

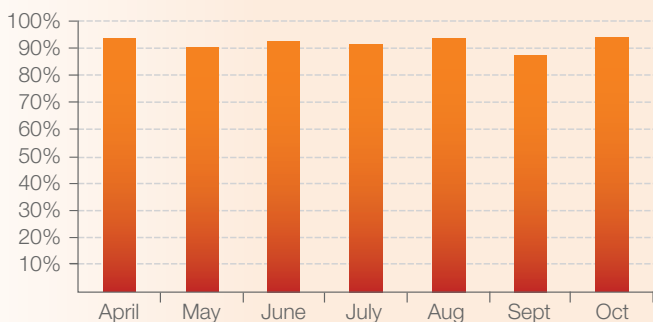
## Hello and welcome to QDOS News.

**Here you can read about all things QDOS, as well as catch up on the latest accident management news and the wider motoring industry.**

As you know when it comes to accepting claims QDOS have developed the most flexible offering in the industry. This, coupled with our expert team, has led to our highest year on year growth in business partners, claims, conversion rates and customer satisfaction.

For example, here are our recent acceptance rates for referred Personal Injury claims

### QDOS Personal Injury Conversion Rates 2015



We hope you're enjoying great feedback from your customers and that more of your claims are being converted into profit generating credit hire and accepted PI's.

If so, long may it continue!

**Rob Hannah**  
Operations Director  
QDOS Accident Assistance

## QDOS...The Cash Flow Kings

Don't forget to sign up for our Insurance Authorised Repair Funding.

We buy the invoice at an agreed figure (currently 96% of value). We pay you in 48 hours and then recover the money from the insurer on your agreed terms.

**So why wait 30/60 days for payment!**

## QDOS Scotland

When the MD of Accident Claims Scotland decided to retire, his business partner Martin Haggerty was faced with the choice of allowing the business to run down, or find a company to continue his good work.

Martin was courted by several established accident management companies but, decided that the excellent reputation that QDOS had built, made them his preferred business partner. After negotiation QDOS SCOTLAND was formed.

Sid Hodgetts (QDOS Sales Director) has been overseeing the takeover working alongside Martin. Pete Murphy, QDOS Account Manager is also involved.

Sid's looking forward to appointing another Account Manager in Scotland as business continues to grow.

*“ I would not use any other company. QDOS are great at converting my claims. They are brilliant with my customers and pay excellent rates, very quickly. ”*

*Mark Turner - Paintmark Autobodyes*

# Unusual Claims Including Foreign Third Party Drivers, Split Liability & Falling Trees



**Recently one of our new referrers mentioned that one of his customers had been left high and dry without a vehicle, after being hit by a foreign third party driver.**

QDOS took the details and the customer was in a credit hire vehicle within 24 hours. The repairs had to proceed through her own insurance policy but, she was provided with a car until she got her own back.

Another recent claim involved a falling tree that fell on a customer's vehicle, smashing the windscreen and damaging the bonnet. The local council admitted liability and we provided a hire car.

So now you know. We can, and very often do accept non standard claims such as foreign third party drivers, split liability and falling trees.

If you get any of these claims, call your QDOS Sales Rep.

## QDOS On The Move

Bodyshops I have visited this month are reporting a general increase in work. They are optimistic for the coming few months, as the clocks go back and we enter the busy period.

In certain regions, I have noticed that some accident management companies are withdrawing personal account management and relying more and more on telephone support to bodyshops.

Building and maintaining relationships in this industry is especially important and I consider face to face support as pivotal to my role.

I know that QDOS view good working relationships with bodyshops as fundamental to our service and we will continue to invest in this area.

Sue Rombach

## QDOS On The Inside

*“ I have been working for QDOS at the Wilmslow Head Office since 20th July. I am undertaking training with the team to attain Gold Standard in customer care.*

*As with any new job, I was a bit worried about how I would get on. However, any fears were soon dispelled as the team here are very supportive and the work both busy and enjoyable.*

*I look forward to becoming an important member of the QDOS team, providing you with the excellent service that you expect from us. ”*

Jennifer Mayall

## Thank you...for complaining

**We strive to get things right every time but understand that in reality, on rare occasions we may not reach the standards you expect from us.**

As a forward thinking, progressive company we understand that listening and reacting to what our customers say about us is key to our continued success.

