



Accident Management

Save time, reduce costs and stay in complete control

Accidents, breakdowns, theft and vandalism to vehicles take up valuable management time, add to your operating costs and keep your drivers off the road.

Arval's Accident Management service minimises these financial and downtime costs by comprehensively managing incidents, repairs and insurance claims, ensuring drivers are kept up-to-date and advised accordingly.



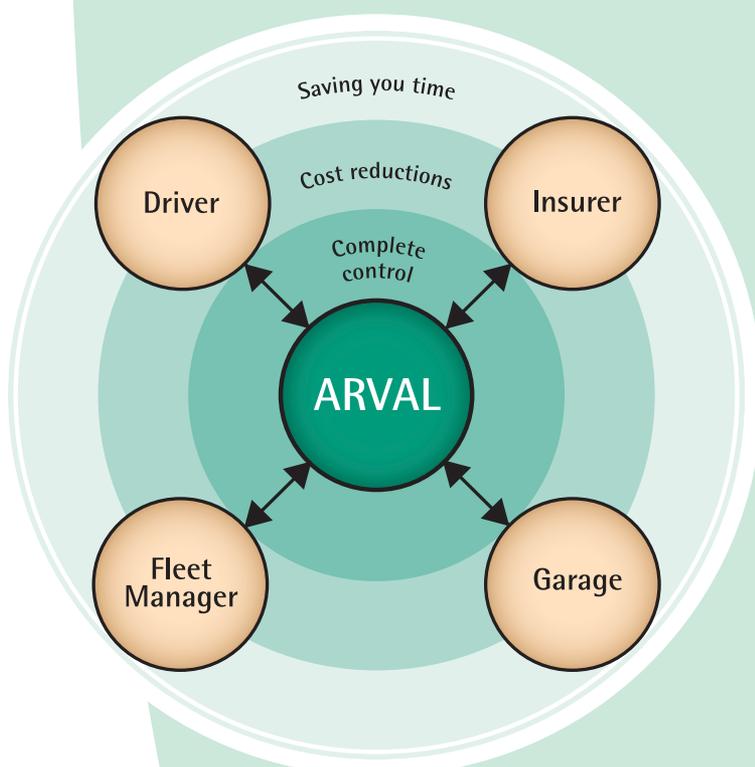
ARVAL

A BNP PARIBAS company



Save time, reduce costs and stay in complete control

Arval Accident Management is a complete solution that proactively manages every case from the time of the initial incident right through to recovering uninsured losses from third parties. Keeping you and your drivers fully informed and in control throughout, the service minimises costs and delays to save you money and time. With guaranteed repairs from a closely managed nationwide network of high quality repairers, Arval Accident Management delivers value as well as peace of mind.



Complete incident handling

Proactively minimising financial and downtime costs

Arval Accident Management takes complete care of every incident, whether it is an accident, damage, theft or vandalism. You stay in control because we put all the information you need at your fingertips whenever you need it.

Our helpful specialists operate round the clock, 365 days a year, to respond immediately to your drivers' calls and stay in direct contact with drivers throughout the process.

You can rely on Arval's Accident Management advisors to take care of everything:

- Giving immediate advice and help for drivers, to reassure them and get your employees back on the road quickly
- Ensuring rapid attendance by recovery services
- Proactively managing repairers and insurance claims to minimise costs and vehicle downtime

For instance, if a vehicle can be safely driven after an incident, they will instruct an approved repairer to provide an estimate at a convenient time and place within 48 hours rather than taking it off the road.

Similarly, we use mobile services to deal with minor damage such as stone chips and small dents. This keeps vehicles in good condition at minimal cost whilst reducing downtime.

Even if the vehicle or your company is not covered by a breakdown service, we can arrange roadside recovery within two hours to minimise delay and stress for the driver.

With web-based progress updates always available, you decide when to devote management time to your incidents.

To reduce the time you spend answering queries from drivers, they can access their incident status online, or we can send updates directly to drivers via text messaging.

Proactive downtime management

Getting drivers and vehicles back on the road quickly

All suppliers work to schedules calculated by qualified engineers, to eliminate costly and frustrating delays. We monitor agreed downtime periods, along with the schedule of work and estimated costs, while the repair is carried out.

To further speed up the process the latest imaging and estimating software is used, so that estimates and repairs can be approved without waiting for on-site inspections. We also keep drivers informed of progress. If necessary, we can arrange rental cars to help keep them mobile.

High quality repairs

A managed network programme

Repairs are carried out by a controlled nationwide supplier network at competitive preferential rates and are guaranteed for three years to minimise repair costs and assure the quality of work.

The skilled and experienced professional technicians work closely with repairers and insurers on every repair, to obtain the best and quickest service for our customers.

The network partner support programme continually monitors and works with suppliers, supporting their training programmes to ensure that they meet strict performance standards for repair quality and availability to improve the service your drivers receive.

Insurance claims processing

Integration and advanced technology for speedier settlement

Advanced links with insurers' systems mean we can make sure your repairs are commissioned faster and your vehicles are returned to service as soon as possible.

Skilled technicians, using the latest digital imaging software, ensure claims are approved and settled quickly and that insurers are kept up-to-date.

