

Barclays Home Insurance customer reviews

4.5/5

Overall rating



90%

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 1,060 reviews received from customers up to 14 January 2020. 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
13/01/2020	Claim	1	No	Mr B	No contact after initial phone call made. Were told that Barclays would keep in touch.	Mr B
12/01/2020	New Policy	4	Yes	Went in for one thing came out saving money	Was dealt with very quickly and with respect and I saved money.	Gifhorse
10/01/2020	New Policy	5	Yes	Good	I think because by face is good/reliable - I think they can be trusted.	Kaz
08/01/2020	New Policy	5	Yes	Satisfied customer	Very helpful member of staff, took her time and explained everything clearly. Also a very competitive quote so I took the insurance out whilst at the appointment, which was not my original plan.	Hev
08/01/2020	New Policy	4	Yes	GET INSURED	Previously took out Barclays travel cover	Ricky
07/01/2020	Renewal	5	Yes	Brand I have confidence in	Brand I have confidence in based on experience of travel and home insurance.	Cinders
07/01/2020	Renewal	5	Yes	The simple way to renew your plan	Just so easy to renew, checked the details of the plan, and was happy with it ,decided to pay by direct payment , which is the best option for me at this present time. Would fully recommend this service	Dono
07/01/2020	Renewal	4	Yes	Good value for money	Good value for money.	Ba'ajiki
07/01/2020	Renewal	5	Yes	Billy	Good service, no trouble, have been with you for many years.	Billy
19/12/2019	New Policy	5	Yes	mickeytwoshoes	It was made so easy. What we wanted was taken care of. Great service.	Anonymous
16/12/2019	New Policy	4	Yes	Great but more info needed	The process was so easy. but I was unsure what I was getting.	Sac
10/12/2019	Renewal	5	Yes	Barclays Bank get it right!	Lots of help and easy online process to sign up to the initial policy, renewal this year simplicity in itself, prices competitive with a bonus of blue rewards.	Mogsnorton
09/12/2019	Renewal	4	Yes	Customer service made you feel at ease!	Good service, giving you the opportunity to ask questions.	Shakes

06/12/2019	New Policy	5	Yes	So cheap	Policy was a fraction of the cost of my existing policy.	Mr Spoon
04/12/2019	Renewal	4	Yes	Home and Contents Insurance renewal.	Hassle free informative competitive renewal process.	Cazza56
04/12/2019	Renewal	5	Yes	Feedback at your friendly bank	Always helpful and friendly - nothing is too hard and always get a helpful answer.	JOHN boy
26/11/2019	Renewal	5	Yes	The Bank that views each customer as important.	I have been a customer of Barclays for many years and have found them to be very friendly and accomodating, paying attention to my personal individual needs.	Ms Miranda
25/11/2019	Renewal	1	No	N / A	Not an appropriate time to ask these questions as I will not be needing to renew insurance untill 2020.	Brvl
22/11/2019	Renewal	5	Yes	Best Bank	At Barclays all the staff are fantastic. I applied to three other companies for home insurance quotes and yours was the best one.	Trix
21/11/2019	Renewal	3	No	Not impressed	As I said I had to phone twice to make a correction and it took three phone calls before the correct paperwork arrived.	On the ball city
21/11/2019	Renewal	5	Yes	Broadstone	Because we are always treated with respect, and everything is always explained and not rushed.	Splodge
19/11/2019	New Policy	5	Yes	Brillaint service and great experienced staff members	Service was great - everything was explained very clearly.	tiya
15/11/2019	Renewal	5	Yes	Barclays beat all competition, hands down	Barclays staff are so helpful and knowledgeable that they leave the rest standing. Their insurance quotes and set up were done in a flash, making the whole operation remarkably easy for us.	Frosty
13/11/2019	New Policy	4	Yes	Value for money	Very helpful and good explanation given. Explanation of different add ons.	Vivacious
12/11/2019	Renewal	3	No	Disheartened customer	There's no where local to talk to a Barclays rep, not unless you drive 24 miles. Not convenient.	Disheartened
08/11/2019	Renewal	5	Yes	Great service and product	Great product, competitive and easy to apply. Keenly priced renewal. Advisor was efficient and answered any queries I had and was willing to make adjustments to my policy to suit my needs.	Smithch
05/11/2019	Renewal	4	Yes	Sunnysands	Very helpful and not time consuming. Easy to renew and all questions answered.	Van 373
04/11/2019	Renewal	4	Yes	Hope	Hope was lovely - informative, approachable and warm. Unlike senior management	Scouse
04/11/2019	Renewal	5	Yes	I have confidence in Barclays products and the style of delivery.	Because I obtained customer satisfaction when ever I have dealings with your office.	boluji
31/10/2019	Renewal	5	Yes	info upbeat	Always receive excellent customer service - advisor discussed in detail policy information.	Sputnik
29/10/2019	Renewal	5	Yes	Barclays staff	As I've said in the previous feedback very good staff members - ALWAYS helpful.	Wilaheid

