

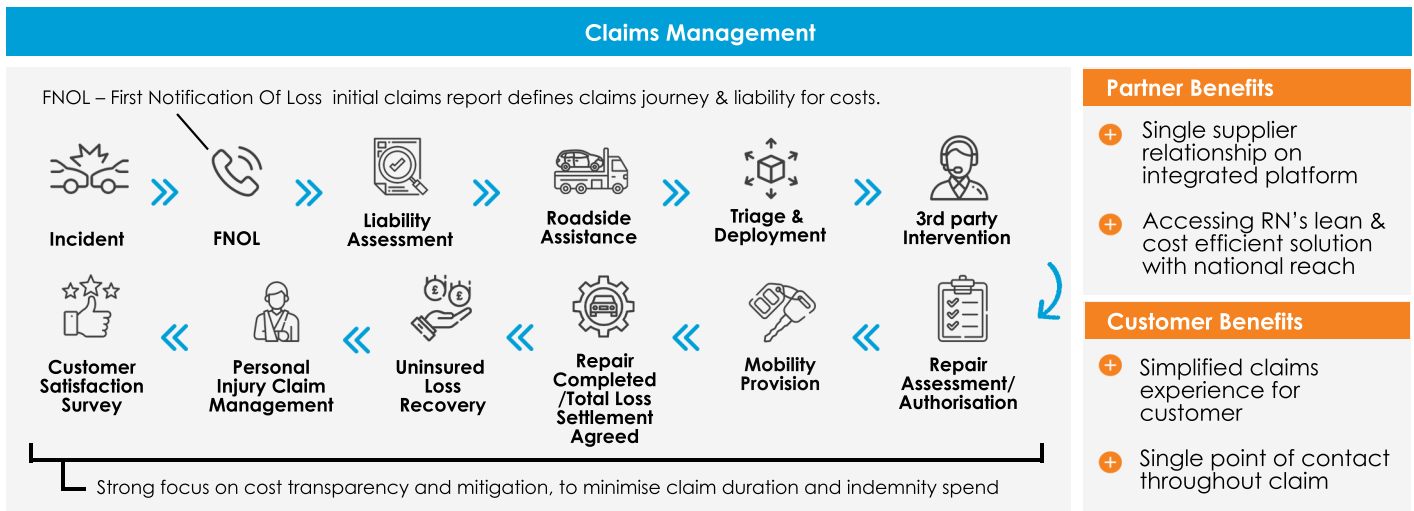


Accident Management & Claims Solutions

>20m	17,000+	650+	325,000+	120+	190,000
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	Direct Hire/Repair
<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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



Comprehensive Range of Services

<h4>Roadside Assistance</h4> <p>RTA Recovery: immediate roadside assistance including vehicle recovery and onward travel services.</p> <p>Vehicle Breakdown Assistance: roadside repair and recovery in event of vehicle breakdown.</p>	<h4>Mobility</h4> <p>Temporary Replacement Vehicle: provision of a suitable replacement vehicle for duration of accident repair.</p> <p>Replacement Vehicle Product: fully underwritten replacement vehicle in event of total loss, fire, theft etc.</p>
<h4>Vehicle Repair / Total Loss</h4> <p>Repair Mgmt: placement and authorisation of vehicle repair and management of customer through to vehicle return.</p> <p>Total Loss & Salvage Mgmt: vehicle disposal and settlement process in event of uneconomical repair.</p>	
<h4>Legal Services</h4> <p>3rd Party Claims Mgmt: management of any head of claim and indemnity spend when defending 3rd party claims.</p> <p>Loss Recovery: recovery of losses from the at-fault party in the event of a non-fault / partial-fault incident.</p> <p>Personal Injury Support: rehabilitation support, welfare assistance and financial planning in event of a motor injury, from Small Claims to Complex/Serious Injury matters.</p> <p>Medical Negligence Claims Mgmt: legal support where customer suffered injury or harm as result of negligent act or omission of a medical professional.</p>	