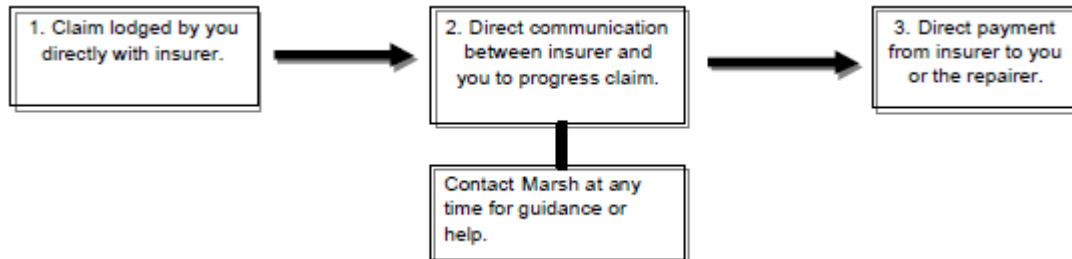


EXPRESS CLAIMS

Marsh has taken a fresh look at the motor accident claims process, with a view to removing unnecessary steps and improving speed and efficiency. As almost all motor claims go smoothly our preferred process is as follows:



How to make a claim

Marsh has prepared a tailored reference document sheet with claim procedures and policy details, contact information, and your insurer's claim form. Where applicable we have given links to your insurer's list of preferred repairers.

We recommend that where possible, all documents be scanned and emailed to your insurer. In the email subject header, please include your organisation's name and your vehicle's registration number.

What can you expect from your insurer

- Prompt acceptance of all valid claims
- Immediate appointment of assessors
- Direct dealings with you and any third parties involved in a collision
- An attempt to recover your excess and other uninsured costs (such as rental car costs)
- Direct payment of repair costs to repairers
- Direct credit payment to you for any total losses and excess reimbursements

It at any stage you feel that your insurer has not delivered on these expectations, or you would like any help, please contact your Marsh representative immediately.