23/10/2019	Renewal	5	Yes	Great product	Great cover at competitive prices. Very easy to renew.	Dora the explorer
23/10/2019	Claim	1	No	Unhappy ps	Cowboy builders were sent in. 8 months....to do work...only a bathroom and small bedroom	Unhappy ps
23/10/2019	New Policy	5	Yes	Competitive	Competitive price, easy to complete online and with blue rewards even cheaper.	Valentino
23/10/2019	New Policy	5	Yes	Trustworthy	Barclays are reliable and trustworthy company that I use everyday.	Legge
22/10/2019	New Policy	5	Yes	Great service and excellent value	Great value, clear explanations and no pressure tactics.	Raylfc
16/10/2019	Renewal	5	Yes	Excellent product - highly recommended.	Very good service, and feel like a valued customer.	sailorman tally ho mates
16/10/2019	Renewal	5	Yes	Excellent teams	I always find cheap price with Barclays and experience on phone very polite and helpful.	Anonymous
16/10/2019	New Policy	5	Yes	Very Happy	The person that helped us was very happy to give us the pros and and cons. She gave us all the information that we needed.	Taz
15/10/2019	Renewal	5	Yes	Barclays Backup	Original introduction at bank premises where adequately explained so happy to renew on line.	Willmsa
15/10/2019	New Policy	5	Yes	Insurance now done by the blue bank team	Because every detail was explained to me and bank staff are always willing and polite.	Lady luck
14/10/2019	Renewal	5	Yes	Best	Because I'm happy with Barclays Bank and help me when I have a problem.	George
12/10/2019	Claim	5	Yes	Satisfied Customer	I was listened to. The claims handler was professional, taking time to ensure my claim was handled correctly & brought matters to a quick agreeable resolution. I was given options & explanations to decisions that were made in a clear & transparent manner. I was impressed by the degree of expertise & knowledge of the claims handler.	Satisfied Customer
10/10/2019	Claim	5	Yes	Burgled of Walkerville	Excellent, fast response to a burglary which left our house open to easy entry, Emergency repairs carried out within hours of report to make house safe again.	Burgled of Walkerville
10/10/2019	Claim	1	No	Very unhappy excustomer	Have given detailed reasons previously - not happy at all, in fact very disgusted at how I was treated.	Very unhappy excustomer
10/10/2019	Claim	5	Yes	Miss Daisy	Everything was straight forward, had no hassle at all. Barclays staff were very helpful.	Miss Daisy
09/10/2019	Claim	2	No	Anonymous	Poor communication, poor understanding, lack of corespondence, lack of support and help - way too long, more hassle than it's worth and I'm paying for it.	Anonymous
09/10/2019	Claim	5	Yes	Rabs	Staff were great - very helpful and did everything to help me sort out claim.	Rabs
08/10/2019	Renewal	5	Yes	Home insurance feedback	The employee explained everything to me from prices and direct debit dates and what was actually included in my policy.	Tinkerbell
08/10/2019	Renewal	4	Yes	Home Insurance	Good Service and product, my policy renews automatically every year and I have not had any issues.	Pinky

08/10/2019	Claim	4	Yes	Lord James	I have found Barclays a very good bank in many ways over the many years banking myself and family they really listen to their customers and give 100% in every way.	Lord James
08/10/2019	Claim	5	Yes	Crazy V10	When choosing our insurance, Barclays were not the cheapest but we have come to learn Barclays is a name we can trust and we're not disappointed.	Crazy V10
08/10/2019	New Policy	5	Yes	Good	Barclays are always helpful and easy to fill in their forms online and help in anyway they can.	Tash
07/10/2019	Renewal	5	Yes	Survey	As a longstanding customer of Barclays I am always consistently happy with the services provided.	Cumbo
07/10/2019	Claim	5	Yes	Joy	I was very happy to talk with someone as I was not able to walk or drive after a big operation. And it helped me though those days.	Joy
07/10/2019	Claim	5	Yes	Hutchy	Lovely customer service, kept me up to date with all that was going on after recently losing my husband it was a scary experience for me, but they did everything they could to help me.	Hutchy
07/10/2019	New Policy	4	Yes	Taking out a new Contents/buildings cover	Very efficient service and very competitive price. Very quick to change.	Bracks
06/10/2019	Claim	5	Yes	Welsh wizard	Settled claim quickly and fairly. Did what they said they would.	Welsh wizard
05/10/2019	Claim	2	No	Rick	Poor service from the start to finish. Very dissatisfied with Barclays.	Rick
05/10/2019	Claim	5	Yes	Jimbo	When i approached Barclays with my claim I was unsure as to whether I was insured or what I could claim for. I was soon put at ease by their claims advisor who could have done no more for me. Barclays settled my claim fairly and very quickly.	Jimbo
05/10/2019	Claim	1	No	Theo	No wireless payments - can pay with my phone. Customer service is slow.	Theo
04/10/2019	Renewal	3	No	Reward loyalty or risk losing customers	No reward for loyal customers unless we query the renewal first quoted.	Patricia
04/10/2019	Renewal	5	Yes	Last year when I had to amend something it was easy.	It was easy to take renew and informed of renewal date in good time.	gogseygill
04/10/2019	Claim	4	Yes	Woodpecker51	Explanation of what we could get, i.e. vouchers etc. could be made much clearer.	Woodpecker51
04/10/2019	Claim	1	No	Alex	Because they didn't understand me, and didn't understand the problem! And plus take my box and document for my watch and I have ready 1 year and I didn't receive the box and my document! I pay for this watch £6,000 and I don't have a watch and I don't have any document because your company take.	Alex
04/10/2019	Claim	5	Yes	Tessa's grandad	An excellent first class service from start to finish. Within the first few minutes I was reassured that I was covered and everything would be sorted, and it certainly was. The assessor who called to my home was extremely knowledgeable and efficient as were the contractors who did the work. Delighted with the whole experience.	Tessa's grandad

