

# OUR UNIQUE APPROACH TO ACCIDENT MANAGEMENT

When a driver has an accident, they really need our help. They might be shaken up, they might be upset, or they could be injured. That's where we step in, and that's why we've brought the key elements of Arval Accident Management in-house. It gives us full control over the process and ensures that we can provide the highest level of support.

Responsibilities:  RAC  Arval



## 1. Accident

The system automatically generates tasks for our teams and we go to work. The first priority is a comfort call, speaking with the driver to check that they are ok and that everything is in place to repair the vehicle

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The driver contacts us to let us know. Our partners at RAC check that the driver is ok and log all of the accident details using a system called OTIS - we have full access to this ensuring a seamless process throughout

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We book repairs at a convenient time for the driver. Of course, if their vehicle isn't roadworthy, we quickly organise a short-term replacement vehicle

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5. Our accredited engineers authorise repairs to the vehicle, checking that the right work is being done and using sophisticated tools to check costs

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Downtime Management ensures that the vehicle isn't off the road for any longer than it needs to be. Our experts track the progress of repairs and where necessary step-in to source parts and speed up the process

7. During Collection and Off-Hire we collect and return the rental vehicle or courtesy car, if one was required, so that the driver doesn't have to worry about it



Finally, RAC work on Uninsured Loss Recovery. Using all of the information stored on the OTIS system, a specialist legal team works to quickly recover any money owing

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9. The driver is back on the move



**ARVAL**  
BNP PARIBAS GROUP

We care about cars.  
We care about you.