

What we do...

Car Call UK work with Accident Repair Centres, Insurers and Car Dealerships throughout the U.K. We provide a hassle FREE service arranging like for like replacement vehicles and repairs with no excess to pay following a non-fault accident. If you are at fault, we can still arrange a replacement vehicle and help with all aspects of your claim, whilst keeping you mobile.

Next steps...

Car Call will deal with your entire claim. We will confirm liability and let you know what services are available to you. Simply call us on 0239 248 4244 and we can advise you on all aspects of your accident.

Our services include...

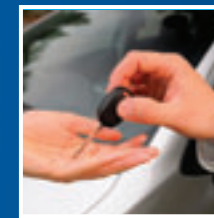
1. A replacement vehicle of similar size and class delivered to your door while your car is off the road, unroadworthy or being repaired.
2. Repairs at an Approved Repair Centre, or repairer of your choice, including recovery and delivery of your vehicle.
3. FREE advice on how to proceed following your collision



Lisa Chewter from Hampshire commented

"Great service, quality replacement car delivered to my door, everyone was so helpful, it took all the hassle away from my claim, and it didn't cost me a penny!"

All costs were recovered from the at fault drivers insurer



FAQ's...

Q. How can I protect my no claims discount?

A. If your claim is non-fault, Car Call will claim directly from the at fault driver's insurance company. So NO NEED to claim on your own insurance policy.

Q. When will I get my replacement vehicle?

A. If your vehicle is unroadworthy your replacement vehicle will be delivered immediately. If your vehicle is repairable your hire will begin on the date your vehicle goes in for repair, until repairs are completed.

Q. Who will pay for the replacement vehicle or repair costs?

A. Car Call will recover all costs from the responsible driver's insurance company on your behalf, taking the hassle and worry away following your accident.

Q. Will I have to pay my policy excess?

A. No excess to pay when using a Car Call Approved Repairer for funded replacement vehicle hire and repair service

If you choose the vehicle replacement only option, and make a claim on your comprehensive insurance, you will need to pay any policy excess you may have to the accident repair centre once repairs are completed. However keep your receipt and we can recover this cost for you.

What are my legal rights?...

After being involved in a non-fault accident, you are legally entitled to the following...

- You are entitled to have alternative transport.
- A like for like replacement vehicle of similar class to your own. *From a Family Car or Hatchback, MPV, Prestige, Sports car, 4x4, Van, truck, HGV or Motorcycle.*
- It is your choice who repairs your vehicle.

Use Car Call and the benefits can include...

- A like for like replacement vehicle delivered to your door
- No excess to pay with our non-fault repair programme
- We will arrange repairs to be completed at a fully approved Car Call accident repair centre, or repairer of your choice
- Protect your no claims bonus as no claim is made on your policy
- Assistance and advice for personal injury compensation for the driver and all occupants
- Recovery of any loss of earnings or out of pocket expenses following the accident
- All costs are recovered directly from the at fault drivers insurance company, no upfront payments are needed or required

Get **free** advice fast...

Call us 24 hours on
0239 248 4244

CAR CALL UK
Motor Claims Assistance

What we provide...

- Free advice and assistance following an accident, call our helpline on **0239 248 4244**
- Provision of a similar size vehicle to your own, whilst yours is off the road or being repaired
- Approved network of repair centres throughout the U.K. with collection and recovery of your damaged vehicle arranged
- All costs recovered from the responsible driver's insurance company
- No excess to pay with our non-fault repair programme
- Recovery of any loss of earnings, taxi fares or other incurred costs
- Assistance to recover compensation if any driver or passenger suffered injury or discomfort
- If your vehicle is a Total Loss we will arrange for you to keep the replacement vehicle up to 7 days after you receive your claims settlement cheque
- Help protect your no claims discount

Terms and conditions may apply

One call does it all...



Motor Accident?

Guidance and next steps...

- ✓ Vehicles supplied in conjunction with Tier 1 of the A.B.I.
- ✓ Car Call UK Limited is regulated by the Claims Management Regulator in respect of regulated claims management activities CRM8968

Recommended Accident Repair Centre /
Dealership / Insurance Broker

All claims are subject to the terms and conditions of Car Call UK Limited.



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Motor Claims Assistance

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Registration Number: 6256238

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Motor Claims Assistance

Call us now on **0239 248 4244**

Vehicle Replacement | Approved Repairs | FREE Claims Advice