04/10/2019	Claim	5	Yes	Tom6175	Excellent service - very fast at sorting my claim. Will recommend.	Tom6175
04/10/2019	New Policy	5	Yes	Well recommended bank	Trusted bank, great easily accessible services, professional staff, banking app very good too.	LM
03/10/2019	Renewal	5	Yes	Always fair and great arrangement of packages	I've had my insurance with Barclays for many years and always have a good insurance package. Only things that let it down is why it has to increase when I've never claimed then to call and have a loyalty bonus cutting my premium. This should be added anyway.	Beach roamer
03/10/2019	Renewal	3	No	Ok	No worse, no better than anyone else, just more convenient.	Blindside
03/10/2019	Renewal	5	Yes	Good quality	Helpful staff, explained everything and were super friendly. Low cost, good quality cover.	Stu
03/10/2019	Renewal	5	Yes	Happy client	Efficient service and value for money. Swift cancellation of my old provider with no cost.	Jonta
03/10/2019	Renewal	5	Yes	Good Insurance Renewal Experience	Balancing price with quality of the product and service received.	Rob D.
03/10/2019	Claim	5	Yes	Star worker	Such extreme upset. Advisors were helpful knowledgeable and very patient. Answered questions instantly nothing was too much trouble. They kept me informed throughout the claim process. Was given a timescale and they kept to it. Extremely satisfied.	Star worker
03/10/2019	Claim	5	Yes	Abdullah	Easy to find out. And helpful employees in Barclays insurance. The problems were solved very quickly and repaired the damages very fast and perfectly.	Abdullah
03/10/2019	Claim	5	Yes	Jizwaff	I was very happy with the service I received and how quickly my claim was processed. The advisor was clear and understanding.	Jizwaff
03/10/2019	Claim	4	Yes	Ebryony	Quick and easy to complete online claim form. Only issue was trying to complete the claim by phone as they kept phoning and missing me but I had no way to call back.	Ebryony
03/10/2019	New Policy	5	Yes	Very satisfied customer and pleasing results	Very helpful staff and pleased with how easy it was to apply for quote.	Very satisfied customer
03/10/2019	New Policy	5	Yes	Love Barclays	Good/simple/easy to apply for in branch. Staff helpful, and understanding of my needs, and made my policy to fit those needs.	Tilley
03/10/2019	New Policy	3	No	See one price quoted before jumping higher??	I needed an insurance policy. Disappointed the online stated £27.00, but my policy ended up being £39.00 for one reason. Spoke to someone at my branch. Still not pleased with response.	Anonymous
02/10/2019	Renewal	5	Yes	Barclays are ahead of the game and know what you need before you do	Easy process - straight forward paper work - helpful staff.	Bailey
02/10/2019	Renewal	4	Yes	Nothing more to say now	I'm pleased with the insurance that was on offer to me and I will introduce to a friend or family member.	Kobee
02/10/2019	Claim	5	Yes	Sandy	My local branch go out of their way to see I am alright and if I need help when I am struggling.	Sandy

02/10/2019	Claim	5	Yes	Nguveren	My previous claims experience was swift & staff were extremely helpful. I would recommend friends to Barclays insurance. Have been with them for a good number of years.	Nguveren
02/10/2019	Claim	1	No	NBY	We were not given right information. We have lost vital information on our laptop.	NBY
02/10/2019	Claim	1	No	Reefy	Should have called back when customer cut off, listen to call.	Reefy
02/10/2019	Claim	5	Yes	Neenee	Quick efficient payment made. No hassle at all. Very pleased.	Neenee
02/10/2019	Claim	5	Yes	Trixiabelle	My claim was handled over the phone stress free - couldn't have been easier to be recommended.	Trixiabelle
02/10/2019	Claim	5	Yes	Dave	Barclays provided an effective insurance service that was resolved very quickly.	Dave
02/10/2019	Claim	5	Yes	M and M	I have had a leak which was leaking unbeknown until it became a major problem. I rang Barclays insurance and they arranged for an assessor and a company to come and dry out my home. They were courteous and thorough. Then arranged for the damage to be put right. Again the company they used were courteous and did the job as soon as they were able. So brilliant.	M and M
02/10/2019	Claim	5	Yes	Pknight39	Based on my last claim which was almost 2 years ago now, I think Barclay's was very kind, understanding and made me feel at ease all the way through to my settlement. Everything was dealt with quickly and easily.	Pknight39
02/10/2019	New Policy	4	Yes	Your company is great	Your service is great and I am glad that I joint your company for my home insurance,	Yaj
02/10/2019	New Policy	5	Yes	Excellent value for money	Always get the best experience with the Barclays team. Would highly recommend.	Wheezer1973
02/10/2019	New Policy	5	Yes	New innovation	It is the reality of my experience, I am happy with the overall service. The amount was very reasonable than I expected.	Blaise Barnsley
25/09/2019	Renewal	5	Yes	Excellent service	Ease of applying and very helpful and understanding staff.	Finch
25/09/2019	New Policy	5	Yes	Home insurance	Overall a very good, easy process with expert advice and explanations.	Andy
24/09/2019	Renewal	4	Yes	-	Very helpful staff. Same policy went up by 20% for not making a claim.	Anonymous
24/09/2019	Renewal	5	Yes	Fab	Very easy to understand and all questions were answered in a friendly manner.	Peanuts
23/09/2019	Renewal	5	Yes		I'm more than happy with all my personal packages in one place.	Anonymous
23/09/2019	Renewal	5	Yes	Easy	It was an easy process. I was happy with the information shared and the timeliness.	Hunny
20/09/2019	Renewal	5	Yes	good landlords insurance	Very good product and reasonable priced, reputation is good also.	Sunny cloud
19/09/2019	New Policy	5	Yes	brill experience	Extremely happy with Barclays insurance - highly recommended.	paul
16/09/2019	Renewal	5	Yes	The best in town	Very easy and faster than any other banks, professional kindly, and explain everything.	Matrix
15/09/2019	Renewal	5	Yes	Very satisfied customer	Customer service is second to none I have been a customer since 1999 and I am impressed with the innovations and changes happening with Barclays Bank.	Manyara

