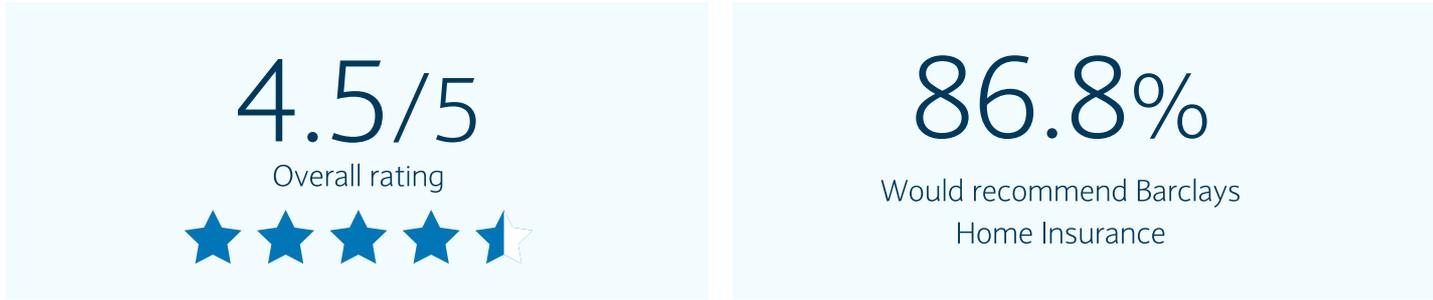


Barclays Home Insurance customer reviews



These reviews are from customers who've made a claim, renewed or bought a new home insurance policy from us. Based on 480 reviews received from customers up to 14 March 2019. Scroll through to view all reviews we've had so far from our customers.

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

09/03/2019	Claim	5	Yes	10/10 a 1st class service call and get a quote and an amazing deal	Very caring and understanding agent who dealt with the claim very quickly. I had everything sorted and settled within 2 hours of making the initial claim. Barclays agents actually assist you and understand your position and distressing situation and don't just act like its their money and your xxxx and a criminal. I can honestly say that experience I've known on many occasions but honestly can't fault the entire process from the very beginning and setting up a policy. Really 100% recommend Barclays insurance and very confident they will arrange a policy that meets your needs and goes beyond expectations of price you won't be disappointed.	Frubes
08/03/2019	Claim	5	Yes	Good Service	Very good service, the claim was dealt with in an efficient manner. Helpful staff.	Batman's Friend
08/03/2019	Claim	5	Yes	Abi's review	Very efficient. Excess was reasonable and builders were very friendly.	Gringe
08/03/2019	Claim	5	Yes	Very satisfied customer	I contacted the claims dept and was surprised at how quick and easy it was to make my claim to my satisfaction. The person who dealt with the claim was very fair and competent and polite.	Jimbob
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
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	1	No	Poor	Because of how I was treated, and was told I was sold the policy was wrong so I could not claim for a washer.	Jojo84
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	Claim	1	No	I was not happy with insurance company. Never again .	I was made to feel like i was telling lies. I had an accident with my camera but was told NO to my claim.	Nonononononono
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
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
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	Claim	1	No	Dreadful experience	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	Excellent customer service	I have never put a claim in for an item that has been damaged at home and the service that I received was excellent, very professional and was sorted out within no time. Excellent service all round.	Garry
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
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
01/03/2019	Claim	5	Yes	A nightmare we didn't need	The ease of the person that helped us in our devastation of what happened in our new home. They got everything on the ball without waiting too long.	Pollydoodle
01/03/2019	Claim	5	Yes	Claim from Barclays Bank	The gentleman who helped me claim was very professional in the way he did the claim.	MJ
01/03/2019	Claim	5	Yes	Love Barclays	Claim was quick and easy and happy with monthly payment.	Doxy DJ
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£££
28/02/2019	New Policy	4	Yes	-Feedback1	Very satisfied with service. Was efficient and high quality.	-Feedback2
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
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

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

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
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
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	Claim	5	Yes	Happy	Very friendly and quick response, money was in my bank the next day.	?
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
15/02/2019	Claim	5	Yes	Mobile phone theft claim	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
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
14/02/2019	Claim	5	Yes	Good service	Because of the service given. Good service. Good staff. Good telephone manner. Understanding staff.	Jac
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
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	Claim	5	Yes	Excellent	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
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
09/02/2019	Claim	1	No	Very bad	Because I'm not happy with the Barclays home insurances service.	Birmingham
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
08/02/2019	Renewal	5	Yes	Great service	Nice staff and easy understand. Barclay is a great company.	Xu
07/02/2019	Claim	5	Yes	Brilliant	From start to finish what I was told what would be done happened.	Holly
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
06/02/2019	Renewal	5	Yes	It's not what you do it's the way that you do it	I am quite happy with what I have got and found the process quick and easy.	mondo
06/02/2019	Renewal	4	Yes	-	Good service, good policy, not cheap.	Kennyboy

