

'Like For Like' Replacement Vehicle Facility

Minimising the disruption that you customers face by keeping them on the road is a top priority for the Accidents Happen team. As soon as the accident has been identified as non fault we can facilitate the speedy delivery of a replacement vehicle, of a similar size and quality to the customers own for the duration of the claim.

Our partnerships with trusted suppliers allow us to access around 50,000 vehicles nationally, therefore we can ensure prompt delivery to a suitable location, usually within just four hours of approval.

Throughout the repair process all claims are closely monitored by our dedicated customer care team. They will liaise with all relevant parties, ensuring repairs are completed to agreed timescales and that the customer remains fully updated throughout this process.

What our 'like for like' replacement vehicle facility means for your customers:

- An extensive range of replacement vehicles, including cars, commercial vehicles and motorcycles;
- National coverage, offering fast delivery to a convenient location;
- Dedicated claims handlers to monitor progress and liaise with all relevant parties;
- All arrangements conforming to the ABI's Credit Hire Protocol.