13/09/2019	Renewal	4	Yes	Insurance review	They can shop around for cheaper rate. Other institutions sent me cheaper indicated rate. I don't know when they picked up my renewal date from.	Dee
12/09/2019	Renewal	5	Yes	Barclays insurance	Because the staff we're brilliant and so helpful - nothing was to much trouble.	Mollymoo
12/09/2019	New Policy	5	Yes	Barclays made easy for insurance	No problem of renewing house insurance and buildings.	Miffy
12/09/2019	New Policy	5	Yes	Good experience with Barclays	It's good value and ease of doing things the person explained everything easy.	Martyn
10/09/2019	Renewal	3	Yes	Patricia	Not sure - have been paying my insurance for many years, I just get notice saying been renewed.	Patricia
09/09/2019	Renewal	5	Yes	happy customer	Always given good service - quick answers if I have questions, had no trouble at any time with staff - they are very very helpful.	ROLO
09/09/2019	Renewal	4	Yes	Customer satisfaction at Barclays	Because everyone us allowed to make our own choices.	Mrs Fox
09/09/2019	New Policy	5	Yes	So far as expected!	My scores are based on information I did receive on my policy, I presume everything written there will be what I am expecting.	The Insurer
09/09/2019	New Policy	4	Yes	Age	Barclays have never to my knowledge let me down,I feel I am talking to trusted friends whenever I have had to deal with staff in branches or phone, any help I have needed has been given gladly by all staff I have ever dealt with.	Mandy
07/09/2019	Renewal	5	Yes	Professional and convenient	I have had the policy for some years now - priority renewal due date we receive paperwork detailing the cost for the next year and amendments that apply to the upcoming year regarding cost and policy adjustments if applicable.	Happy chappy
06/09/2019	Claim	1	No	Tb31 766	Poor service from your claims handlers who put the insurance companies interests before yours, yet it's you that's been burgled.	Tb31 766
05/09/2019	Renewal	5	Yes	Recommend	Found the customer service really easy to talk to and review. Very impressed.	AmyGirl
05/09/2019	Renewal	5	Yes	Home insurance renewal in a jiff!	Barclays buildings and contents renewal was very easy and fast. Documentation is clear and comprehensive.	Anonymous
05/09/2019	Renewal	5	Yes	Extremely helpful friendly	I'm just very pleased with the product - excellent. Always an easy explanation with questions asked.	Teapot
05/09/2019	Renewal	5	Yes	Am loving my new home insurance provider	I have been with another other insurance company in the past but they never explained in depth to me about what I will be paying for. With Barclay's bank the staff explained and give me time to decide if I will switch from my other insurance company I have used for more than 4 years and never claim, but when i called to make a claim they said I wasn't covered for loss of my house keys.	Lady Tee
05/09/2019	New Policy	5	Yes	Why Barclays was right for me	Very knowledgeable staff and competitive price and blue rewards.	Gazzaguts
03/09/2019	Renewal	4	Yes	Roger	I got all the information that I need.	AJ
30/08/2019	Renewal	4	Yes	Convenience	More customer focus needed. In this manner the customer hasn't the need to approach other providers if	Drag13

					everything is found under one cover.	
30/08/2019	Renewal	5	Yes	Favour	Satisfied with the service offered so far. Friendly staff always ready to help. Online platform works anywhere in the world.	Gloriouslylifted
30/08/2019	Renewal	5	Yes	They are really nice and helpful in what they do	Because I like banking with them and they are so helpful.	Issy
30/08/2019	Renewal	4	Yes	DISAPPOINTED K.P	The scores would have been higher BUT we are still waiting for our policy paperwork to arrive as the first documents had several mistakes in them.	TAZMAN
28/08/2019	Renewal	4	Yes	Great bank	Very clear question to answer - overall good experience, price competitive, all question were linked to experience I have done while purchasing this kind of product.	Gizzyuk74
28/08/2019	Renewal	5	Yes	Me on line	I am completely satisfied with Barclays house insurance and have had no inclination to change. I feel it meets all my needs and it runs neatly alongside my Barclays on line dealings.	Staircases forever
28/08/2019	Renewal	5	Yes	Top rate service from Barclays	Excellent service as always with Barclays - customer experience particularly good with friendly and helpful call operators. I would recommend the service and product.	Moseley 71
28/08/2019	Renewal	3	No	Needs more info	Not enough info given - not received any confirmation of exactly what is covered just a renewal letter.	Mick
28/08/2019	New Policy	5	Yes	Mrs	That was easy to do so.and good product and the friendly people working at Barclay are very good.	So
25/08/2019	Renewal	5	Yes	My Barclays home insurances	Satisfied with everything from start to finish. Professionally handled.	Dug
24/08/2019	Renewal	5	Yes	Satisfied customer	Past experience and service given and received from quote to customer service.	Tyrone
22/08/2019	Renewal	5	Yes	Home insurance	I've had Barclays insurance for yrs and find them friendly.	Mini
22/08/2019	New Policy	5	Yes	A very happy and satisfied customer.	We were very pleased in which the gentleman helped and explained everything very professionally.	Sherlock
21/08/2019	Renewal	5	Yes	N/a	Suits our needs and we are very happy with our service that we get.	Corbs
21/08/2019	Renewal	5	Yes	Barclays, a name to rely on.	Barclays is a well known brand that you can be confident has the resources firstly, to deal quickly and efficiently with any claim made and secondly, you can be confident is not a firm that you would suddenly discover is insolvent in the event you make a claim.	Amtoz
21/08/2019	New Policy	5	Yes	Easy way to renew insurance	So easy and efficient to apply for insurance and staff were excellent.	Ginger nuy
19/08/2019	Renewal	5	Yes	House/ gadget insurance	Good customer services, quick response, a bit expensive, insurance keep going go up every year even if you never claim!	Carla
19/08/2019	Renewal	3	Yes	Mrs Bibi	The Small Heath branch are very helpful and allow us to think about changes instead of overwhelming us with jargon and pushing us before we are ready. Their patience and advice is much appreciated. Thank you	Mrs B

