

Fleet Claims Administration Limited

Quality & InfoSec Policy Statement

Fleet Claims is an independent Company established in 1987 specialising within the Motor Industry, offering Insurance Services, Motor Claims handling, bespoke Software Solutions, complementary Motor Vehicle Services and outsourced specialist resource.

Our Quality and Information Security policy is to:

- Develop secure and high quality, bespoke I.T solutions to our clients.
- Provide professional, high quality and personable contact centre support services.
- Comply with all relevant and applicable legislation and regulation.
- Continually improve the effectiveness of the quality management system and the provision of our services.

The MD and Operations Director are responsible for implementing, promoting and supporting this policy.

This will be achieved by:

- Maintaining a QMS certified to BS EN ISO 9001:2015 and an ISMS certified to ISO/IEC 27001:2013.
- Setting and reviewing measurable objectives and ensuring these objectives are met.
- Providing the necessary resources and ensuring responsibilities and authorities are determined and communicated within Fleet Claims.
- Reviewing the effectiveness and performance of QMS and ISMS and assessing opportunities for continual improvement.
- Seeking honest and constructive feedback from our customers to help us improve customer satisfaction.



Graham Moss
Managing Director

Craig Moss
Operations Director