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COVER AND LEGAL INSURES THE TOP SPOT FOR ANOTHER MONTH



Based in the heart of the country in Stoke-on-Trent, Cover and Legal has a proven track record of excellence in providing “*tailored insurance policies to protect those who matter.*”

Since October 2016, Cover and Legal has further illustrated its commitment to customer service by attaining and maintaining the leading position within the insurance category with a 9.9 review score and 5 stars.

CEO Jay Mychalkiw comments: “Cover and Legal cares about each and every customer. We continue to improve our services in order to make every customer leave satisfied with their choice, and keep coming back.

“When choosing their insurance company and cover, many people will head to Trustpilot. They will read about Cover and Legal, and those that then become our customers may head back to Trustpilot to rate and review us. It’s a really lovely, vicious circle and one we’re immensely proud of.



“Cover and Legal understands that it operates in a serious, important, competitive, and very personal market; one that has to deal in facts, not fiction. Peace of mind and outstanding service is everything. Our top rank on Trustpilot is testament to our great team and I would like to take this opportunity to formally thank our people for their commitment to making excellent customer service an absolute priority.”

Established in 2007, Trustpilot empowers the consumer by providing access to accounts of experiences of others who were in exactly the same position.

With over 27 million consumer reviews of 150,000 businesses, Trustpilot produces a business TrustScore based on recent reviews; with over 10,000 consumers signing up every day and a new review posted every 5 seconds.

Andrew Hanselman, Owner of Hanselman Consulting emphasises the importance of customer feedback and comments: “In a world of huge customer choice, how a business treats its customers can be a big deciding factor for potential purchasers.

“Research shows that in today’s transparent world potential purchasers ‘don’t believe the hype’ of advertising and look for other sources of information to help them make the right decision.

“Feedback mechanisms such as Trust Pilot can be a great way of demonstrating that you care about customers (provided you have good scores!) and are becoming more and more credible and trusted sources to help them do that.”

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Notes to Editor:

About Cover and Legal

Cover and Legal has been operating in this business field for three years and is based at Cauldon Locks Shelton New Road, Stoke-on-Trent.

About Trustpilot

Founded by CEO, Peter Mühlmann, in 2007, Trustpilot is a global, multi-language review community that builds trust and transparency between consumers and businesses.

Currently boasting more than 27 million consumer reviews of 150,000 businesses, Trustpilot produces a TrustScore for businesses based on recent reviews. Every day, more than 10,000 consumers sign up on Trustpilot.com and every 5 seconds a new review is posted on the community.



Trustpilot empowers consumers that are considering purchasing a product or service by providing them with easy access to the information they value most—the experience of others.

The platform also helps businesses generate actionable insight through real-time analytics of customer review data. This can be used to continuously improve business operations, increase customer satisfaction and drive innovation. By enabling businesses to engage directly with customers, Trustpilot aims to set new global standards in consumer to business dialogue.

Trustpilot has customers in 65 countries and has developed strong positions in Denmark, Sweden, UK, France, Germany and the Netherlands, as well as the U.S. With offices in Copenhagen, London, New York and Melbourne, Trustpilot was selected as a Crain's 2014 Best Places to Work in New York City.

Trustpilot's 500 employees represent 40 different nationalities and its clients range from a wide array of global enterprises to e-commerce retailers.