



Claims Department Customer Thank You Notes

Morning 😊,

I'm guessing you don't hear enough of this these days so just wanted to let you know your colleagues ### and ### have been amazing this morning – just blown away with their efficiency and help to get this urgent case “over the line”.

A massive thank you. They really are a credit to DCL and get the implications/pressure being placed on us Brokers at times.

Claims Executive, Retail Broker
September 2023

I just wanted to say how lovely the below AD chaps have been recently – we've had some troublesome (to say the least) claims recently and every one of the boys have always gone above and beyond to assist. I'm never 'fobbed off' by them and would just like to show my appreciation! They really have made the claims process a little easier 😊

Senior Claims Handler, Retail Broker
July 2023

Thank you for your comprehensive update on this matter.

It is refreshing to share your success and the outcome of this claim. Job well done and I wish all Insurers would take such a strong stance against contrived hire and those supporting these individuals.

Claims Director, Retail Broker
April 2023

Thanks for this information, all very useful and relevant.

There was great value in this initial meeting, and I am confident that this will allow our tri-party relationship to flourish. {Policyholder} are committed to working with us to improve their claims record and with your proactive approach, I am sure we will see positive developments in the overall claim's performance. Working closely with the client we will ensure that all claims are reported swiftly to mitigate costs and enable third party intervention, as this is a tool which we know hasn't been previously utilised effectively through lack of broker support.

As highlighted by ###, please send across any correspondence you have where reports are outstanding from {policyholder}, and we will tackle these right away.

I look forward to meeting with you again soon, where we should see some positive developments with the claims that we discussed today!

Retail Broker
March 2023

Another really informative meeting and thank you both for your time today.

I cannot tell you how important these meeting are to ### and I and we both really appreciate all your efforts, alongside the rest of the claims department, in dealing with ###'s claims whilst working with my client to reduce claims costs where possible.

Thank you

Retail Broker
February 2023

Just a quick note to thank you for your time yesterday and for your support with ###.

and I were really impressed with the way Paul and Lucy delivered the claims review too and it did give us confidence on developing our relationship further.

Regional Director – National Retail Broker
December 2022

Just wanted to say

Huge apologies again for not being able to make the meeting.

Also, not sure if the feedback is useful or not but ### my end has long been somebody (like me before the Quarterly reviews I suppose) that would often see an insurer somewhat as a 'necessary evil' rather than a 'partner'. Despite my protestations, ### was probably harder to convince off of the back of my positive meetings with you and Steve. Yet he came away completely converted to the fact that DCL are not this big corporate machine and in fact people like yourself and Steve are very much 'working for us all' in terms of claims, best possible outcome/s, competitive annual premiums etc etc. So the silver lining really in me not being able to make the meeting was that you have yet another convert in ### also now. I think from your point of view it just genuinely re-affirms that the Quarterly Claim's reviews really do work. They have been a game changer for us for sure, so well done for keeping going.

Take care and thanks again for being so good / patient with us.

All the best...

Policyholder

October 2022

Thanks ###, excellent feedback from the client, they really do like the idea of the quarterly meetings.

Thanks again, speak soon

Client Director – Retail Broker

March 2022

###,

Thanks for sending this information through & was great to e-meet Sarah – i`m not sure if e-meet is a word but some tech whizz kid said it to me a few days ago so i`m going with it!

As you`ve noted below, another positive meeting with you & the team at DCL.

I stayed on the call with the guys and they asked me to pass on their regards for how hard you work for them and fight their corner for them.

I`ll review this with the guys and let you know if any queries.

Thanks again.

Director – Leading Retail Broker

February 2022

That's great.

Thank you so much, it's been a very stress free experience, which is refreshingly unusual!

Third Party

January 2022

Dear #####,

I would like to thank you for your excellent support and speedy, efficient service.

Thank you for taking care of all my queries, you have caring approach and you are a true professional.

You were extremely attentive and you listened to all my concerns with a great deal of patience.

Thank you.

Kind regards,

Third Party

December 2021

Good Afternoon #####,

Thank you for yours and your teams hard work on this case, it`s a fantastic outcome and I will be reverting back to the client with outcome I can guarantee they will be thrilled with the outcome.

Again, thank you for your time on this matter it`s nice to see that there is the safety nets in place to prevent such claims being paid out.

Kind regards

Claims Handler – Leading Wholesale Broker

November 2021

Good Morning #####,

Fantastic result, well done . Thank you for the update.

Kind regards

Claims Manager – Leading Wholesale Broker

October 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

September – 2021

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