04/02/2019	Claim	5	Yes	All done	The website looks decent,easy to access and easy to use.	pablolino
03/02/2019	Claim	5	Yes	Thank you	Because my claim was straight forward and quick and easy to speak to someone .	Anonymous
03/02/2019	New Policy	5	Yes	Good experience and good value for money	Good experiences, good value for money and good customer relations! Good service by branch staff at Northallerton.	ClaireT87
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
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
31/01/2019	Claim	4	Yes	Recommended	Excellent service. Communication a bit slow though.	Darren
31/01/2019	Renewal	5	Yes	Satisfied With my Policy	I generally do not have any complains but nothing is perfect.	No Complains
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.	Tylerto
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	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
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
19/01/2019	Renewal	5	Yes	Excellent service	The whole experince 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	Claim	5	Yes	North Shields customer	Very knowledgeable and helpful staff to handle your claim.	Happy
15/01/2019	Claim	5	Yes	Great service	Good efficient service, no problems with call handling or repairs carried out.	Bri.sog ok
15/01/2019	Claim	5	Yes	Phone repair	All done online and settled within days. So quick and easy would highly recommend.	Debsc
15/01/2019	Claim	5	Yes	Helpful	Great service and very helpful staff when you phone.	Happy
15/01/2019	Claim	5	Yes	Fanfastic	I received a very fast and effective service - will defo recommend.	Me
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
14/01/2019	Claim	5	Yes	staff	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
14/01/2019	Renewal	4	Yes	Insurance Renewal	Hassle free experience.	Charley
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	New Policy	5	Yes	Quick & Simple	It was so easy and uncomplicated to complete and take out Home Insurance	Anonymous
12/01/2019	Renewal	5	Yes	Home insurance	Excellent service and renewal was automatic without any trouble.	Gooner47
11/01/2019	New Policy	5	Yes	Scoobys feedback	It was very easy to do and the staff were friendly and helpful.	Scooby
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
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
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
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	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 information before I decided.	Little Mo
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
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	Claim	5	Yes	Fast claim fulfillment	Excellent service by all concerned. Workmen were very efficient and helpful .	Dave
10/12/2018	Claim	4	Yes	-insurance feedback	A little disappointed with the estimate, found it didn't match replacement costs.	-tony c
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
09/12/2018	Claim	4	Yes	Too many questions	Too many questions	Smasher
09/12/2018	Claim	1	No	Aviva destroy the Barclays brand	Worst insurance company ever, they do not value their customers.	Let down customer
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.	Suzi
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
08/12/2018	New Policy	5	Yes	Home Insurance	I received a first class service from the assistant.	Scarla
07/12/2018	Claim	1	No	Look elsewhere	Policy does not cover household item assessor made me feel I was doing something wrong by claiming for things i cant afford to replace.	Dejon
07/12/2018	Claim	5	Yes	Excellent Response and Outcome	My claim was dealt with promptly and fairly. The staff were courteous and knowledgeable.	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
07/12/2018	Renewal	3	Yes	Excellent service	Always been helpful when buying insurance no pressure	Diddles
06/12/2018	Claim	5	Yes	Excellent services	My husband has always used Barclays and will continue to do so.	Bumbles
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
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	New Policy	5	Yes	Fantastic	Brilliant customer service, quick to change things over and sort out all of our needs.	Charlotte
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
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
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
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

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
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 too 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
28/11/2018	Renewal	5	Yes	Interesting	Because its always a good way, you are look after when you go to the Branch.	Cuddles
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	New Policy	5	Yes	Feedback	I felt extremely well looked after during all the process.	Ruperta
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
23/11/2018	Renewal	5	Yes	Loyalty customer	I have been a long term customer since the days of Woolwich.	Maz
22/11/2018	New Policy	5	Yes	Top J Mark	If I ever have to make a claim then I can tell you.	Col
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
21/11/2018	Claim	5	Yes	Fast and efficient. Hassle free claim	Great service. Hassle free claim. Got a call back 5 minutes after submitting a claim.	Pawel
21/11/2018	Claim	5	Yes	A best bank.	I use Barclay bank 7 years and always was happy with service.	Super
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
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	Claim	5	Yes	Advisor patient and helpful	I claimed for a lost backpack and contents. The advisor took the details, assessed the claim and made a decision while I was on the phone. The advisor was patient and helpful and completed the claim efficiently.	DeeTeeCat
16/11/2018	Claim	5	Yes	A+++++	Best insurance in England - easy quick and very fair!	BFarkas
16/11/2018	New Policy	5	Yes	Excellent	Excellent value and and easy process to follow.	Debs
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
14/11/2018	New Policy	5	Yes	Great Product	So easy to purchase in branch. Clear information and a good amount of cover	Anonymous
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
13/11/2018	Claim	5	Yes	Insurance claim	Didn't realise I could claim on my insurance, so only rang to enquire initially. Claims assessor was very helpful, polite and helped me all the way through.	CAT 1

