

# WHERE DO YOU TURN WHEN ACCIDENTS HAPPEN

FOR TODAY, TOMORROW AND THE FUTURE...



**ARVAL**  
BNP PARIBAS GROUP

We care about cars.  
We care about you.

# Accident Management

## Expert help when you need it the most

Accidents are one of the unfortunate facts of fleet life. They are upsetting, disruptive and expensive – but with the right kind of help, their impact can be minimised.

Arval Accident Management, created with you in mind, is designed to provide a complete hassle free solution. Call us when an accident occurs and we will immediately take responsibility for the entire process.

That means handling the practical aspects such as vehicle recovery and repair, insurance claims and third party losses, all of which will be processed with speed, thoroughness and expertise.

We are also keenly aware of the human aspect, ensuring that drivers receive the assistance they need and that everyone involved is kept informed of developments.

Also, a key part of our proposition is that we don't just help resolve incidents – we also work to prevent them. So our experts will look at the potential causes of each incident, identifying areas where your risk management approach could be modified to reduce the potential for a repeat.

It all adds up to what we believe is the best product of its type on the market – and one we'd very much like to discuss with you in more detail.

## Benefits at a glance



**Complete care of every incident** from start to finish – saving you time and giving your drivers peace-of-mind



**Immediate response** to drivers with a UK based contact centre that operates 24 hours a day, 365 days a year



**Quick roadside recovery** and supply of a replacement vehicle



**Integrated technology** between body-shops and engineers for fast accurate approval of repairs



**Proactive management** of repairs and insurance claims to minimise costs and vehicle downtime



**Comparison** of your incidents year-on-year and against our averages to benchmark standards



**Professional analysis** with recommendations to help you reduce incidents and improve the safety of your drivers



**Did you know?**

Around **one in three** road accidents involve someone driving on business.

Source : *ORSA - Occupational Road Safety Alliance*

1

Accident. The driver calls to report an accident.

We make contact with the driver to check they are OK and log a full report of the accident details.

Our system generates an incident task for our teams to work on, with the first priority being to book vehicle in for repair.

Repairs are booked for a time convenient for the driver. Should the vehicle not be road-worthy we will ensure a courtesy /hire car is organised.

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Downtime Management ensures that the vehicle isn't off the road for any longer than necessary. We continually monitor the progress of the repairs.

Our engineers will check the correct work is being carried out and approve costs before authorising any repairs.

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We arrange with the driver collection of the courtesy/hire car, if one was required.

A specialist team work on Uninsured Loss Recovery any money owing.

The driver is back on the move

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8

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## Find out more

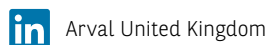
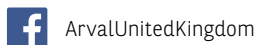
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If you would like to find out more about Accident Management please contact your

**Business Manager**

or visit [www.arval.co.uk](http://www.arval.co.uk)

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**Email: [info@arval.co.uk](mailto:info@arval.co.uk) Telephone: 01793 887000**



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