

## 24-7 First Notification of Loss Service

Following the stress of an accident, it is imperative that the first point of contact for anyone making a claim offers clarity, reassurance and professionalism. Our experienced first notification of loss (FNOL) teams are available round the clock offering expert advice; guiding your customers smoothly through the claims process.

Our first Notification of loss service includes:

- A UK based call centre with true 24-7 availability;
- Efficient claims capture and liability assessment;
- Real-time assessment of the extent of the damage, the need for a replacement vehicle and any personal injuries suffered;
- Experienced knowledgeable staff who can offer expert advice and support;
- A service backed by a fully insured legal expenses policy;
- Fast access to our approved network of over 400 repairers, nationwide;
- Total loss claims handling.

