

Accident Management

All you need to know clearly explained



Value

Trust

Bespoke

Cost control

Consultation

Performance

Flexibility

Experience

Fact of life: Lex Accident Management takes the strain



Fact of life: company car drivers have accidents

How Lex Accident Management can support you

It takes just seconds for one of your company car drivers to have an accident and days of tedious work to organise all the administration that the incident generates.

If you go it alone, the best you can expect is to spend a minimum of 5½ hours sorting out the paperwork, and don't forget the admin staff you'll need to draft in to help. It all adds up to a great waste of time and talent, which should be focused elsewhere.

Lex Accident Management is the practical, no-fuss solution. We can't stop accidents happening, but we can ensure that your time hasn't been wasted sorting them out when they do.

Call us on **0870 606 6661**

e-mail us at marketinglvp@lvi.co.uk

or visit our website www.lexvehiclepartners.co.uk



How Lex Accident Management can help you

Contact us as soon as you know about the incident and we'll do all the rest. You can leave everything, including organising rescue and recovery, onward transport for driver and vehicle and repairs to us.

We can help to recover uninsured losses and arrange legal advice.

We can also help drivers by completing an accident claim form online, speeding the whole process along.

The benefits

Lex Accident Management offers you a comprehensive service to take care of all eventualities, all year round:

- 24 hour recovery assistance is available 365 days a year (with replacement vehicle provision – subject to contract)
- our dedicated teleclaims advisers are specially trained to deal with the accident claim process
- we can complete the claim forms over the phone
- our approved repairer network covers the whole UK...
- ...and the rates are highly competitive thanks to our in house engineers who also approve final repair accounts
- our total-loss claims team will take care of everything in the case of a write-off
- our uninsured-loss recovery team will endeavour to recover uninsured costs where there is a third party at fault
- you can arrange to receive bespoke Management Information reports
- you'll deal with a dedicated Accident Management billing team



Looking after number one

You can access the Lex Accident Management service at any time by any of the following:

- Telephone
- Email
- Internet

Then leave everything up to us...

We will:

- complete your claim form over the phone
- arrange vehicle recovery wherever necessary
- select an approved repairer
- arrange estimates
- organise onward travel for your driver
- follow the claim through until the vehicle is repaired
- liaise with everyone involved on your behalf
- take care of written correspondence with any third parties

All of which means that you're left to get on with your job.

Looking after your drivers

The safety of your driver after an accident is our first concern. If your driver is stranded, we can help with travel arrangements, accommodation* or a replacement vehicle. We can also cover the costs and pass them on to you.

Your people are your greatest asset. We're here to help you take care of them.

Our approved repairer network

The Lex Accident Management approved repairer network is constantly monitored to ensure you get the best possible service. You can expect:

- coverage wherever you are in the UK†
- free collection and delivery within a 50-mile radius#
- estimates compiled using Thatcham times
- discounted parts and agreed labour rates
- a free Class B courtesy car while repairs are carried out
- a free wash and vacuum service before the vehicle is returned
- high quality repairs carried out swiftly and efficiently
- repair invoices paid on your behalf and charged back to your company
- temporary repairs carried out where appropriate to keep your drivers mobile

Whatever the problem, we'll ensure you're in safe hands.

* arranged via RAC

† excluding Isle of Man, Jersey, Guernsey and the Scottish Islands

a collection and delivery charge may be applied for vehicles on the Isle of Wight

Web enabled repair estimating

Lex Accident Management has introduced its web enabled estimating solution to vehicle repair with our approved repairers. The use of this technology enables us to speed up the vehicle repair process.

This will offer a comprehensive range of services including:

- web notification directly to the nominated approved repairer
- video still images and pro-forma estimates received via the web and delivered directly to the Lex in-house engineers
- visible progress tracking

The screenshot displays the Inter-Eat software interface. At the top, there are tabs for Estimate, Owner, Handler, Insurer, Vehicle, Parts, Costs, Salvage, Images, and Summary. Below the tabs is a grid of vehicle damage photos. The main area is divided into sections: 'Handling Company' (Name: LEX ACCIDENT MANAGEMENT, Address: Cross Street, Sale, Cheshire, Postcode: M33 7FU, Telephone: 0161 9054247, Contact: [blank]), 'Print Preview' (Labour Breakdown in Hours table), and 'Part Prices' table.

