



Elite Incident Management Limited
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www.eliteim.co.uk

PRESS RELEASE

Elite Incident Management win Fleet Efficiency Account

Elite Incident Management has won the Accident Management arm of Fleet Efficiency.

Winning the business, Julian Welch, Sales Director at Elite comments: “We are very excited about working with Fleet Efficiency, our businesses have many synergies in delivering excellence in customer service. At Elite we have invested heavily in technology and stand alone products that offer exceptional service to our growing Fleet business.”

Elite will manage FNOL for Fleet Efficiency, direct repairs through their dedicated network of repairers and Uninsured Loss Recovery, an area where Elite have consistently delivered outstanding results.

Mick James, Director, Fleet Efficiency comments: “At Fleet Efficiency, we deliver a second to none full fleet support service to our clients, Accident Management is significantly important to not only ensure our clients receive the best possible service, but that we, as a management service, cover all Duty of Care responsibilities. Elite has demonstrated they can deliver an excellent UK based service; they are strong on uninsured loss recovery and their Network of Repairers delivers excellent service and quality of repairs.”

Elite appreciates business savings are of significant importance to all customers and their measured strengths in ULR show their ongoing commitment to this area recovering 97% of losses in an average of 10 weeks from notification on each ULR case. Further, where a repair is captured by Elite and handled by their repairers, Elite delivers significant savings to their clients.

Welch continues: “Quality of repair is a key factor in our business success, our network is strictly regulated and Elite’s many years of industry experience ensures our customers enjoy an overall quality of Accident Management service, second to none. We are looking forward to a long working relationship with Fleet Efficiency.”

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Notes to Editor:

About Elite Incident Management:

Elite Incident Management Limited is a Motor Claims Outsourcing company that has provided accident management and claims handling services for more than 17 years, working on behalf of Fleets, Leasing Companies, Brokers and Insurers

Elite work to minimise the cost and disruption caused by a motor incident,

A process driven organisation, Elite have heavily invested in a unique IT structure and run a 24/7 UK based Customer Service operation.

Elite operates a Repair Network of 131 car and LCV repairers, all working towards PAS 125 accreditation, plus 36 HGV repairers and 29 specialist motorcycle repairers. Up to 80% of FNOL cases translate into Elite Network repairs.

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About Fleet Efficiency:

Fleet Efficiency Ltd is a leading Fleet Management company in the UK, with experience in providing award winning, bespoke fleet solutions.

A question that we are asked is 'aren't all Fleet Management companies the same? Well until the birth of Fleet Efficiency in 2004 we would have said Yes. That is the reason that Fleet Efficiency was created.

We put a massive focus on building long-term client relationships. Working with your fleet team in order to understand your exact requirements. When we understand everything you need we build your requirement into a solutions package tailored to your business. At all times respecting your need to continue your business activities without the disruption that is normally associated with supplier changes.

For further information please contact:

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