16/08/2019	Renewal	5	Yes	Would really recommend	Really easy to take out and you get Blue Rewards paid into your Barclays account.	Jilly T
16/08/2019	Renewal	5	Yes	Barclays means come back!	The Barclays team. The branches I visit anyway keep you at ease. Friendly atmosphere. Very encouraging for businesses.	Waulesi
15/08/2019	Renewal	4	Yes	No hidden agendas here	Clarity - what's covered and no hidden surprises if it isn't.	John
15/08/2019	Renewal	5	Yes	Chris	Please bear in mind that I have never been asked for a recommendation. I found the whole experience easy and straightforward on renewal and would have been surprised if it was not.	Insured in Canterbury
15/08/2019	Renewal	4	No	Penalised for allowing auto renewing	Cost of auto renewal. Allowing auto renew over two years, I know I am paying too much and could have got a better deal if I had the time to shop around.	JWA
15/08/2019	Claim	5	Yes	Tom	Helpful staff - quick decision on claim. Fast delivery of replacement tv.	Tom
15/08/2019	New Policy	5	Yes	Mr JoMa	Because of customer service provided in the bank, I've been banking with Barclays for years now and it was always very good experience.	JoMa
14/08/2019	Renewal	3	No	Not easy	Not easy to get a good deal. Spend time on Barclays website and branch.	gaubuali
14/08/2019	Claim	2	No	Cooper	Decision of builder overruled by someone totally detached from the claim.	Cooper
14/08/2019	New Policy	5	Yes	Great service from Barclays	Excellent service provide by the adviser and everything explained.	Dave Boy
13/08/2019	Renewal	3	No	Good service and cover, but not the cheapest	Advice and service was great, but we found cheaper cover elsewhere.	Anonymous
13/08/2019	New Policy	5	Yes	Insured with peace of mind ...	Effortless ... saw this product in the app and within minutes I was insured.	Martin M
13/08/2019	New Policy	5	Yes	Excellent service	Competitive and better levels of cover than elsewhere.	Zzz
12/08/2019	Renewal	5	Yes	Insurance made easy	No fuss, no problem, easy to arrange - quite happy thank you.	Happy me
12/08/2019	Renewal	5	Yes	Excellent cover value for money	Excellent value for cover provided and straight forward cover details.	Almanzo
12/08/2019	Renewal	4	Yes	Home insurance	Barclays has made it stress free in renewing my policy.	T square
12/08/2019	New Policy	5	Yes	Fast service	Staff in branch dealt with my questions quickly and efficiently.	Kinkin
12/08/2019	New Policy	5	Yes	The home insurance review!	Very good value combined with excellent service and ease of applications.	Casper55
12/08/2019	New Policy	3	Yes	Insurance	Just would	Anon
11/08/2019	Renewal	5	Yes	Completely satisfied	Have always received good and helpful service from my branch.	Dynamite
09/08/2019	Renewal	3	Yes	Expensive Renewal	The renewal premium went up an awful lot. Plus I have still not received confirmation from Barclays that the policy has, indeed, been renewed!	Angus
09/08/2019	Claim	5	Yes	Satisfied customer	The support we got from the claims department was excellent and very understanding and supportive when we complained about the standard of repair.	Satisfied customer

09/08/2019	New Policy	5	Yes	Ease of renewing home insurance.	I was treated graciously and had everything explained so I could understand and all my questions were answered clearly. It could not have been easier.	Beth
08/08/2019	Renewal	5	Yes	Happy customer	I found the initial application in my local branch easy & quick. The renewal information was provided via post & was sorted for me quickly.	Anonymous
08/08/2019	Renewal	5	Yes	Mike's insurance renewal	Procedure was very easy with understanding Barclays staff.	Big Mike
08/08/2019	Renewal	5	Yes	Easy and pleasant purchase of this product. We all need insurance!	Comparable product which was easy to buy. I like the attachment to my bank, so it should be easy to claim if necessary.	Granny to 6
08/08/2019	Renewal	5	Yes	Excellent	Very good service taking out insurance companies in branch and very good info and in plenty of time regarding renewal of policy.	Shorty
08/08/2019	Renewal	1	No	Over Charging	When the price came through it was significantly more than last year. I could have just paid it, but I phoned and asked if it could be more competitive. It was immediately and significantly reduced. Why wasn't this cheaper price offered the first time???	Russ
08/08/2019	Claim	5	Yes	Celle man	I was not sure if I was covered for the damage but within 2 working days I received a call to inform me I was covered and would be compensated within 5 days.	Celle man
08/08/2019	New Policy	5	Yes	Excellent product, excellent service	It was very easy to set up. The website was clear and easy to understand.	Happycustomer21
08/08/2019	New Policy	5	Yes	Over 50 years with Barclays and always excellent service!	I have been with Barclays for over 50 years and have always found all in my branch efficient, helpful and friendly - I have no intention of ever changing to any other bank!	Mariell
07/08/2019	Renewal	5	Yes	Renew home cover	Good cover but not cheapest. Good service and information provided.	Bob
07/08/2019	Renewal	5	Yes	Covers My Needs	Insurance I have to have, and this policy covers my needs and is simple to understand.	Roo
06/08/2019	Renewal	5	Yes	My experience	Just good service and people you talk to face to face.	Anonymous
06/08/2019	Renewal	5	Yes	Barclays Home Insurance	Extremely easy to take out the policy and very competitive.	Gez
06/08/2019	Renewal	5	Yes	The Helpful Insurer	Easy to understand, helping staff, the flexibility to cover all I need.	Sonero
06/08/2019	Renewal	5	Yes	Good quick service	Easy from start to finish and cheaper than my previous insurer.	Barbarella
06/08/2019	Renewal	3	No	Expensive	Too expensive. My contents only cost compared badly with a friend's policy for both building and contents but as my husband was ill I didn't have time to research other companies.	Poor pensioner
06/08/2019	Renewal	5	Yes	My Barclays insurance	Very good insurance and good price had the insurance a very long time.	Rubin
06/08/2019	New Policy	5	Yes	Positive	An outstanding service throughout. All staff gave excellent responses and spoke to me as the most important customer they had.	Lorr
06/08/2019	New Policy	5	Yes	Great value insurance	Excellent value insurance, will continue with Barclays.	Micksco