Description of Task	M.E.T.	Panel	Paint	Job A	Total
Bumper Rear Repair	0.0	1.0	2.0		3.0*
Boot Carpet, Strip & Refit					TTS
Bumper Filing Rear, Strip & Refit					TTS
Bumper Rear Reinfo, Strip & Refit New					TTS
Number Plate Lamp / Lamps, Strip & Refit					TTS
Rear Lamp PNL Interior Trim LH Strip & Refit					TTS
Rear Lamp PNL Interior Trim RH Strip & Refit					TTS
Wheel Road Spare, Strip & Refit					TTS
Rear Lamp Assembly RH Strip & Refit New	0.1	0.0	0.0		TTS
REAR BUMPER BADGE Fit New					0.1*
Thatchams labour allowance:	0.7	0.0	0.0	0.0	0.7
Labour Total Hours:					3.8
Hours removed for Overlap:	0.0	0.0			0.0

Description of Part	Part Number	Contribn	Discount	List Price
Bumper Rear Reinfo	Non OEM	0.0%	5.0%	61.94*
Rear Lamp Assembly RH	Non OEM	0.0%	5.0%	55.47*
REAR BUMPER BADGE		0.0%	5.0%	9.06*
Parts List Price Total:				£126.47

Management information to suit you

Our customers come from a wide range of business sectors, and we appreciate that different companies operate in different ways. That's why you can choose how you would like our accident management reports (detailing repair costs, recovery values and the frequency with which our service has been used) to be presented to you.

Prevention is better than cure

We can also provide fleet training in connection with RAC to reduce the risk of accidents happening in the first place.

Monthly Incident Report
Accidents between dd-mm-yyyy and dd-mm-yyyy

Lex Reference	Accident Date	Rep. No.	Driver Forename	Driver Surname	Area of Damage	Damage Borne by Insurer (I)	Costs Invoice VAT Value	Borne by Insurance Company	Accident Description	TP at fault
0553789	dd-mm-yyyy	LVL1	R	A	Offside door lock	250	44.67	5.26	Theft from vehicle	N
0555404	dd-mm-yyyy	LVL2	S	O	Flood	250	392.36	1992.06	Drove through flood	N
0558270	dd-mm-yyyy	LVL3	F	O			105.27	351.54	Vandalism	N
0559098	dd-mm-yyyy	LVL4	H	S	Nearside locks	250	198.51	23.24	Unknown	N
0565003	dd-mm-yyyy	LVL5	B	X	Rear	132.8	1674.32	34.74	Stone chip damage	N
1107129	dd-mm-yyyy	LVL6	A	T	Offside rear	198.51	62.2	0	Ins struck TP in rear	N
0565804	dd-mm-yyyy	LVL7	T	W	Frontal	198.51	152.29	10.88	Ins struck large pothole	N
0567369	dd-mm-yyyy	LVL1	V	A	Nearside Front	62.2	152.29	26.65	Windscreen	N
0568229	dd-mm-yyyy	LVL8	G	V	Nearside	152.29	26.65	0	Windscreen	N
0571934	dd-mm-yyyy	LVL9	J	U	Glass	250	165.4	49.89	Possible hit whilst parked	N
0593023	dd-mm-yyyy	LVL10	J	U	Glass	250	165.4	49.89	Windscreen	N
1108594	dd-mm-yyyy	LVL10	C	L	Nearside rear	285.09	17.73	3.1	Garage door fell on car	N
0570969	dd-mm-yyyy	LVL10	C	L	Nearside rear	285.09	17.73	3.1	Windscreen	N
0570106	dd-mm-yyyy	LVL12	D	I	OSR door moulding	17.73	3.1	0	Unknown	N
0570901	dd-mm-yyyy	LVL12	D	I	Windscreen	17.73	3.1	0	Windscreen	N
0570828	dd-mm-yyyy	LVL13	D	N	Windscreen	17.73	3.1	0	Unknown	N
0574628	dd-mm-yyyy	LVL14	E	F	Nearside rear	250	36.38	0	Unknown	N
0576472	dd-mm-yyyy	LVL15	K	B	Underneath	250	56.81	74.63	Vandalism	N
0574208	dd-mm-yyyy	LVL16	C	C	Windscreen	250	154.9	635.14	Ins struck pillar	N
0574203	dd-mm-yyyy	LVL17	L	M	Rear doorglass	184.65	167.19	705.37	Ins struck wall	N
0575480	dd-mm-yyyy	LVL18	G	E	Nearside	95.71	32.31	0	Windscreen	N
1108011	dd-mm-yyyy	LVL19	C	J	Nearside Front	563.2	98.56	0	Rear doorglass	N
0578280	dd-mm-yyyy	LVL19	C	J	Nearside Front	563.2	98.56	0	Hi whilst parked	N
0577237	dd-mm-yyyy	LVL20	E	D	Front end	250	79.8	206	Ins struck post	N
0578161	dd-mm-yyyy	LVL21	D	P	Rear end	250	62.9	109.43	Hi whilst parked	N
0578880	dd-mm-yyyy	LVL22	L	O	Glass	250	214.51	120.24	Hi whilst parked by TP	N
0580786	dd-mm-yyyy	LVL23	C	Y	Underneath damage	214.51	37.54	0	Hi whilst parked by TP	N
0584205	dd-mm-yyyy	LVL24	K	G	Offside rear	198.54	34.36	0	Windscreen	N
					Rear and front end	500	376.58	1651.89	Ins struck animal	N
					Windscreen	250	0	0	TP struck offside	N
					Windscreen	250	306.83	1514.74	Hi whilst parked by TP	Y
					Windscreen	282.76	49.48	0	Hi whilst parked by TP	N
					Windscreen	282.76	49.48	0	Windscreen	N
					Totals	7518.01	2488.83	8378.29		