Valuable management time is also saved by us chasing uninsured losses such as policy excesses, hire charges and loss-of-use costs. Dedicated claims handlers deal with all correspondence with third parties and actively pursue recovery of all sums owing.

Where a vehicle is a total loss, we will handle salvage efficiently and maximise the disposal value.

Trained technicians monitor and vet all estimates and invoices from suppliers. We consolidate all transactions into a single itemised statement; this saves you valuable administrative time while making it easy to track costs. For existing Arval customers, we can combine accident management billing with your current service invoices.

Online management information

Updates and reports at your fingertips

To keep you informed and in complete control at all times our service offers extensive online reporting and updates.

You can see the status of all your active incidents via online progress updates giving the latest position on repairs, estimated costs and expected completion dates.

This information is available whenever you need it and is updated four times a day, keeping you in control and saving you time dealing with queries. Drivers can check the status of their own incidents online, which will further reduce administration for the fleet manager.

To manage fleet accidents and risk effectively, you need a complete audit trail of incidents and repair costs. We deliver just that, via an extensive suite of online reports designed to reveal trends and highlight key action areas.

As with our update service, the reporting facility is available 24/7. It also allows you to diarise and request reports customised to your specific needs.

Replacement vehicle management

From the UK's largest rental business provider

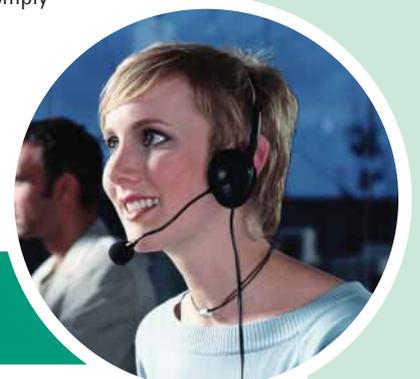
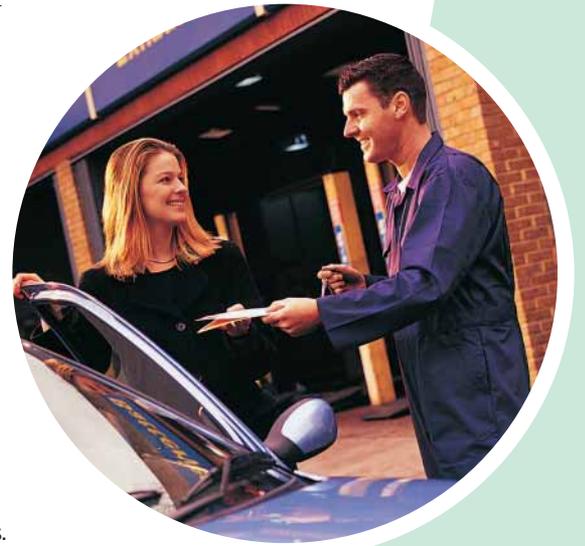
Arval's rental service gives our customers access to more than 150,000 cars and vans at 800 locations in the UK at highly competitive hire rates. To keep your drivers mobile whatever happens, we aim to deliver rental cars within two hours.

Arval Accident Management allows customers to dovetail our daily rental service with our management of replacement vehicles for effective control of short term hire costs.

Help and advice

On tackling risk and reducing accidents

Arval's trained and experienced staff are there to help you with advice and guidance on managing fleet risk and preventing accidents. As well as offering regular reviews within our accident management service, we offer Arval Fleet Protect which is designed to comply with current HSE guidelines on managing occupational road risk, including risk assessments, licence checks and driver training.



To find out more call 0870 013 1212 or visit our website www.arval.co.uk

Why choose Arval for Accident Management?

For you

Saving you time

- We manage all parties for you, drivers, repairers and insurers
- Online reports and incident updates are instantly available
- Consolidated invoicing, incorporating costs for all your Arval vehicle management services

Reducing your costs

- Proactive incident handling minimises expensive downtime
- Guaranteed repairs at competitive rates
- Trained technicians assess and control costs
- Uninsured loss recovery service
- Mobile repairs to minor damage cost less and keep vehicles on the road

Keeping you in control

- Our service operates 24/7. Every incident is logged and reported on from the outset
- Comprehensive up-to-date incident and management reporting available online at www.arval.co.uk
- Expert advice and analysis from your Arval Account Manager helps you to prevent accidents and minimise risks

For your drivers

Security and peace of mind

- Reassurance that support is available 24 hours a day, 365 days a year
- Arval's Driver Contact Centre provides one number for all your drivers' needs
- Optional text alert service keeps drivers up-to-date with repair progress

Saves time

- Arval takes care of all the arrangements so your drivers can stay focused on their job
- Vehicles are collected and returned for estimate or repair at their convenience
- Online access to the status of their own vehicle

Keeps drivers on the road

- We arrange roadside recovery within two hours if needed
- For minor repairs mobile units keep the vehicle on the road
- A rental vehicle or courtesy car can be provided within two hours if required

The Arval Difference

Whatever you need for your fleet, Arval can provide it. As Europe's leading fleet and fuel management supplier with over 30 years of experience in the fleet industry our service is delivered with a passion. It is this passion that drives us to develop solutions to make the working lives of our fleet customers and their drivers easier.

Our business offers an extensive range of fleet services. These include:

Contract hire • Leasing • Rental
Fuel management • Fleet management • Arval Fleet Protect



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