With this in mind we have developed a very robust complaints procedure and ask you to contact us at [refcomplaints@qdosassist.co.uk](mailto:refcomplaints@qdosassist.co.uk) should you feel we could have done things better.

Once we have received your complaint our aim is to respond within 2 working hours. We promise to investigate and use your feedback to implement solutions to prevent the same issue reoccurring.

Moving forward we will be publishing our complaints statistics and make them publicly available on our website.

Thank you for your input...it helps us improve our service.

## Need Any More?

If you require fresh supplies of our customer facing leaflets or your A3 scribble pads call

**0800 093 0892**



## What Your Customers Say About Dealing With QDOS...

**An extremely satisfied Jackie Cunningham said,**

“Took the worry out of my problem and resolved the problem of lack of details of the other driver where my insurance company failed.”

**Susan Whittaker adds,**

“Everyone went the extra mile to help. Thank you.”

**Nigel Smithson's view on our service,**

“Friendly staff took all the worry out of my hands, anticipated my requirements. Very impressed.”



## Inside Next Issue

- Challenges faced by today's bodyshop
- Working with QDOS
- Featured Bodyshop
- Details of our new Q Forum

# Taking Care of Business

**When you hear someone say they will 'add extra value' or 'go the extra mile' for your business, do you trust them?**

## You can trust QDOS will.

One of our referrers informed our newest team member Jenny, that they were having problems with a couple of claims; one where the insurer had authorised direct and another older claim from a rival accident claims management company.

So our Jenny offered to step in to negotiate and get things sorted for them.

The end result was the referrer was delighted and has promised her a Christmas treat!

## 15% OFF QDOS BREAKDOWN COVER – ENTER CODE QNEWS15

As a valued business partner, QDOS want to provide you with a small token of our appreciation that can **genuinely save you money!**

As well as our accident management services, QDOS offers an excellent range of breakdown cover policies. **With prices from just £11.99 and no call out charges or excess to pay,** QDOS Breakdown provide a wider range of great value breakdown cover policies for personal, business or fleet vehicles.

Our cover is rated **5 Star ★★★★★** by DeFacto

What is covered?	QDOS	AA	RAC	Green Ins	Start Rescue	Kwikfit	AXA	Swiftcover
Mechanical Breakdown	✓	✓	✓	✓	✓	✓	✓	✓
Accidental Damage	✓	✗	✗	✓	✓	✓	✗	✗
Vandalism	✓	✗	✗	✓	Optional	✓	✗	✗
Fire	✓	✗	✗	✓	✗	✓	✗	✗
Theft	✓	✗	✗	✓	Optional	✓	✗	✗
Attempted Theft	✓	✗	✗	✓	Optional	✓	✗	✗
Flat Battery	✓	✓	✓	✓	✓	✓	✗	✗
Accidental Damage to Tyres	✓	✓	✓	✓	✓	✓	✓	✓
Key Breakage	✓	✓	✓	✓	✓	✓	✗	✗
Keys Locked in Car	✓	✓	✓	✗	✓	✗	✗	✗
Lack of Fuel	✓	✓	✗	✓	✗	✓	✓	✓
Wrong Fuel	✓	✓	✓	✓	✓	✓	✓	✓
Flat Tyre	✓	✓	✓	✗	✓	✗	✓	✓
Puncture	✓	✓	✓	✗	✓	✗	✓	✓

All details were obtained in a survey carried out on the file 16th July 2013 and we were correct based on the information provided over the telephone or on the companies websites. The details are for illustrative purposes only; they are not meant as advice and must be checked. A question mark indicates that it was not possible to determine from the policy documentation or website whether cover is offered.

## SAVE ADDITIONAL 15% – QUOTE QNEWS15

This offer is for you, your family, your business and your staff. Let us quote for your breakdown cover – you will not be disappointed.

Simply visit our website [www.qdosbreakdown.co.uk](http://www.qdosbreakdown.co.uk) for a quote and use **code QNEWS15** to receive your discount.