



Claims Department Customer Thank You Notes

Lucy,

Thank's so much to both you and Steve again for what was a really informative and productive meet and I genuinely mean that. I wish we'd have done it more over the years as I feel that in just two meetings with you both, I now understand the challenges that you / DCL are under more and in turn it gets your brain ticking over in terms of what we can do to further assist in to the future (which we will).

In addition I think the ease / speed in which the couple of claims have been settled since the first meeting a few months back show that working together has its undoubted benefits and I hope that long continues.

It's surprising just how beneficial both meetings have been. In my opinion and I think from a business point of view it would do wonders for you if you can fit more in with other customers. Despite being time consuming, it puts a face to an otherwise faceless industry. It's the first time I have liked an insurance company put it that way.

Director - Large Fleet Policyholder

August - 2021

Good Morning #####,

Thank you for your email below & overall both ##### & I have been pleased & impressed with the standards DCL set.

Best

Commercial Manager – Retail Broker

July - 2021

Thank you for the various claims documents around process and procedures – very impressive indeed.

We have passed on the information to our client which I am sure will help them in the event of a “bump”.

Regards,

Managing Director – Retail Broker

June 2021

Good morning #####

Referring to your email below, excellent outcome – many thanks for the update and will relay this over to the client, whom we are sure will be delighted!!

Regards

Claims Handler - Retail Broker

May 2021

Hello #####,

Thank you for the update with internal conversations.

You have shown exceptional service and coordination and to arrange courtesy car and pick up of our vehicle in less than 48 hours of the crash is outstanding and no hassle to me and my family. This level outdoes other sectors like banking, we could learn from this too.

Shame you don't do individual insurance but will be recommending you to my friends that have commercial businesses. If you want me to leave a review anywhere please let me know and happy to do so.

Third Party

April 2021

Good afternoon ####,

Not sure if you've heard yet, but we have lost the client with immediate effect so we'll no longer be dealing with their claims.

I'll be closing my files and new broker will no doubt be in contact with you going forward.

Thanks for your help on the account and hopefully we'll have a crack at winning them back in a year or two.

Many Thanks

Claims Executive - Leading Wholesale Broker

March – 2021

Dear #####

I'd like to take the opportunity to say that I am very appreciative of DCL's Claims Department as a whole and particularly, of your own efforts in facilitating better communications between us. These have improved immeasurably in the last year.

Claims Manager – Large Retail Broker

February 2021

Hi #####,

I've been copied into this thread from my claims department. The MD at ### called me directly when the CCJ was discovered and I promised him we would resolve it without delay. I want to thank you for your speedy action and professional approach. I've been in this unfortunate position many times over the years and I can't recall a better response from the insurers and solicitors.

Have a great day.

Best wishes

Managing Director – Retail Broker

January 2021

Good afternoon #####.

Thanks for the email and do think the meeting/review has been benefit for all. It was good to hear and see everyone instead of always corresponding by email.

Also like to say, the Autotask file sharing portal is a great idea and feel this will be a benefit to not just the client but for us as well.

Kind regards

Account Manager – Large Wholesale Broker

January 2021

Dear #####

Thank you so much for your prompt reply and settlement. It has been a pleasure working with you.

Kind regards

Third Party

December 2020

Hi #####

Thank you very much for the update, that is brilliant news. Please pass on my thanks to your solicitors and to everyone at DCL for getting the positive outcome for the client, they are very pleased that this has been resolved.

Many thanks

Claims Manager – Large Wholesale Broker

November 2020

###,

GREAT WORK!!!

Thank for letting us know about this one & please pass on my thanks to the claims team for progressing the claim to this outcome.

I'll let the client know too.

Kind regards

Director – Retail Broker

October 2020

Afternoon #####

Thank you for your email below, another good success story.

Thank you all for your assistance in this matter.

Kind regards

Senior Claims Handler – Leading wholesale broker

September 2020

Hello ###,

Many thanks for your email and confirmation of the separation of claims.

I should like to take this opportunity to thank you and the rest of the team at Direct Commercial for the excellent manner in which my Daughters claim has been handled. It's fairly obvious why DCL have won awards for service.

Kind regards

Third Party

August 2020

Good Afternoon ###,

The recent updates you have kindly supplied, for our clients ### and ### have been very helpful. I have found it to be beneficial and must admit that many of my previous doubts have been 'put to bed'. I was also pleased and grateful that you provided updates on all of the ### claims as there were a couple that my predecessor had closed in error and of which, I had no knowledge at all.

