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## IFIC First To Offer Forensic Investigation Customer Service Charter and Free Consultation

For the first time in the UK and Ireland, IFIC has set out a customer service charter for its forensic services.

IFIC's charter is a first for the insurance industry in the UK and Ireland and promises to deliver huge value to all users of its services

You can expect specific service delivery, clarity in relation to services, products and pricing.

In addition, IFIC are offering a free 15 minute forensics consultancy call via freephone number: **0800 826 0511**.

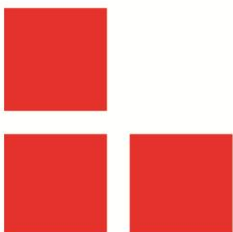
IFIC's charter makes doing business with a professional forensic service provider much simpler allowing clients greater control of their claims expenditure whilst creating greater opportunities to recover outlays, repudiate liability or even to identify high risk concerns.

IFIC CEO Bobby Gracey said: "We are making forensics easy to do business with. Our charter dispels costly consultations and avoidable academic jargon. We've made it much simpler to manage investments in forensic investigation with price and service assurances. We have also ensured the end result is worth buying.

The charter will also endeavour to get to the exact root cause of damage, whether it's fire, chemical, water, engineering, pollution or marine.

We are the UK's only ISO 9001 accredited fire and explosion investigation firm. The reports our forensic investigators prepare are trusted, both in terms of academic content but also for providing clear recommendations in relation to causation. This is only achieved by us having the most competent fire investigators in the UK and Irish markets. Our charter is the next exciting step in the evolution of our 41 year company history. It is critical that IFIC and the forensic sector continues to deliver the services and products that the insurance market now demands".

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IFIC International Fire Investigators and Consultants Ltd.  
Company No SC 289 747 VAT No 8 65 9210 02

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Notes to Editors:

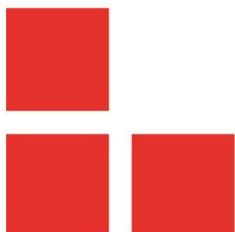
IFIC is the UK's leading forensic investigation consultancy with ISO 9001 accreditation.

IFIC was founded in 1970 and provides a global forensic investigation service in areas such as fire, explosions, water, chemical, pollution, engineering and marine.

Our services are delivered to the insurance, loss adjuster, public and legal sectors and we have experience in the domestic, commercial, industrial and marine markets.

IFIC regularly provides testimony in Court on behalf of its clients.

Headquartered in Glasgow servicing our nationwide and international operation, we have UK and Ireland offices in London, Manchester, Belfast and Dublin.



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