12/11/2018	Renewal	1	No	Barclays Faceless Bank	I hate Barclays, you were just the cheapest evil supplier at the time. Also, as ever Barclays failed to correctly setup the Blue rewards discount to the correct Blue rewards account (should be on Main policy Holder). But guess what it isn't and so we don't get the Reward! As Barclays have proven so many, many, many, many times it not worth the phone call to sort.	Barclays Lover
11/11/2018	Claim	1	No	Still not sorted after 4months	Delays in work, sub standard contractors used. Lack of urgency from assessors.	Totally annoyed
11/11/2018	Renewal	5	Yes	Contents insurance	Very efficient staff and they tailored the product to suit my needs.	Spook
11/11/2018	Renewal	5	Yes	A satisfied customer.	Easy to renew. Everything is done automatically for me as I am registered blind. Barclays handle all my accounts and billing very efficiently and effectively.	Anonymous
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	Claim	5	Yes	Buildings insurance claim	Having claimed on my Barclays Home Insurance policy was fantastic. Excellent service in general and would highly recommend.	Enelremie
07/11/2018	New Policy	5	Yes	Home and travel insurance	I have been a Barclays customer for many years and have always trusted and been satisfied with the service they have given me.	Charlie7
07/11/2018	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
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	New Policy	5	Yes	Barclays home insurance	Easy process, saved me money, did not expect it to be as competitive.	Biscuit
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
02/11/2018	Claim	5	Yes	Contents claim	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
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

