

Accident Management & Claims Solutions

>20m

17,000+

650+

325,000+

120+

190,000

Insurance partner policyholders

vehicle fleet

UK call centre & operations team Annual claims

Repair centres & mobile units

Annual repairs

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.





FNOL















3rd party Intervention

Incident



Customer Satisfaction Survey



Personal Injury Claim Management



Uninsured Recovery



Repair Completed /Total Loss Settlement Agreed



Mobility Provision



Repair Assessment/ Authorisation

Customer Benefits

Partner Benefits

Single supplier relationship on integrated platform

Accessing RN's lean & cost efficient solution

with national reach

- Simplified claims experience for customer
- Single point of contact throughout claim

- Strong focus on cost transparency and mitigation, to minimise claim duration and indemnity spend

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.