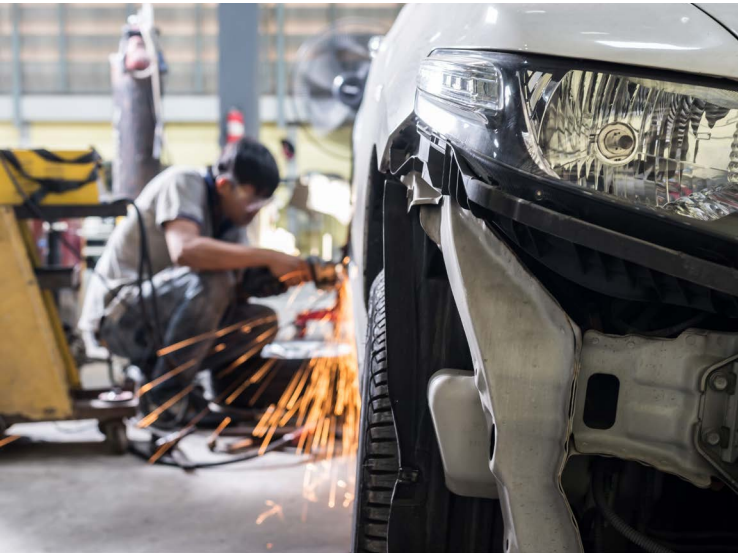




Our approved repairer network



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. Our nationwide network caters for all types of vehicles, including electric vehicles. We also have specialist repairers for vehicles above 3.5 tonnes including articulated lorries, as well as niche vehicles, such as motorhomes.

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

All our approved repairers are PAS10125 BSI accredited and their work comes with a lifetime guarantee whilst the vehicle is in your ownership.

What our approved repairers provide

Once instructed, our approved 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 large vehicles over 3.5 tonnes.
- 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 whilst the vehicle is in your ownership
- 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:




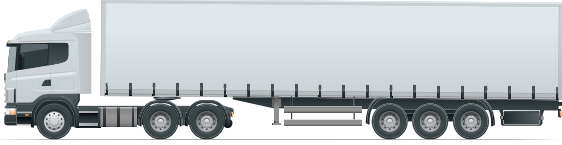


Light commercial vehicle

A light commercial vehicle (LCV) weighs no more than 3.5 metric tons. They normally have low operating costs with powerful yet fuel-efficient engines.

Vehicle type		Specialist repairer	Any approved repairer
<p>Car Derived Van</p> <ul style="list-style-type: none"> • Often a small passenger car with the rear seats removed • Either 2 or 4 doors • Basis for specialist conversion 			
<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 Short Wheel Base (SWB), Medium Wheel Base (MWB), Long Wheel Base (LWB) and Extra Long Wheel Base (ELWB) • Commonly used for parcel delivery 			
<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 			

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>			

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.