

## **ZURICH FLEET INCIDENT ASSISTANCE**

We provide comprehensive and efficient integrated repair and incident management solutions for fleets.

Powerful processing technologies and management information ensure we deliver clear insight and of course measurable cost and operational improvement.

## FIVE KEY FEATURES OF ZURICH MUNICIPAL'S FLEET INCIDENT ASSISTANCE

### 1 FIRST NOTIFICATION OF LOSS

- UK call centre operating 24 hour / 365 days a year
- Multiple reporting channels – phone, email, or online
- Comprehensive call scripting and bespoke data gathering
- Claim validation & early fraud indicators
- Immediate transfer of incident data to multiple stakeholders

### 2 VEHICLE REPAIR

- Access to a network of BSI Kitemark® accredited body shops
- Mobile & windscreen repairs carried out at your home or place of work
- Daily repair progressing and live repair tracking online
- Guaranteed repairs using original equipment parts

### 3 SERVICES

- Roadside recovery and collection
- Managed replacement vehicle and mobility solutions
- Proactive repair, engineering, total loss and salvage management
- Pay on use uninsured loss recovery
- MI, risk and insight support
- Account management for fleet solutions

### 4 FINANCIAL

- Service is included as part of your Zurich motor insurance policy subject to standard terms
- Central and split billing for VAT, excess and repairs where applicable
- Benefit from Zurich's competitive labour and parts prices
- Fast and efficient repair authorisation process

### 5 MANAGEMENT INFORMATION

- Comprehensive management information & online repair tracking ensures you always have your core metrics to hand



## FIVE REASONS TO CHOOSE ZURICH MUNICIPAL'S FLEET INCIDENT ASSISTANCE

- 1 Improved third party intervention
- 2 Repairs handled whether above or below the excess
- 3 Fast and efficient repair authorisation leading to reduced operational costs
- 4 Central billing for VAT, excess and repairs where applicable
- 5 Preferential repair, glass and replacement hire rates

**TO FIND OUT MORE ABOUT ZURICH MUNICIPAL'S FLEET INCIDENT ASSISTANCE, PLEASE SPEAK TO YOUR USUAL ZURICH CONTACT.**

Service provided on behalf of Zurich Insurance plc by Nationwide Accident Repair Services PLC

#### Zurich Municipal

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