Kind Regards,

Claims Manager – Retail Broker

July 2020

,

I am so very impressed with all you've done today and to hear #### has been spoken to and she is at ease is great news!

You really have excelled on this one ,better than I could ever have hoped for or expected -thank you so much!

Regards

Haulage Claims Team Manager – Wholesale Broker

June 2020

Hi ####,

I recently received a text asking me to rate the quality of the repair to my car and the overall service. I thought it better to write you a more personal note with regards to passing on my thoughts. To begin with, I think the recent reward you received in 2019 was richly deserved. Not only did you respond swiftly to fixing the damage to my car, you also provided me with an alternative vehicle in record time! I thank you for this as me and my family would have been left massively inconvenienced without a car.

As for the repair. You did an EXCELLENT JOB! "Pentagon Middleton" kept me notified on the progress and delivered the vehicle back to me in pristine condition! Well done indeed! Especially, I 'd like to thank Gareth whom carried out the repairs and was incredibly supportive throughout this time. The quality of the work, upon inspection was top notch!

Considering that during this current climate they would have been working with only a "skeleton crew". I am amazed how quickly they turned this around!

Overall, I would like to thank the driver who damaged my car for his honesty and quick response when accepting full liability. To DCL COMMERCIAL for your professional service and to Pentagon (Middleton) for the brilliant work carried out.

It is good to know in this day and age that this high level of service and complete honesty still exist. Congratulations to you all and I wish to award you a clear 10/10 for all your brilliant work!

Well done indeed.

Kind regards - 😊👍 - Third Party

May 2020

Good Afternoon #####,

Thank you for your e-mail.

We appreciate the hard work and time spent on the claim which has led to this fantastic outcome.

We will notify our client and I am sure that they will be delighted with the outcome, especially bearing in mind the significant cost savings.

Once again thank you for all your hard work on this claim.

Claims Technician – Leading Wholesale Broker

April 2020

Hi #####,

Thank you for your welcome email / claims introduction, it's appreciated and a refreshing approach as it's one I'm yet to see elsewhere but very useful.

Many thanks

Account Manager – Retail Broker

April 2020

Good morning,

That is excellent news – the team have been brilliant (as usual!) on this one.

Many thanks for all your help on this one.

Account Handler – Leading Wholesale Broker

March 2020

#####

I met with earlier this week and they've asked if I can approach DCL to start a new Treble 20 Agreement (they're in their last year).

They've asked me to do this as they're really impressed with how you all work on their claims & the ease of working together and the trust they have in DCL now.

Just wanted to pass on my thanks & appreciate the time & way you all work.

Director – Leading Retail Broker

February 2020

#####,

Credit where credit is due, we are receiving a lot of positive news from our agents regarding your claims service of late.

This in turn is helping us win new business cases from agents who were previously sceptical of DCL due to their claims service.

Keep up the good work.

Senior Broker – Large Wholesale Broker

January 2020

Afternoon #####,

With reference to DCL, please see comments below from Joanne who manages our insurance claims.

“DCL have been a pleasure to work with this year, they are very good at responding rapidly. Reporting to them is very easy, and they are thorough with the investigations into accidents. Dealings with the third parties are handled well to keep the costs down. We have felt that DCL are on our side, which is something we haven’t felt with other insurers”

Regards

Operations Director – Large Commercial Policyholder

December 2019

Thank you #####

I am impressed with your handling and thoroughly concur with your views.

Thank you for your attention to the detail and astute handling

Haulage Claims Team Manager - Retail Broker

November 2019

###,

Great news & thank you for letting me know.

The client and I take the claims handling procedure very seriously and it’s great when our insurers are working with us on these cases to prevent fraud.

Thanks again & I’ll let the client know.

Kind regards

Leading Retail Broker

October 2019

Good Afternoon,

I feel compelled to email you due to the fantastic help and assistance I have received from Marianne time and time again.

I felt I had to email you as often people like Marianne and the excellent service they provide are just taken for granted by the brokers, she really is an asset to DCL.

Kind regards

Claims Handler – Leading Wholesale Broker

October 2019

Good afternoon,

A really exceptional result! Thank you so much for all your hard work on this one – it is wonderful that the claimant did not get away with anything.