05/08/2019	Renewal	5	Yes	good insurance policy	Easy application owing to helpful staff, and a fully comprehensive policy.	bobmoz
05/08/2019	New Policy	5	Yes	Walking through the Barclays experience.	The bank personnel made me feel very welcomed. He was very easy to talk to and explained every detail very clearly.	Busby
04/08/2019	Renewal	5	Yes	I will keep using Barclays insurance	Great customer service. Highly recommended. Everything was explained to me. The adviser was very friendly helpful and I was made to feel at ease.	Saver queen
03/08/2019	Renewal	5	Yes	Insurance with rewards	I like the blue rewards and because I bank with Barclays it was about time I received some benefit.	Doll
03/08/2019	Renewal	5	Yes	Barclays building and contents insurance	It explains everything quite plainly and tell you everything you need to know.	Abbsey
03/08/2019	Renewal	4	Yes	Competitive	Barclays offer competitive pricing and easy to deal with.	DangerMouse
02/08/2019	Renewal	5	Yes	Excellent Service	Good Customer Service. The renewal documents were easy to read and the process was easy and quick.	Kaka
02/08/2019	Renewal	4	Yes	Quick and easy renewal	Great cover but prices going up again, still competitive though. Very easy renewal.	alexp
02/08/2019	Renewal	4	No	I don't like changing because of the hassle it can sometimes cause.	Shopping around would get you a better deal and more options to better suit your requirements.	Epcoder
02/08/2019	Claim	1	No	Hosea	Lack of knowledge on record keeping and delay in answering telephones.	Hosea
02/08/2019	Claim	5	Yes	Burgled of Walkerville	Efficient, helpful and friendly throughout the claim.	Burgled of Walkerville
01/08/2019	Renewal	1	No	Daylight Robbery!	Ridiculous price increase. Your representative couldn't even explain why the premium had gone up!	Niks
01/08/2019	Renewal	4	No	Customer service feedback	Raise in premiums, would have appreciated more customer facing service.	Gemini
01/08/2019	Claim	1	No	Betty 66	Aviva was the insurance company. Very poor service from start to finish on contents claim.	Betty 66
01/08/2019	Claim	5	Yes	Lawrence w	Only made one call and my broken induction job was replaced quicker than going and buying a new one myself, fantastic service that's why I don't mind paying my premiums every year.	Lawrence w
01/08/2019	Claim	4	Yes	Kvan	Claim went through with no hassle and I was given the best replacement for my claim.	Kvan
01/08/2019	Claim	5	Yes	Cherry	Efficient service, can recommend to friends and family.	Cherry
01/08/2019	Claim	5	Yes	JAYJAY	The scores are based on how I was dealt with not just as a customer but as a person who needed help and was give that help with speed and accuracy to save me confusion. BRILLIANT.	JAYJAY
01/08/2019	New Policy	4	Yes	Competitive and Rewarding	Prices were competitive and Blue Rewards made it a better choice for me as I'm already a long term Barclays' customer and also have my mortgage with them.	Mattie V

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	Claim	5	Yes	Yorktez	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
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
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
30/07/2019	Renewal	5	Yes	An excellent service	Barclays has always been helpful when answering my questions.	Shearer
30/07/2019	Claim	5	Yes	Leovin	Fantastic service, would defiantly recommend to friends and family.	Leovin
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
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
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	Claim	5	No	Changi	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	Hutchy	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	Dorset Steve	The contractors that were used were very professional and extremely good at their jobs.	Dorset Steve
29/07/2019	New Policy	5	Yes	Happy pensioner at ease of process	Very easy straightforward interview with personal banker in branch.	happy pensioner
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
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	Claim	1	Yes	Nine	It's good to be with Barclays and it's nice customer service. Makes life easy and great moral.	Nine

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
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
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	Claim	5	Yes	Nick	Excellent communication & quick settlement so repairs could be done quickly.	Nick
24/07/2019	Claim	5	Yes	Grandad	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	Pinkfloyd	It was excellent service and I have no complaints. Your amazing in dealing with claims and there is empathy at a stressful time.	Pinkfloyd
24/07/2019	Claim	5	Yes	Happy	The process was easy and efficient. The staff helped to find someone to secure my house after the burglary. Thank you	Happy
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	New Policy	5	Yes	Good service	Banked with Barclays for over 30 years and wouldn't go anywhere else.	PB 54
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	Claim	5	Yes	Blondie!	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	Zebra	Excellent service. Dealt with very quickly and were easy to talk to about the claim.	Zebra
23/07/2019	New Policy	5	Yes	New Policy	Because of the ease and price of Insurance. I'm already a customer of Barclays so it made sense.	Caz
23/07/2019	New Policy	5	Yes	Eye catching cover and great customer service	Excellent customer services given. The house insurance policy was beyond my expectations. I have already recommended my friends about it.	A very happy customer
23/07/2019	New Policy	5	Yes	Good value and simple to apply	So easy to complete online and also better price with more cover than previous insurer.	Nannym
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
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	Claim	5	Yes	MrWoodpecker51	Excellent service and cost, quick and easy to use this service. Definitely would recommend.	MrWoodpecker51
22/07/2019	Claim	5	Yes	Willywestie	Had no problems at all when calling to alter policy or make a claim.	Willywestie
22/07/2019	New Policy	5	Yes	Barclays home contents cover	Highly recommended contents cover, competitive price & easy to apply.	Parksey
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
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	Claim	1	No	radio presenter	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	Sarge	First Class Service from beginning to the End of my claim.	Sarge
18/07/2019	Claim	5	Yes	Maria	Quick, efficient, friendly, clear guidance and good outcome.	Maria

