



Our approved repairer network



Whether a road accident, a damaged windscreen or vandalism, you want your vehicle to be repaired quickly, to the highest standards and at a time and location that's convenient for you.

Our national network

We've over 300 trusted approved repairers throughout the UK, catering for all types of vehicles, including electric. We also have specialist repairers for large and non-standard vehicles, including articulated lorries, as well as niche vehicles, such as motorhomes.

In addition, our mobile glass repairer can come and fix your vehicle at a location convenient for you.

All our approved repairers are highly skilled, PAS10125 BSI accredited and use the most up-to-date repair methodology. Which is why we're able to offer a lifetime guarantee on all repairs.

What's more, for both our Motor Fleet and Small Fleet customers, we'll **reduce the policy excess by £150** when an insured vehicle is repaired by our network.

What our approved repairers provide

Once instructed, our repairers will:

- call you within an hour to discuss your needs and arrange a suitable date for your vehicle to be fixed.
- offer you a Class A courtesy vehicle, a small hatchback or car derived van. This service isn't available for specialist repairs, including large and non-standard vehicles.

- offer you a like-for-like vehicle, including electric and hybrid vehicles at competitive rates.
- give you peace of mind that all repairs are carried out to PAS10125 standards with a lifetime guarantee.
- where possible, we'll always look to repair damaged vehicles with green parts, increasing sustainability and reducing wastage.
- update you on the progress of the repair.
- vacuum and wash your vehicle before it's returned to you.
- have your vehicle repaired and returned to you as quickly as possible.

Allianz Claims Hub

With no call waiting times, Allianz Claims Hub allows brokers and fleet managers to quickly and easily notify commercial motor claims.

If you aren't already registered on Allianz Claims Hub, please register today by [completing the attached form](#).

Alternatively, you can phone or email us:



Commercial Motor Claims
0330 1021998
claims.start@allianz.co.uk


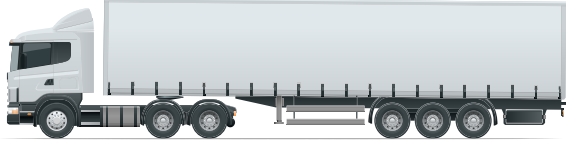


Motor Trade Claims
0344 412 9996
motortradeclaims@allianz.co.uk



The following details the types of vehicles that our specialist repairers would manage, please note that we do not offer courtesy vehicles for specialist repairs.

HGVs

HGVs can be categorised into two main types, rigid and articulated. All HGVs are measured by Gross Vehicle Weight regardless of body configuration make or model. They all have a separate chassis and bespoke built body (like LCVs with a chassis and body combination).

Vehicle type	Specialist repairer	Any approved repairer
 <p>Rigid A rigid vehicle is simply one that does not have an 'articulation' in the middle of it.</p>	✓	✗
 <p>Articulated Has a main unit at the front which houses the engine, drive gear and driver called a tractor unit and a trailer. The trailer is attached to the tractor unit by an articulation which allows it to turn.</p>	✓	✗

Light commercial vehicle

Vehicle type	Specialist repairer	Any approved repairer
 <p>Panel Van</p> <ul style="list-style-type: none"> • Body of the vehicle and chassis is all one piece as in a car • The size of panel vans range from Long Wheel Base (LWB) to Extra Long Wheel Base (ELWB), High-roof and Luton bodies. 	✓	✗
 <p>Chassis Cab with Body</p> <ul style="list-style-type: none"> • Chassis is separate to body • Can have any type of body configuration • Common body types include: Luton Box, tipper, drop side, and chiller • Often converted into motorhomes or horseboxes 	✓	✗

The benefits for you

Whether it's a simple or complex repair we will endeavour to resolve the claim quickly and transparently, with your best interests at heart. Using one of our approved repairers will:

- help to get your vehicle back on the road quickly, minimising the disruption to your business
- enable us to contain costs and protect your premium
- provide peace of mind that your vehicle is being repaired by experts, providing a lifetime guarantee.