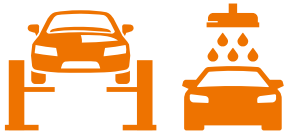


Approved Repairers



85% of repairs are completed within five days **and when the repair is complete your vehicle will receive** a free vacuum and wash.



All repairs come with a five year **guarantee for the work undertaken.**

* Subject to policy cover and availability

Whether a road accident, a damaged windscreen or vandalism, you want your vehicle to be repaired quickly, to the highest standards, at a convenient location. So you can get on with running your business.

At Allianz, we work with approved repairers that we trust to provide you with the service you need. We have an approved repairer network in over **300 locations throughout the UK** that can authorise repairs on our behalf.



On average, repairs completed by our approved repairers cost **18% less than those authorised with non-approved repairers.**

Who are our approved repairers?

If you make a claim and your vehicle requires repairing, we can instruct one of our approved repairers:

- **Fix Auto / Nationwide** – has a nationwide network of collision body and paint shops catering for all types of vehicles, up to 44 tonnes
- **AutoRestore** – has over 130 mobile bodyshops which come and fix your vehicle at a location convenient for you
- **Autoglass** – has over 1,100 mobile technicians. Providing free windscreen repairs* or replacement wherever you are located
- **Vizion** – (Ford and BMW customers only) has 225 fully certified repairers across the country.

All of our approved repairers are PAS10125 BSI accredited and will ensure your vehicle is repaired to the highest standard.

How does the approved repairer service work?

Once instructed, one of our approved repairers will:



- call you within 60 minutes to discuss your needs and arrange a suitable time for your vehicle to be fixed

- if suitable, provide access to a mobile repairer, including AutoRestore



- offer you a next working day collection of your vehicle and a Class A courtesy vehicle*
- offer you the option to request a like for like vehicle for an additional charge



- provide you with peace of mind that all repairs are carried out to PAS10125 standards with a nationwide **five year guarantee**

- update you on the progress of the repair



- provide a free vacuum and wash of your vehicle before it is returned to you



- get your vehicle repaired and returned to you as quickly as possible.

Allianz cannot guarantee these services on vehicles repaired outside of our Approved Repairer Network, including any manufacturer approved networks (e.g. Ford or BMW).

* A Class A courtesy vehicle is a small hatchback.

What's in it for you?

Our approved repairers will help you get your vehicle back on the road quickly, minimising the disruption to your business and contain costs, which will help to protect your premium.

You will receive peace of mind that your vehicle is being repaired by highly qualified mechanical engineers at a time and location that's convenient for you.

We will keep you updated with the progress of your repair but should you wish to contact us, our details are below.

To make a claim:

For Commercial Motor Customers:

Call ClaimSTART on: **0330 1021998**

Email: claims.start@allianz.co.uk

For Motor Trade Customers:

Call: **0344 412 9996**

Email: motortradeclaims@allianz.co.uk

Claims can be reported 24 hours a day, seven days a week.

Alternatively, for more information on our claims service, visit www.allianz.co.uk