

Total Accident Care

- Free advice and assistance following an accident, call our helpline on **02392 489860**
- Provision of a similar size vehicle to your own at no cost, whilst yours is off the road or being repaired
- Approved network of repair centres throughout the U.K. Collection and recovery of your damaged vehicle arranged
- All costs recovered from the responsible driver's insurance company
- We can arrange no excess to pay with our funded repair programme
- Recovery of any loss of earnings, taxi fares or other incurred costs
- A legal team to assist if any driver or passenger suffered injury or bruising
- 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

"We are proud of our friendly approach and customer service and help thousands of motorists every year with claims advice, car replacement and or funded repairs. We arrange delivery and collection to any address in the U.K."



Had an Accident? Not your Fault?

Call us now on
02392 489860

- Car Replacement
- Approved Repairs
- FREE Claims Advice

Total
Accident Care

CAR CALL UK
Body Shop • Dealership • Insurance Broker • Fleet

Contact Us

Tel: 02392 489860

Fax: 0560 114 9817

Email: info@carcalluk.com


Web: www.carcalluk.com

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Head Office, Unit 2,
Downley Business Park,
Downley Road, Havant,
Hampshire PO9 2NJ

Registered in England and Wales
Registration Number: 6256238

- ✓ A member of the  Claims Standards Council
- ✓ Vehicles supplied in conjunction with Tier 1 of the A.B.I.
- ✓ Car Call UK Limited is regulated by the Ministry of Justice in respect of regulated claims management activities.
(Registration number CRM8968)

Recommended Accident Repair Centre/Dealership/Insurance Broker

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

Car Call UK work with Accident Repair Centres, Dealerships and Insurance Brokers throughout the U.K. We provide a hassle FREE service arranging like for like replacement vehicles, or repairs with no excess to pay following a non fault accident. We can manage all aspects of your claim giving you **Total Accident Care**, taking away any unnecessary worries at an already difficult time, while keeping you mobile.

Next Steps

Car Call will manage your entire claim. We will confirm liability and let you know what services are available to you.

Simply call us on **02392 489860** and we can advise you on all aspects of your accident.

You choose to:

1. Either have a replacement car of similar size and class delivered to your door while your car is off the road, unroadworthy or being repaired.
2. Let us know if you require our Approved & Funded Repair service for your car.
3. Arrange repairs at an Approved Repair Centre, including recovery and delivery of your vehicle.

Lisa Chewter from Hampshire's comments were:

"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



"We give you fast expert advice and our service is **hassle free**"

FAQ's

Q. How can I protect my no claims discount?

A. If your claim is non-fault, **Car Call** can 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 undriveable 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 policy excess to pay when using a Car Call Approved Repairer for funded car hire + repair service.

If you choose the car hire 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.

or text
**HELP to
88010**

We are here to help
and awaiting your call...
02392 489860

Legal Rights

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

- A like-for-like replacement vehicle of similar class to your own. *From a Family Car or Hatchback, MPV, Prestige, Sports car, 4x4, Van or Motorcycle.*
- Choose who repairs your vehicle.

Use Car Call and the benefits can include...

- A FREE like for like replacement vehicle delivered to your door
- No excess to pay with our funded repair programme
- We will arrange repairs to be completed at fully approved Car Call accident repair centre
- Protect your no claims bonus as no claim is made on your policy
- Personal injury compensation, 100% paid, No Win No Fee guaranteed!
- 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

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