

Company Profile

Company	DAS Legal Expenses Insurance Company Ltd.
Name	Jeff Forster
Position	Commercial Accountant
Services Used	Ltd Reports, Non-Ltd Reports, Risk Tracker, Director Database, Free training, Bespoke Monitoring
Interested in	3D, Integration
Customer Since	Oct 2012
Website	www.das.co.uk



“I don’t think our database has been this **clean** for as long as I remember and I think that’s down to using **Creditsafe.**”

WHAT WE EXPECTED FROM CREDITSAFE

DAS has now firmly established itself as the leading legal expenses insurer in the UK. Since 1975 they have been working with the UK’s top authorised insurance intermediaries to provide millions of individuals and hundreds of thousands of companies with expert legal advice and comprehensive legal cover. In their second spell of using Creditsafe, the significant developments made in recent years moulded their decision to come back. Some of the things that were important included:

- » Time saving
- » Ease of use
- » Readability
- » Tailored monitoring
- » Potential for integration
- » Cost effectiveness

THIS IS HOW CREDITSAFE HELPED:

DAS were in a position where they felt the need to explore what other providers had to offer and whilst cost savings were a consideration, it was not paramount.

Their prime need was to be able to work closely with their provider to identify and implement more effective working practices. They were particularly interested in automating processes to save time and improve the quality of the data held.

“The price of the package was obviously very attractive but I do feel that we are saving in terms of just our own time (due to the data being so clean), and the Risk Tracker is just invaluable to us.”

In addition to standard Risk Tracker, DAS have recently taken advantage of our Bespoke Monitoring.

“Overall the Bespoke Monitoring solution that you have put together for us is an improvement as I can see all of the changes in one place and syphon out the insignificant changes.”

It was also important that other departments could readily understand the reports and data provided.

“The way your score was presented and the bullet points are good. I often don't need to give other departments' additional information I can just direct them to the summary. One of our legal services people, a solicitor commented on how easy they were to follow.”

DAS followed this by stating:

“They've got to be friendly on the eyes and follow a natural progression, Creditsafe reports do that, and if you want to look at the nuts and bolts you can but you don't have to. An example would be with the group structure, a feature that stood out in the tender process. All the limits and ratings for the group are free and a snapshot decision can be made if needs be.”

AND FINALLY... WHAT ADVICE WOULD YOU GIVE:

“We want financially sound business partners; we are looking for warning signs and good sharp financial data with analytical comments including trends. Creditsafe offers us this... Also Creditsafe make an attempt to constantly improve things and involve us, they're looking to be pro-active in terms of improving the service.”

Jeff Forster, DAS Legal Expenses Insurance, 2014