01/11/2018	Claim	1	No	Unhappy with customer service ??	The outside company Hallmark, chosen and provided by Barclays offered very poor customer service, it was a very negative experience.	Anonymous
01/11/2018	Claim	2	No	...	Not happy with the service of my claim for insurance I am paying for. It takes 8/9 months and still no decision or payout.	Donik
01/11/2018	Claim	5	Yes	CC	Excellent service, claim settled quickly with very little hassle.	Cc
01/11/2018	New Policy	5	Yes	-Great service	Great customer care	-Steve
01/11/2018	Renewal	5	Yes	Home Insurance	Great service and advice, easy to complete and staff are very helpful.	Mike
01/11/2018	Renewal	4	Yes	Term	Like all terms and conditions, they are long winded and it takes a long time to read them.	Anonymous
01/11/2018	Renewal	5	No	Happy with service received	My life is very hectic and the process was very 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
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	New Policy	4	Yes	Competitive	Quick and easy, competitive prices. Liked that I could get Blue Rewards by taking out policy.	BecD
30/10/2018	Renewal	4	Yes	enhancing our service	Good service always and quick. Quality repairs and no fuss.	nudger
28/10/2018	Claim	5	Yes	Barclays are here for me oh and you	From start to finish you made me 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	New Policy	5	Yes	Helpful Staff	Friendly happy staff willing to help made it so easy to switch	Roo
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
25/10/2018	Claim	5	Yes	Above excellent	Didn't quibble, no doubt, paid full amount, first class service.	Doupledecklynne
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
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
24/10/2018	Claim	5	Yes	Great Service Exceeding Expectations	I called to enquire as to whether I was covered for accidental damage to an expensive camera. I was and was handed over the claims department who after a short discussion accepted the claim and arranged for the money to be paid into my bank as expected.	TempestMan
24/10/2018	Claim	5	Yes	Claim for vandalism of dormer cladding	A fast and easy process got an answer straight away and money was in my bank within the week. Just worried about my insurance going up next year, that's the only worry.	jolene
24/10/2018	Claim	5	Yes	Easy & recommended	Barclays made a terrible incident a whole lot easier to deal with. Very easy to talk to & helped us cope with our losses.	Chas
24/10/2018	Claim	5	Yes	Happy customer	Never experienced any problems with Barclays banking or insurance	Hannah S
24/10/2018	New Policy	5	Yes	Quick, responsibility, easy, collaboration	The best service, easy way, nice staff, all stages of insurance have been very well explained to me.	Mercedesbenzvgtfds
24/10/2018	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
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	Claim	1	No	I wish that I have continued my home policy with Lloyd's .	Lack of empathy, and communication, arrogant staff.	Sanggumay
17/10/2018	Claim	5	Yes	Quick response time with my telephone claim.	Very happy with the service from the team when I called them to make a claim.	Craig's lady
17/10/2018	Claim	5	Yes	Good service	Everything perfect. Good service. Quick decision. Everything nice and professional.	Mario1988
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
16/10/2018	Claim	5	Yes	Good	Overall excellence service with Barclays - can't do enough.	Jan
16/10/2018	Renewal	5	Yes	Home	Get excellent service and staff are great and put you at ease.	Missey
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
14/10/2018	Renewal	5	Yes	Excellent Service	I am extremely satisfied with my Barclays insurances.	Valdez
12/10/2018	Renewal	4	Yes	Great cover	Great cover and easy to take out, however the cost rises each year by more than I would have expected. The team you deal with are really friendly and helpful.	Elvis
12/10/2018	Renewal	5	Yes	My personal insurance policy	I was extremely happy with all the help I had with my claim, and the how easy it was to renew my new policy. Thank-you	Polly
12/10/2018	Renewal	5	Yes	Well done Barclays	Good value, excellent service and very friendly staff member made the process quite enjoyable. Well done Barclays.	Retires
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	New Policy	5	Yes	Home insurance	Staff were knowledgable and excellent attitude. Furthermore, the personalisation of the home insurance left me spoiled.	Hus
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
07/10/2018	Claim	5	Yes	Excellent service	This was a very easy and successful outcome, and dealt with very professionally and politely. Staff was very helpful and listened to everything I explained to them. I am a very satisfied customer.	Bella
07/10/2018	Renewal	5	Yes	Ace insurance	Haven't found any problems and it was so easy to complete.	Annik
06/10/2018	Claim	1	No	Not at all happy	I feel I was treated with disrespect, not listened to and ignored.	Feel degraded
06/10/2018	Claim	5	Yes	45 witham	From the start of calling for help it was 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	Praise	Quick decision, sorted out with minimal dialogue via uploading camera evidence, despite initial phone conversation with an.n.other which was fruitless.	Anonymous
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
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	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
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
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	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
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
24/09/2018	New Policy	5	Yes	piera feedback review	Because I am happy with your service at all levels.	Ale
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
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
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.	Dissappointed
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	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
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
03/09/2018	New Policy	5	Yes	Great value	A very easy product to buy. Cheaper than nearly all it's competitors.	Bezzar
02/09/2018	Renewal	5	Yes	Home insurance	I was pleased with the product and knowledge from the bank.	Steve
01/09/2018	Renewal	5	Yes	Peace of mind	I have been insured with Barclays for a number of years.	AP
30/08/2018	New Policy	5	Yes	One happy lady	Competitive quote and easy online application, fast efficient service through the entire process.	GG
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
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	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.
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
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	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
23/08/2018	Renewal	5	Yes	The right way to buy home insurance	The advisor was really good and told me everything that I needed to know and went through everything making sure that I understood everything. The advisor took her time and didn't rush anything.	Summer66
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

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 in1959	Excellent personal service from the outset from the lady whom introduced us to the product to lady who thoroughly discussed it with us.	dapper405
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
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	New Policy	5	Yes	Easily done	Satisfied with the service and the price. Appointment kept promptly and friendly helpful staff.	The boat
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
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	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 nice 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
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
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	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
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

08/08/2018	New Policy	5	Yes	The Eagle has landed	I have always favoured Barclays for all my needs.	Kellbo
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
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	New Policy	5	Yes	Excellent service	Ease and professionalism. Clear explanation, not rushed.	NannyNina
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
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	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
29/07/2018	Renewal	5	Yes	Insurance renewal	Simple process and good communications when contacting claims dept.	PoppyWoppy
28/07/2018	Claim	5	Yes	Water damage claim	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
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
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	New Policy	5	Yes	Wonderful Barclays	Very informative staff that explained really well to me.	Just me
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
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
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
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	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
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
19/07/2018	Claim	3	No	Interesting and Brilliant	The claim service out of this world. Really I don't want to make a claim difficult if I as a grown adult with years of insurance payments should not be made to feel the pressure of their insurance going up for making a valid claim.	JD

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
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
18/07/2018	New Policy	5	Yes	No Fuss Insurance	Easy to set up and great price, no hassle, simple.	winnie
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
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