



HOW WE HELP



CERTIFIED REPAIR

A certified repair can help to maintain your Vauxhall Warranty and also the best residual value for your vehicle.



RECOVERY

Recover your vehicle and help get you home. We'll also deliver it back to you.



COURTESY VEHICLE

Arrange a free courtesy vehicle for the duration of the repair.



GENUINE PARTS

Guarantee that only Vauxhall genuine parts and repair methods are used in the repair.



SKILLED LABOUR

Ensure only Vauxhall trained technicians work on your vehicle using Vauxhall approved equipment.



FREQUENTLY ASKED QUESTIONS

Will I need to report the claim to my insurer if you are dealing with my claim?

No. Once you call Vauxhall Accident Management we will take care of everything, including dealing with your insurer.

What do Vauxhall customers pay for this service?

This is a FREE service to all Vauxhall drivers – there's no catch. We simply manage the claim on your behalf. Assuming that you are comprehensively insured, your only cost is any uninsured cost, such as policy excess.

If I call Vauxhall Accident Management, will it increase my next insurance premium?

Definitely not if you were not at fault for the accident; the other party's insurer pays for your claim.

If the accident is your fault, any increase in your next premium should be no more than if the insurer's bodyshop did the repair, as we approve all repair costs with your insurer prior to proceeding.

How will Vauxhall and my insurer agree on the cost of the repair?

We approve all repair costs with your insurer. The assigned Vauxhall Approved Bodyshop submits an estimate of the repair cost for your insurer's approval before proceeding with the repair. Costs for completing repairs are standardised.

What information will you require from me in order to manage the claim?

When you call us you will not need to fill in a claim form as we will do this for you over the telephone. In the event that you are missing some details, we will investigate and make enquiries on your behalf.

How does Vauxhall benefit from providing this service?

By providing a branded experience to Vauxhall drivers at a time of stress and inconvenience, this service aims to strengthen our relationship with all our customers. Vauxhall aims to improve the after-accident experience for our customers and help to protect the safety standards and residual value of customers' vehicles by providing the highest standards of bodyshop care.

I am a used Vauxhall owner – am I also entitled to use this service?

This service is available to all Vauxhall drivers in the UK, regardless of the age of your vehicle, whether your vehicle is new or used. It is also available to anyone who drives your Vauxhall, providing they are insured.

Can you help for all accidents, even a small dent?

Yes. For any accident, no matter how big or small, you should always make us your first call. We will arrange your Vauxhall repairs with no hassle or inconvenience and to the highest quality.

Can I call Vauxhall Accident Management to arrange a repair without making a claim with my insurer (i.e. pay for the repair myself)?

Yes – call Vauxhall Accident Management and we'll arrange for your vehicle to be repaired at a competitive price to the highest standard at your nearest Vauxhall Approved Bodyshop.



IN THE EVENT OF AN ACCIDENT

WE ARE HERE TO HELP YOU

VAUXHALL ACCIDENT MANAGEMENT

0800 010 304

Vauxhall Accident Management is provided on behalf of Vauxhall Motors UK by Retention UK Ltd, which is registered in England and Wales Company No. 05687158 at Batchworth House, Church Street, Rickmansworth, Herts, WD3 1JE and regulated by the Ministry of Justice in respect of regulated claims management activities. Retention UK Ltd is an appointed representative of Original Insurance Services Ltd which is regulated by the Financial Services Authority. This service may be reduced if you are not comprehensively insured or your policy has restriction in cover.

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APPROVED BODYSHOP



VAUXHALL

SMART VAUXHALL DRIVERS NOW MAKE US THEIR FIRST CALL



VAUXHALL ACCIDENT MANAGEMENT 24/7 EMERGENCY SERVICE

Why call us?

One call to us and we'll do everything for you – there's no hassle, no claims forms, no cost to you – and you're guaranteed the highest quality repair.

So, should you ever experience an accident...

MAKE US YOUR FIRST CALL
0800 010 304

immediately after a vehicle accident or theft and always BEFORE you call your insurer, irrespective of whose fault it was, or the severity of the damage.

We will arrange immediate roadside recovery, liaise with your insurer and handle your insurance claim on your behalf, arrange a replacement vehicle and keep you informed throughout – all for FREE.

GUARANTEED BENEFITS YOU'LL RECEIVE WHEN VAUXHALL ACCIDENT MANAGEMENT HANDLES YOUR INSURANCE CLAIM, INSTEAD OF YOUR INSURER

VAUXHALL ACCIDENT MANAGEMENT

MOST UK INSURERS

Repairs using only Vauxhall genuine parts and panels	✓	✗
Repaired only at a Vauxhall Approved Bodyshop using specialist equipment	✓	✗
Safeguard your Vauxhall's mechanical, body and anti-corrosion warranty	✓	✗
A repair that maintains your Vauxhall's Euro NCAP safety standards by fitting Vauxhall genuine parts	✓	✗
Free nationwide vehicle recovery to a Vauxhall Approved Bodyshop	✓	✗
Free courtesy car for all accidents when repaired by a Vauxhall Approved Bodyshop	✓	✗
Arrange a replacement vehicle if yours is written-off or stolen	✓	✗
Guarantee on the quality of the repair	5 years	3 years
A repair that helps to protect your Vauxhall's residual value and resale appeal	✓	✗
Keep your Vauxhall 100% Vauxhall ... Always	✓	✗



Why should I call Vauxhall Accident Management first and not my insurer?

Most UK motor insurers will not guarantee to fit Vauxhall genuine parts, or use a Vauxhall Approved Bodyshop to repair your car. This could compromise the safety standards and future residual value of your Vauxhall.

In contrast, when you call Vauxhall first and authorise Vauxhall Accident Management to look after your insurance claim, we'll exercise your legal right to have your vehicle repaired at a Vauxhall Approved Bodyshop. Using only Vauxhall genuine parts and repair methods, this helps to protect your Vauxhall's original driving pleasure, safety rating and residual value.

In the event of a vehicle theft...

Contact the Police, then call us on 0800 010 304 for advice on keeping you mobile. We can also help agree a valuation of your Vauxhall with your insurer and discuss replacement vehicle options for you.

We hope you'll never need this service but if you do, call our team any time, 24 hours a day and we'll look after your motor insurance claim, vehicle replacement needs and your Vauxhall repair every step of the way.

Three simple actions for peace of mind...

- 1 Save **0800 010 304** as Vauxhall Accident Management to your mobile phone
- 2 Detach your card and key fob from below
- 3 Place the card in your wallet and attach the key fob to your car keys.

SAVE US TO YOUR MOBILE PHONE **0800 010 304**

VAUXHALL ACCIDENT MANAGEMENT
MAKE US YOUR FIRST CALL
0800 010 304
24/7 EMERGENCY SERVICE

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