



PRESS RELEASE

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Elite Incident Management are awarded Fleet News Reader Recommended 2009 – Accident Management

Elite has been Awarded Recommended Accident Management Company by the readers of Fleet News.

For a fleet manager, accident management makes the process of dealing with an accident simpler and it is also resolved much more quickly and helps keep the workforce on the road by cutting down on vehicle downtime.

Commenting on the Award, Philip da Silva, CEO at Elite comments: “It is a great privilege to receive a reader recommended Award, and I believe is testament to the level of service we offer our customers and to the dedication offered by our team of experts at Elite.”

To help clients fulfil their duty of care responsibilities Elite introduced their specialised Risk Management service during 2009. Da Silva adds: “As we enter the next decade at Elite we fully understand the need to go beyond managing each incident successfully, we will work to help clients reduce the frequency and severity of accidents happening in the first place.”

Mick James of Fleet Efficiency comments: “I congratulate Elite on their Reader Recommended Award, as an Elite customer, transferring business to Elite has proved remarkably trouble free. Following a remarkably smooth transfer Elite has consistently delivered quality repairs and low off-road times and most importantly, has continually kept me in the picture throughout the process.”

Page two

James continues, “All Accident Management companies claim good service and good communications but Elite really do deliver. The staff are highly experienced and able to fully understand the pressures I’m under and respond accordingly. They are like an extension of my business.”

“One of the biggest surprises of the move was the ULR service. This was a real step up from anything I had used before and Elite was able to secure more refunds in the first few months than I received from my previous company in the whole of last year”

Elite work alongside the traditional insurance industry to provide a quicker and more effective way of dealing with an accident. Rather than being a ‘one size fits all’ solution, accident management can be tailored as a package to suit the particular needs of a fleet.

Commenting on the ongoing business success, Philip da Silva, Elite’s CEO says: “At Elite we pride ourselves in always keeping the needs and demands of our clients at the centre of our activities. Our clients expect us to act as an extension of their own fleet departments. Of course, keeping a close focus on quality repairs and off-road time is an essential part of our service, but more than ever, our clients require instant access to the progress of each repair, and the latest analysis of accident trends within their fleet.”

Elite has a national network of over 120 vehicle repairers for car and LCV and is able to offer clients courtesy vans in most areas. It has a specialist HGV division to handle and manage HGV repairs, together with a specialist HGV network, and a prestige network with specially trained advisors capable of handling any level of repair to prestige vehicles, even the chairman’s car! Elite’s national coverage includes Northern Ireland.

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