

## For Immediate Release

Contact: Mario Veltri

[mario.veltri@netcostservices.com](mailto:mario.veltri@netcostservices.com)

### NETCOST CELEBRATES 10 YEARS IN 2010

**Streamwood, IL, 03-31-2010:** Netcost Claim Services is a U.S. based Nationwide Claims Administrator servicing the Insurance and Fleet leasing industries.

In the past 10 years Netcost has been able to build a reputation for always delivering on its promise. Ten years of never failing a client is a noteworthy achievement. All projects that Netcost has undertaken have been implemented and completed successfully. This has happened primarily due to the way they look at a client relationship. They believe that all their clients and service providers are their partners. Netcost's goal is to always work closely with their partners to deliver beyond their expectations.

With a partnership approach and focus on always being true to their word, Netcost has grown in size even during times of economic downturn, and is still growing in 2010. The Netcost definition of success is simply to never lose site of their original vision. That vision was to deliver customer service oriented, and cost saving programs to any client that posed interest in working with Netcost.

The Company was originally known as Netcost Auto Glass, administering only automotive glass claims. Over the last decade, Netcost has expanded progressively from the original automotive glass solution to a menu of complimenting claim services, such as emergency roadside assistance and first notice of loss. Netcost operates in all contiguous United States and Canada.

Looking to the future during the early years of Netcost's existence, the Company merged with a technical house, Crew IT, to provide state-of-the-art technology to support the Netcost network of providers and client partnerships with the ability to integrate with any system.

Netcost believes its strength is in the service they provide, and have dedicated training facilities where new customer service representatives receive their in-depth four-week training. Their quality assurance program insures customer service representatives are consistently evaluated. Customer service representatives are coached on a regular basis to ensure continuing education.

*"Netcost takes pride in its cultural and diversity program, which focuses heavily on maintaining a high level of professionalism, infuses richness and nurtures strength in the workplace. At Netcost, diversity is valued for bringing a balance in perspective, talent, skill, and strength to our Call Center".*

*"Netcost's 10 year anniversary is one of many milestones to come. Our employees and clients have been instrumental in our success and we express our extreme gratitude to them. We have always held ourselves to high standards, and this year we plan on rolling out more programs to benefit both our clients and their policyholders. The continued success of our company is a direct result of teamwork within the organization". (Timothy Szpila, CEO of Netcost Claim Services)*

*"I firmly believe our best years are ahead of us and we are looking forward to new growth, innovation and new shared achievement with our clients". (Mario Veltri, COO of Netcost Claim Services)*

Timothy Szpila, having many years experience previously working for a company known as the originator of automotive glass administration, partnered with Mario Veltri, who has extensive knowledge in the property and casualty insurance industry. As the founding partners, they have successfully continued to serve their customers with a high level of energy, enthusiasm, customer satisfaction and technology leadership unheard of in the marketplace. They are hands-on leaders, never taking their focus from their original goals.

Today the Company's Partners include Timothy Szpila, CEO, Mario Veltri, COO, David Summers, CTO and Gregg Vance, CMO.

Typical of their customers' satisfaction with the performance and diligence Netcost provides:

*"Thank you so much for the outstanding results you delivered to our customers during the first month of our partnership! This is the smoothest transition I have ever experienced from one vendor to another in my entire 33 year career in the insurance claims business. Reduced Severity, Reduced Expenses and Increased Customer Satisfaction, Quantifiable Results and not a single operational or customer issue! WOW!" (Vice President of Claims Management, Martin J Iverson of Middle Oak Insurance.)*

*"In the early morning.....my beloved Taurus broke down on the side of the road in the middle of nowhere Ohio. It was 12 degrees but a sunny day. I pulled the packet from the glove box and dialed the numbers provided. I was greeted by a woman... and she was fantastic!.....stuck with me throughout the entire ordeal. She had a local tow truck on-site....lined up a repair shop that was open on Sunday. She called the shop in advance and when I arrived in the tow truck with my beloved Taurus in tow the manager immediately received the vehicle for repair... called me at regular intervals. She even tried to line up a rental car for me if the vehicle was going to stay over-night. Anyway.....the alternator was replaced and a new battery installed. I was back on my way." (Netcost Claim Services Fleet Client, Driver)*

Netcost Claim Services ([netcostservices.com](http://netcostservices.com)) anticipated their clients' needs and quickly grew to handle Glass claims administration, Roadside Assistance and First Notice of Loss Reporting services. Their technical integration team is always ready to offer state-of-the-art technology, including real-time claim tracking, instant online claim access, the ability to integrate with any system, and readily customize their applications.

###