Kind regards

Leading Wholesale Broker

September 2019

Steve,

Thank you very much for the update and appreciate how in depth this is, really goes a long way of explaining the situation to the client.

Top work, I will pass this onto the policyholder and leave with you and your panel solicitor to sort the matter out accordingly.

Thank you,

Development Executive – Leading Wholesale Broker

August 2019

Fantastic result; congratulations to all parties involved, if only all insurers took the same stance!

Company Director – Retail Broker

July 2019

Dear #####,

Many thanks for your email. I have forwarded the documents to my client so that they have a record of the Consent Order. I look forward to hearing from you further with regard to settlement of the matter.

I just wanted to thank you for all your assistance this week. The matter has caused great distress to our client and I really appreciate all your help guiding me though the entire minefield.

Kind regards,

Claims Handler – Leading Wholesale Broker

June 2019

Dear Carl

Kelly Anne has done a fantastic job on this claim.

Kind regards

Claims Manager – Leading Wholesale Broker

May 2019

Hi #####,

Thank you for your email.

I have spoken with Motor Repair Network who have confirmed that the repairer will have authorisation to proceed with the repairs to our client's vehicle by tomorrow.

I just wanted to take this opportunity in thanking you for taking responsibility of this claim in Keely's absence. I am sure our client will be extremely grateful that within 3 hours of you receiving the estimate that your designated team are on the cusp of authorising repairs.

Thank you again.

Claims Manager – Leading Retail Broker

April 2019

Carl,

Brilliant, so efficient it looked to quick to be right!!

Thank you

Head of Claims – Retail Broker

March 2019

Hi #####

This is super. Thank you for your time and professionalism this morning.

With kind regards

Claims Manager – Leading Wholesale Broker

February 2019

Hi #####,

Thank you for the update.

A very positive outcome in preventing fabricated PI claims being paid out.

Kind Regards

Claims Manager – Leading Retail Broker

January 2019

Hi ###

Thank you so much for your update and general handling of this matter. It is much appreciated.

I have been impressed by the repairers and I'm hoping that the Insured may want to use them on future repairs.

Best Regards

Claims Incident Manager – Leading Retail Broker

December 2018

Thanks for the update.

As a note ##### has been really impressed with the claims service from DCL for this client.

He's used DCL sporadically previously at ##### but after only three weeks working here he's already seeing a different side.

Director – Leading Retail Broker

December 2018

'I would like to thank you and your company for all the help you have provided for us with this matter.

With regards to the solicitor you appoint us on our case (xxxxxx) he was absolutely fantastic and I couldn't praise him enough. He was extremely accommodating, very professional and represents himself and your company in a very high standard.

Once again thank you for all of your help'

Policyholder

November 2018

That's great. I have to say I've been really impressed with DCL's service on this matter. I spoke to them yesterday on a few claims and the Stockport office in particular were fantastic.

Kind Regards,

Company Director - Leading Retail Broker

September 2018

Thank you for your prompt response and I hope you had a good weekend.

Further to the below, The Claims department have added a line on to the generic acknowledgement email asking if they should send the accident details to the ULR agents, I am guessing on instructions from your good self, which I think is great.

It is much more seamless and efficient. I am very happy with this.

Thank you very much.

Policyholder

August 2018

"Just wanted to drop you a quick note to thank you and the team for their excellent claims handling service.

Since Ian and I set up our own business we've been able to take control of how our clients deal with claims and the DCL approach is a breath of fresh air.

I met with ##### last week and also had a conference call with ##### and both were very satisfied with how their polices are being dealt with.

Ian and I are selling ourselves on service & to do that we need the back-up behind us and we believe we've got that with you.

Please pass my thanks to the team also".

Director – Leading Retail Broker

July 2018

“Just wanted to drop a quick note in regards a recent experience I had helping out our Claims Team with an incident involving our mutual client.

Specific details not too relevant but we needed a TP bill paying quickly as insured had arranged the repair to assist with a local supplier and keen to close off quickly.

Dealt with a guy called Russell in your team who I have to say was excellent – basic things in terms of sorting assessor, reports and settlement cheque, but on to it daily and called us back when requested or when an update was available to keep us informed.

Sounds simple things but after 25 years of still waiting for some insurers to call is back, it was hugely refreshing to deal with a proactive sounding claims team!”

