



# Accident Management & Claims Solutions.

>20m 13,800+ 1,000+ 305,000+ 100+ 200,000+

Insurance partner  
policyholders

Replacement  
vehicle fleet

UK call centre &  
operations team

Annual claims  
processed

Repair centres &  
mobile units

Annual repairs  
undertaken

Seamlessly integrated solutions spanning the entire motor claim lifecycle and encompassing vehicle repair, mobility and legal services. Configured on both a modular and fully-outsourced basis dependent on the partners' requirements, avoiding complex multi-supplier management arrangements.

## Credit Hire/Repair

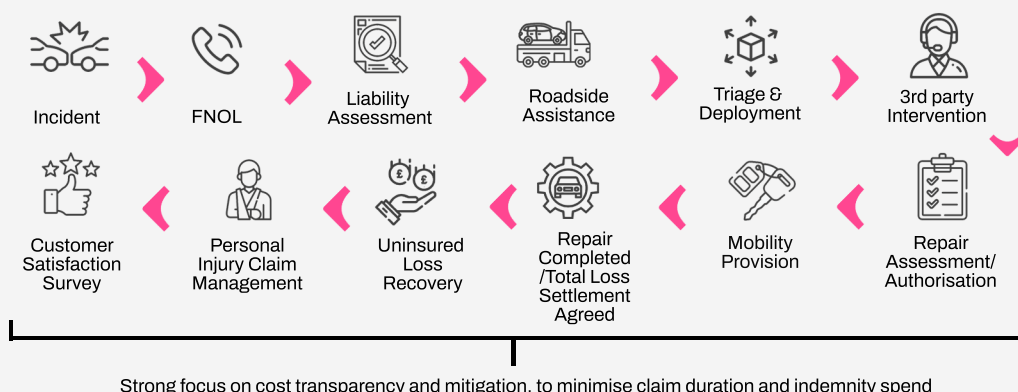
- Like-for-like replacement vehicle provided in event of a non-fault road-traffic accident
- Credit hire / repair agreement arranged with the customer directly, providing services on a credit basis
- All credit hire / repair charges recovered from the at fault party's insurer directly, in accordance with all regulatory requirements

## Direct Hire/Repair

- Hire vehicle provided for duration of vehicle repair where customer subscribes to an upgraded courtesy car policy
- Vehicle repair at customer's own insurer's cost, on agreed contract-level cost structure
- Excess assistance available through an excess protection policy in the event of a fault incident

## Claims Management

FNOL – First Notification Of Loss initial claims report defines claims journey & liability for costs.



### Partner Benefits

Single supplier relationship on integrated platform

Accessing our lean & cost efficient solution with national reach

### Customer Benefits

Simplified claims experience for customer

Single point of contact throughout claim

## Comprehensive Range of Services

### Roadside Assistance

RTA Recovery: immediate roadside assistance including vehicle recovery and onward travel services.

Vehicle Breakdown Assistance: roadside repair and recovery in event of vehicle breakdown.

### Mobility

Temporary Replacement Vehicle: provision of a suitable replacement vehicle for duration of accident repair.

Replacement Vehicle Product: fully underwritten replacement vehicle in event of total loss, fire, theft etc.

### Vehicle Repair / Total Loss

Repair Mgmt: placement and authorisation of vehicle repair and management of customer through to vehicle return.

Total Loss & Salvage Mgmt: vehicle disposal and settlement process in event of uneconomical repair.

### Legal Services

3rd Party Claims Mgmt: management of any head of claim and indemnity spend when defending 3rd party claims.

Loss Recovery: recovery of losses from the at-fault party in the event of a non-fault / partial-fault incident.

Personal Injury Support: rehabilitation support, welfare assistance and financial planning in event of a motor injury, from Small Claims to Complex/Serious Injury matters.

Medical Negligence Claims Mgmt: legal support where customer suffered injury or harm as result of negligent act or omission of a medical professional.