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
17/07/2019	Renewal	4	Yes	insurance feedback	I trust Barclays to give me good service with a fair offer.	Jaki
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	Claim	5	Yes	Zee	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	craigiepoohs	Just pleased to be a Barclays customer and felt valued.	craigiepoohs
17/07/2019	Claim	5	Yes	Liverboy2019	Excellent service, fast and easy settlement. Great customer service, highly recommend this insurance.	Liverboy2019
17/07/2019	Claim	5	Yes	baby	Quick response, claim dealt with as expected, staff very helpful.	baby
17/07/2019	Claim	5	Yes	Maggie44	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
17/07/2019	Claim	5	Yes	DVdw	Claim was handled right but took long because of options trying to get a new item - too many to choose from.	DVdw
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
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	Claim	3	No	Carer165	I would like to choose which company works on my claim in future.	Carer165
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
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	jolene	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	Diddy	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.	Diddy
15/07/2019	Claim	5	Yes	Storekeeper	Friendly and knowledgeable staff made the process easy.	Storekeeper
15/07/2019	Claim	5	Yes	Jacq	Excellent service from start to completion - would definitely recommend.	Jacq
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	JanT	Straightforward process by a knowledgeable team. Fast & efficient from claim to settlement.	JanT
11/07/2019	Claim	5	Yes	Lissial	I was made to feel important and my claim was dealt with speed and ease.	Lissial
11/07/2019	Claim	5	Yes	BERNADETTE27	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
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
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	Claim	5	Yes	EddyK	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	Ginger cat	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
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
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
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	Claim	5	Yes	Craig2535	Customer service is the best I have received in many years.	Craig2535
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
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
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	Claim	5	Yes	Caz	Very easy to claim. Claim settled over the phone and money paid direct into my account a few days later.	Caz
28/06/2019	New Policy	5	Yes	Care at your ease.....	Easy, effective and helpful way of providing my personal experience.	Strategist
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
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.	laineytish
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
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
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
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
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
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	Mimi	Very poor level of understanding by the insurance agent or call centre worker.	Mimi
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
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
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	Claim	5	Yes	LA-	Quick and easy. Very efficient. Had to very little, all done for me.	LA-
09/06/2019	New Policy	5	Yes	Home insurance	Because of great services and well advised by the bank employees.	Mahmood. M
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
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
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
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
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	Claim	5	Yes	Anonymous	Very helpful and I found it so easy to communicate with everyone.	Anonymous
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
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
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
29/05/2019	Claim	4	Yes	Queeny	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 Peasy	Everyone was pleasant and helpful all the way through.	Easy Peasy
29/05/2019	Claim	5	Yes	Maggie	Barclays gave a professional service - will use them again.	Maggie
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
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
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

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
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	Claim	5	Yes	Denise b	We had excellent service from start to finish and would recommend this company.	Denise b
23/05/2019	New Policy	5	Yes	Great service	Happy with Barclays as a bank and as service provider.	Danny
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
21/05/2019	Claim	5	Yes	Laurlou4242	It was extremely easy, quick and straightforward. I would definitely recommend them.	Laurlou4242
21/05/2019	Claim	5	Yes	Shrunk	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
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	Pinkfloyd	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

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	patrick h	Excellent service, claim settled in a very professional manner.	patrick h
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	Katura52	Polite, knowledgeable and efficient service. No problems at all.	Katura52
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	Sam	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
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

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
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
01/05/2019	Claim	5	Yes	Mikes473	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	Imogenkyle 2013	Excellent service, very helpful and understanding.	Imogenkyle 2013
01/05/2019	Claim	5	Yes	Looby	The claim process and execution was clear fast and without hassle.	Looby
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
30/04/2019	Claim	5	Yes	The Duchess of Capel	A very helpful gentleman dealt with my claim straight away with no fuss.	The Duchess of Capel
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

27/04/2019	Renewal	5	Yes	Contents Cover Renewal	A good cost effective product with clear documentation.	cover52
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	Claim	1	No	Abysmal	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
26/04/2019	New Policy	5	Yes	Easy House Insurance	The whole experience was straightforward with a satisfactory conclusion.	**** W
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
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
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	Maggie	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
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.
17/04/2019	Claim	4	Yes	Chas1	Great service from start to finish which was so helpful after the trauma of having items stolen.	Chas1
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
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	The	Taken to long - still not been settled. The wait, the communication, everything.	The
12/04/2019	Claim	5	Yes	Evie	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
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
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 policy	Been able to sit and discuss what I needed and given options plus face to face chat.	Anonymous
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 year for being a loyal customer. Surely to keep the customer you should not penalise by increasing the cost.	Herbie
05/04/2019	Claim	5	Yes	Seymour83	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	Claim	5	Yes	Unicycling Rev	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
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
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
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	Claim	5	Yes	Well Pleased.	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	G28	Excellent service, ease of procedure and helpful staff.	G28
28/03/2019	New Policy	5	Yes	Home insurance made easy	Competitively priced. Can tailor make for your individual needs.	Ellen
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
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	Claim	5	Yes	Debbie5800	Fantastic service. Dealt with the same day. Will be recommending to others.	Debbie5800

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
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
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
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
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
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
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	Claim	5	Yes	Bails	Best advice on an insurance claim, which I have not done before.	Bails
16/03/2019	Claim	5	Yes	Sue	Excellent customer services. Lovely lady I was talking to.	Sue
16/03/2019	Claim	5	Yes	Seagrass	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

