

# **DMS Security Plans**

**PO Box 2, FREEPOST SWC 2489, DURSLEY. GL11 4ZZ.**

Tel: 01453 547053

Fax: 0845 130 5624

e-mail: [admin@dms4asu.co.uk](mailto:admin@dms4asu.co.uk)

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## **Dealing with DMS**

### **How to get the best service from us**

When we established our Company in August 1995, we set out the “*DMS Philosophy*”. It has never changed, it remains the same today. It is “**Keep premiums as low as possible, and Service Standards as high as possible for the Client Treat every Client as you would wish to be treated yourself.**”

This may on the face of it seem difficult, but we still achieve this today, in exactly the same way as we have for the past 15 years, by ruthlessly driving down DMS’ costs. All of our administration is handled in-house, using computer systems that have been specially written for us and are constantly being upgraded. We also handle our own Direct Debit collection. We outsource our network hardware support, software development, and website management, and we use today the same businesses that we found in the 1990’s. We have built solid relationships with these businesses over the years, and they have a very good understanding of our requirements. With every one of these we deal directly with the business owner – the person who cares most about the reputation of his business, and will therefore work hardest to maintain it.

If you need to claim on your Policy, call us sooner, rather than later, or e-mail us your name, Certificate Number, and the type of claim you wish to make – e.g. Redundancy. Please also confirm your address, and both home and mobile telephone numbers.

We do not have staff sitting around, hoping that someone will call them, we cannot afford that luxury without seriously reducing our service quality levels, and that we refuse to do. Our preferred order of communication, and the order by which we can give you the best possible standard of service is:

1. E-mail [admin@dms4asu.co.uk](mailto:admin@dms4asu.co.uk)
2. Website [www.dms4asr.net/customer\\_area](http://www.dms4asr.net/customer_area)
3. Fax 0845 130 5624
4. Royal Mail PO Box 2, FREEPOST SWC 2489, DURSLEY. GL11 4ZZ.
5. Telephone 0845 673 9999 or 01453 547053

To increase speed of communication and delivery results, and at the same time reduce costs, much of our output now goes via e-mail, rather than Royal Mail. If Clients will agree to receive communication from us by e-mail, we guarantee that at any time upon request, we will print out their complete file and send it to them. **Just send us an e-mail with a Subject Line “Certificate Number DMS 000000 agrees to e-mail contact”**, and we will do the rest. If you later change your e-mail address and forget to tell us, don’t worry – if ever an e-mail to you bounces, we will write to you via Royal Mail, or telephone you.

If all our lines are engaged when you call during normal working hours, your call will be answered by our answering service. They will e-mail us a message immediately, so that we can respond to you directly. Outside of normal working hours, you can leave voice mail, and this will be e-mailed to us immediately. When leaving a message, please indicate the telephone number on which you would like us to call, and when you would like to receive our call back. Because everyone who works in DMS is part of the Company, we will happily call you in the evening or over the weekend, but can only do this if you have authorised us to do so.

When e-mails arrive, they do not interrupt work already going on as telephone calls do, and it is easy for us to guarantee an overnight response, because to do that, all we have to do is work a little later.

**Here at DMS we really care about providing service.**

**Please help us to help you.**

March 1st 2010