What happens with write-offs and stolen vehicles?

If a vehicle is stolen, the driver should report the theft to the police immediately and then notify Lex Accident Management.

When a vehicle is written off through accident or theft, we will use our expertise to negotiate the best possible settlement value. We will take care of all insurance matters on your behalf, liaise with your insurers and provide any information they need to reach a settlement figure. You will, of course, be kept informed of progress and advised of any offer your insurers make.

If the final offer from the insurance company falls short of our written-down value, at the date of the accident, we will advise you of the shortfall before accepting the offer.

When there is an unavoidable shortfall between the settlement value and our net book value. You will be liable for this charge. Our written-down value for a vehicle is its capital cost, depreciated by a fixed monthly amount, which takes into account its contracted mileage. Insurers

base their settlements on the market value of a vehicle, so shortfalls are likely to occur if it has exceeded its contract mileage, suffered previous accident damage, been poorly maintained or is in the early stages of the contract.

Rentals are payable until we have received the settlement in full, at which time we will credit or refund all rentals charged after the date of the incident, or 28 days after that date if we have supplied a replacement vehicle (for 28 days).



GAP insurance

This insurance enables you to insure your car against being written off and the insurer paying you less than the vehicle is worth. GAP insurance costs extra, but can be offset over the contract period. To discuss or arrange this cover, simply contact your Sales Executive.

