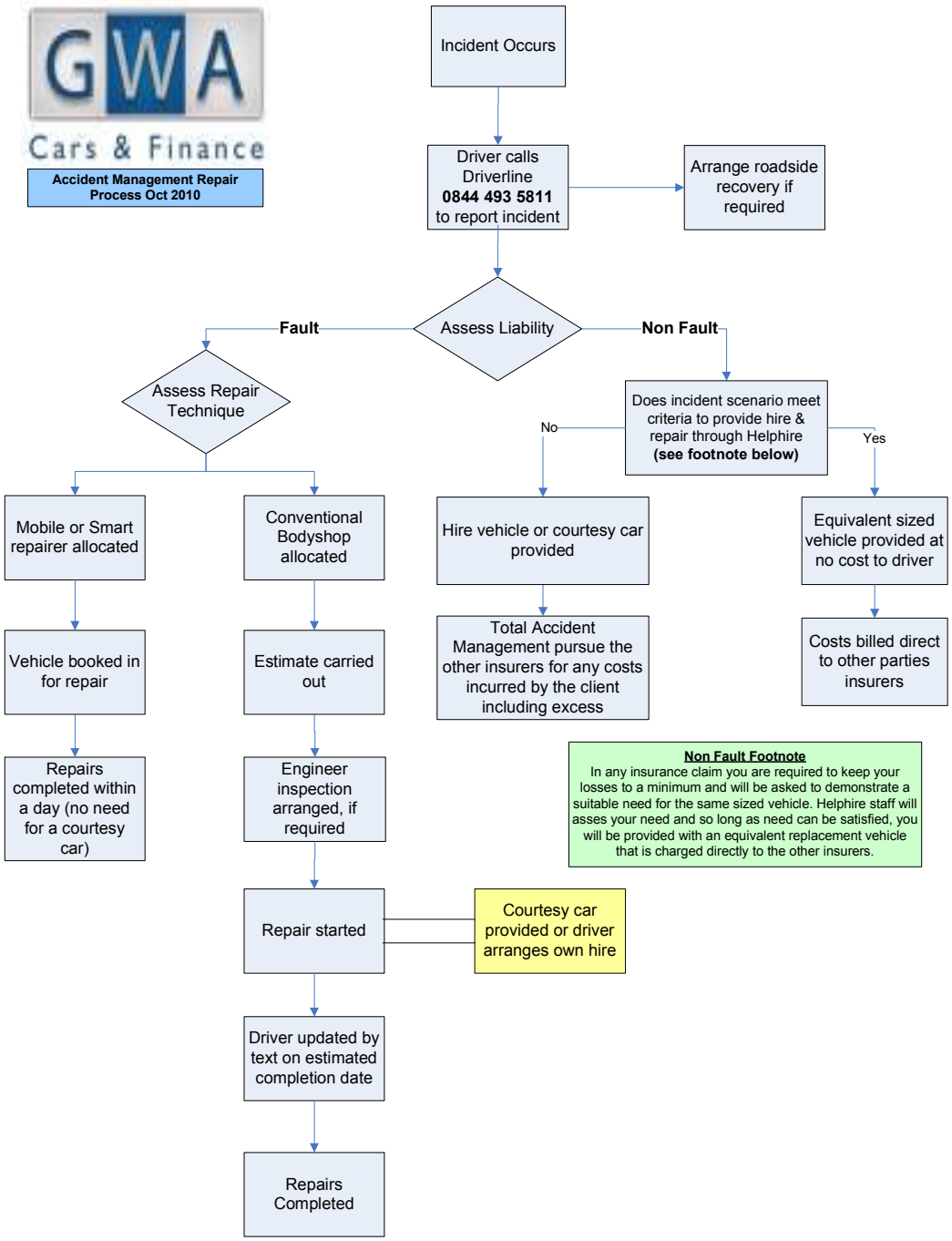
GWA
Cars & Finance
Accident Management Repair Process Oct 2010
Incident Occurs
Driver calls Driverline 0844 493 5811 to report incident
Arrange roadside recovery if required
Assess Liability
Fault
Non Fault
Assess Repair Technique
Does incident scenario meet criteria to provide hire & repair through Helphire (see footnote below)
No
Yes
Mobile or Smart repairer allocated
Conventional Bodyshop allocated
Hire vehicle or courtesy car provided
Equivalent sized vehicle provided at no cost to driver
Vehicle booked in for repair
Estimate carried out
Total Accident Management pursue the other insurers for any costs incurred by the client including excess
Costs billed direct to other parties insurers
Repairs completed within a day (no need for a courtesy car)
Engineer inspection arranged, if required
Non Fault Footnote
In any insurance claim you are required to keep your losses to a minimum and will be asked to demonstrate a suitable need for the same sized vehicle. Helphire staff will asses your need and so long as need can be satisfied, you will be provided with an equivalent replacement vehicle that is charged directly to the other insurers.
Repair started
Courtesy car provided or driver arranges own hire
Driver updated by text on estimated completion date
Repairs Completed