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
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
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	Nick	Still waiting for response after I provided evidence.	Nick
13/03/2019	Claim	5	Yes	Ira	Because I like and they always helped me with any questions, for anything they have responses.	Ira
11/03/2019	Claim	5	Yes	Mabel	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
09/03/2019	Claim	5	Yes	Frubes	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 it's their money and your xxx 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	Claim	5	Yes	Batman's Friend	Very good service, the claim was dealt with in an efficient manner. Helpful staff.	Batman's Friend
08/03/2019	Claim	5	Yes	Gringe	Very efficient. Excess was reasonable and builders were very friendly.	Gringe

08/03/2019	Claim	1	No	Jojo84	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	Jimbob	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
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
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.
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
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
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	Claim	1	No	Forgotten customer	Dreadful experience - we feel really let down by Barclays and will not buy anything from them again.	Forgotten customer
02/03/2019	Claim	5	Yes	Garry	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
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
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
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	Pollydoodle	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	MJ	The gentleman who helped me claim was very professional in the way he did the claim.	MJ
01/03/2019	Claim	5	Yes	Doxy DJ	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
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
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	Gaz 1960	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
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

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	?	Very friendly and quick response, money was in my bank the next day.	?
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	Claim	5	Yes	Angry kid	Prompt efficient service by knowledgeable employees resulting in a speedy resolution.	Angry kid
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
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
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	Jac	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
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	Claim	5	Yes	Scooby	No fuss claim.Very helpful member of staff, simple to contact, great communication. Ease of understanding the process.	Scooby
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
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
09/02/2019	Claim	1	No	Birmingham	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	Holly	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	pablotino	The website looks decent,easy to access and easy to use.	pablotino
03/02/2019	Claim	5	Yes	Anonymous	Because my claim was straight forward and quick and easy to speak to someone .	Anonymous
03/02/2019	New Policy	5	Yes	Good experiece and good value for money	Good experiences, good value for money and good customer relations! Good service by branch staff at Northallerton.	ClaireT87
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
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	Darren	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
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	Happy	Very knowledgeable and helpful staff to handle your claim.	Happy
15/01/2019	Claim	5	Yes	Bri.sog ok	Good efficient service, no problems with call handling or repairs carried out.	Bri.sog ok
15/01/2019	Claim	5	Yes	Debsc	All done online and settled within days. So quick and easy would highly recommend.	Debsc
15/01/2019	Claim	5	Yes	Happy	Great service and very helpful staff when you phone.	Happy
15/01/2019	Claim	5	Yes	Me	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	Claim	5	Yes	molly	The staff were very good and had it settled very quickly.	molly
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
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
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
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
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	Little Mo

					information before I decided.	
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
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	Dave	Excellent service by all concerned. Workmen were very efficient and helpful.	Dave
10/12/2018	Claim	4	Yes	-tony c	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	Claim	4	Yes	Smasher	Too many questions	Smasher
09/12/2018	Claim	1	No	Let down customer	Worst insurance company ever, they do not value their customers.	Let down customer
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
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
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	Claim	1	No	Dejon	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	Maggie and Blod	My claim was dealt with promptly and fairly. The staff were courteous and knowledgable.	Maggie and Blod

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
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
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	Bumbles	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
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
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
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.	Rupert
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
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	Pawel	Great service. Hassle free claim. Got a call back 5 minutes after submitting a claim.	Pawel
21/11/2018	Claim	5	Yes	Super	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
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	Claim	5	Yes	DeeTeeCat	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	BFarkas	Best insurance in England - easy quick and very fair!	BFarkas
16/11/2018	New Policy	5	Yes	Excellent	Excellent value and and easy process to follow.	Debs
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
13/11/2018	Claim	5	Yes	CAT 1	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	Anonymous

					and billing very efficiently and effectively.	
11/11/2018	Claim	1	No	Totally annoyed	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
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	Claim	5	Yes	Enelremie	Having claimed on my Barclays Home Insurance policy was fantastic. Excellent service in general and would highly recommend.	Enelremie
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
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
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

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	Claim	5	Yes	Bluebird	Excellent customer experience and claim dealt with very quickly and officially.	Bluebird
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
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 to long to read them.	Anonymous
01/11/2018	Renewal	5	No	Happy with service received	My life is very hectic and the process was very straight forward.	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	Claim	1	No	Anonymous	The outside company Hallmark, chosen and provided by Barclays offered very poor customer service, it was a very negative experience.	Anonymous
01/11/2018	Claim	2	No	Donik	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
01/11/2018	New Policy	5	Yes	-Great service	Great customer care	-Steve
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	Pknight	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
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	Claim	5	Yes	Doubledecklynne	Didn't quibble, no doubt, paid full amount, first class service.	Doubledecklynne
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
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
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
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	Claim	5	Yes	TempestMan	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

24/10/2018	Claim	5	Yes	jolene	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	Chas	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	Hannah S	Never experienced any problems with Barclays banking or insurance	Hannah S
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
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
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	Sanggumay	Lack of empathy, and communication, arrogant staff.	Sanggumay
17/10/2018	Claim	5	Yes	Craig's lady	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	Mario1988	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	Jan	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
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 that 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

12/10/2018	Renewal	3	No	Barclays home and buildings insurance with home buisness 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
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	Bella	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
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	Feel degraded	I feel I was treated with disrespect, not listened to and ignored.	Feel degraded
06/10/2018	Claim	5	Yes	Nguveren	From the start of calling for help it was delt 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	Anonymous	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
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
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
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
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.	Dissapointed
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.	Bezzet
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
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.	GG
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 though everything making sure that I understood everything. The	Summer66

					advisor took her time and didn't rush anything.	
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
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 Im 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
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.	GWKS
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
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	Claim	5	Yes	chokey	Excellent service, well done, very pleased, very efficient.	chokey

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
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
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	Claim	3	No	JD	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

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
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
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