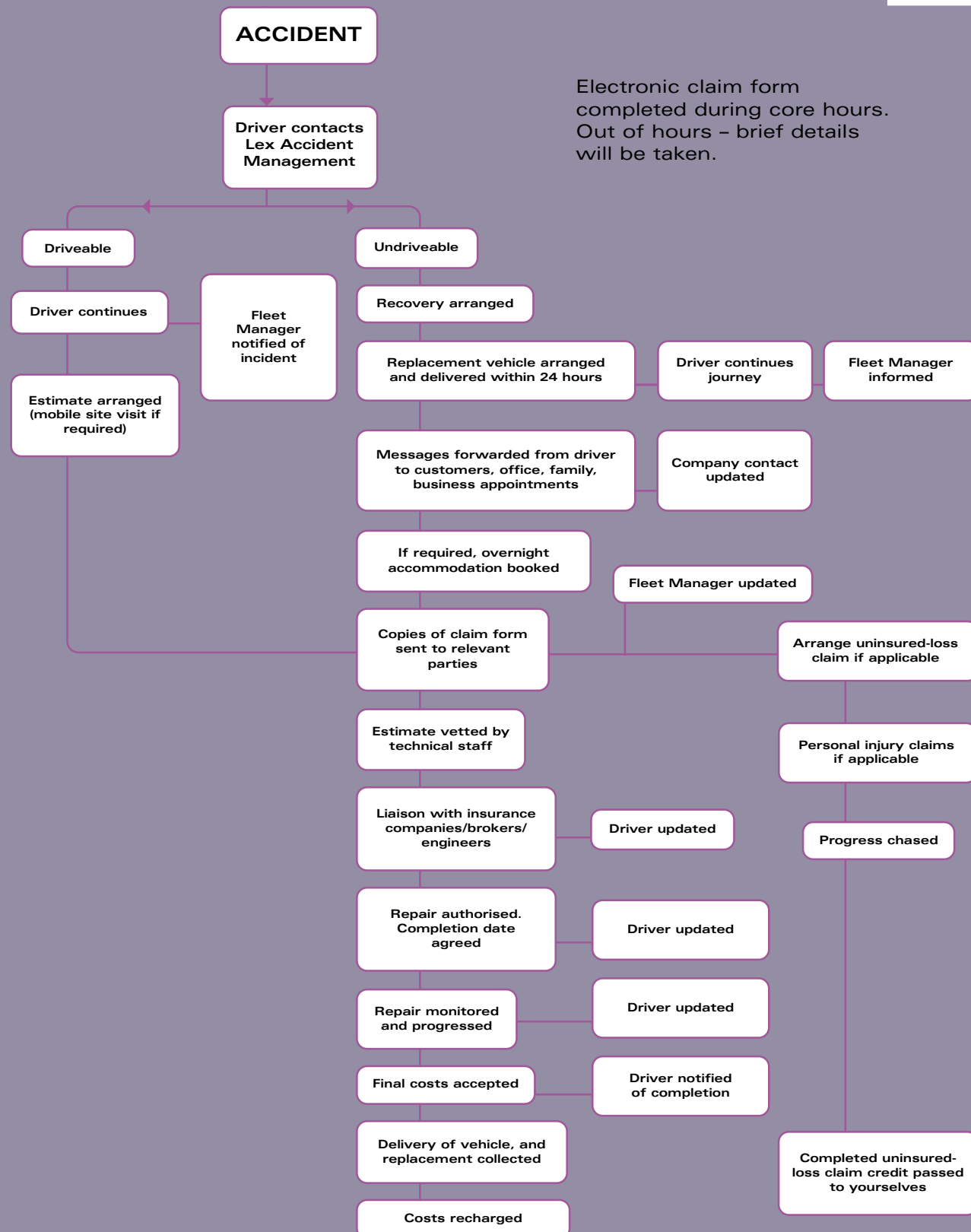
Taking the hassle out of Uninsured Loss Recovery

Uninsured Loss Recovery is the bane of the fleet manager's life – but not if you're part of the Lex Accident Management scheme. We'll do all the chasing for you, deal with all the legal people and do our utmost to finalise details as quickly as possible. If we successfully settle a claim within 90 days, a pre-agreed fee is charged which most customers find a very small price to pay for a speedy, hassle-free settlement. Pre-agreed fee scales can be tailored to individual requirements i.e. flat fee per claim or percentage fee of successful recoveries made (excluding personal injuries).

We will:

- assess liability and do our best to recover your losses
- place claims with solicitors to negotiate settlement
- refer to solicitors to handle any personal injury claims
- provide you with the services of our dedicated claim team so you can always check on progress

Accident Management process



How much does it cost?

The cost for Lex Accident Management will be dependant on the overall contract hire arrangements. We can also cover vehicles not managed or supplied through Lex Vehicle Partners for a small monthly management fee.

If you require further information about Lex Accident Management, please contact us on **0870 606 6661**

Or, alternatively, email us on marketinglvp@lvp.co.uk or visit our website on www.lexvehiclepartners.co.uk



Value through experience

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