Managing Director – Leading Wholesale Broker

March 2018

“.... we do have confidence in your ability to get things resolved and change the mindset of your team.

The difference with you is that you genuinely care about the service you provide and sadly that is a rare thing these days in claims!”

Divisional Account Performance Manager – Leading Wholesale Broker

February 2018

“That is very helpful indeed and much appreciated.

Thank you for taking the time to review this again and for your very reasonable response.”

Account Executive – Leading Wholesale Broker

February 2018

“...Awesome service”

Director- Large Fleet Policyholder

January 2018

“That’s fabulous thank you, really am happy with how this year has gone and how we have worked with your team on the claims, old and new “

Owner – Large Fleet Policyholder

January 2018

“He was very complimentary about yourself and I’m sure you saw the change in him once you started to explain things to him.

Thing is for us, we tell these clients the same thing but unfortunately I think they believe that we are saying things to protect the insurers which isn’t the case as you know, so to hear it from the horse’s mouth just re enforces what we are trying to achieve.

Thanks mate much appreciated.”

Fleet Risk Manager – Leading Wholesale Broker

January 2018

“I have noted the news below & I also just wanted to add in my note of thanks for resolving this issue so quickly for us.....”

Claims Manager - Leading Broker

December 2017

“Just a quick email to say thank you for all your help on this one

The agent is very happy with your quick responses and reassuring comments about the claims procedures.....Thank you again.”

Lloyds’ Broker Renewals Account Manager

December 2017

“Thank you & also thanks to Carl & anybody else at DCL who has been involved in resolving this issue.

I have spoken to our retail agent this morning who is very grateful for your assistance and how quickly this has been turned around.

I will now leave the case with the ##### to conclude matters with DCL accordingly.”

Senior Account Executive – Leading Wholesale Broker

November 2017

“.....we have noticed a very improved claims service in the past 6 months. As a wholesale broker we don't tend to get involved in too many claims but I have heard on more than one occasion of our brokers complimenting the claims service and building good relationships with your team. On the couple of claims that I have been asked to get involved in I have found the new set up a breath of fresh air and as you know am very grateful for the assistance you have personally given us on many occasions in the past few month.

.....members within our network talk to other members. I am aware that a very positive dialogue occurred at a recent network event regarding your claims service and this only bodes well for future new business and cementing renewal relationships for DCL as well going forward.”

Divisional Director – Motor Fleet- Leading Wholesale Broker

November 2017

“As the end customer we can see a real difference that the in-house claims handling has made DCL's business model. It's been incredibly positive. Response times are much faster and I feel that we're now on the front foot dealing with claims. There's more energy and passion.”

Managing Director- International Logistics Organisation (policyholder)

November 2017

“As per our telecon yesterday.

Thanks for your swift response on this from yourself and ##### yesterday after our agents concerns. Understand all has been resolved. Top service once again.”

Motor Manager- Leading Lloyds' Broker

November 2017

“Many thanks for your email ##### and I have re-laid your comments along with other issues that we have been ironing out to #####.

It has been suggested that a meet up with you in Chelmsford in early December would be appropriate. We would be nearly 6 months into the policy by then so it would be an opportune time to discuss how the claims process is perceived from both sides of the fence. ##### intends to bring a colleague with him who will by that point be heavily involved in the claims service relating to #####.

The feedback in respect of DCL's claims handling from ##### has so far been excellent by the way so many thanks to you, Hannah and Keely for all of your hard work up to this point.”

Motor Director – Leading Lloyds' UK Wholesale Broker

July 2017

“..I thought I would let you have some initial, positive feedback from ##### at #####, which is an excellent start to the relationship.

Thank you and your team for your efforts. ...”

Director - Leading UK Wholesale Broker

April 2017

“...Thank you for your below email, as mentioned during our meeting of the 9th March I’ve have seen 100% improvement with the claims handling for ### since you have been introduced onto the account back in January.

The support given by you and Steven with the key contact approach alongside with the regular claims cleansing meetings is extremely valuable.

From a broking view DCL taking the in-house claims service approach is a very strong offering for large fleet clients such as #####..”

Client Executive - Leading Wholesale broker

March 2017

“This is one of the best responses I have had from an Insurer to a query we’ve raised of this type. Couldn’t ask for more. Many thanks.”

Managing Director – Leading Wholesale Broker

March 2017
