quote you have nothing further to do. I call that excellent service. | Homers Mate |
| 07/07/2018 | New Policy | 5 | Yes | Personal Home Insurance | Competitive prices, you can build your cover to suit your own needs, easy to do, with no penalties for changing your policy or leaving. | V7NTY |
| 07/07/2018 | New Policy | 5 | Yes | Talking to the friendly people | I hate changing/renewing home insurance but from the moment Barclays phoned me to advice on new policies they had everything was very friendly and much easier and after my visit to the branch to go through all the details I was impressed with all the help and friendliness of the staff. | Kaz |
| 06/07/2018 | Renewal | 4 | Yes | - | Perfect good services and happy to discuss for any problem. | Anonymous |