



PRESS INFORMATION
8 April 2008

For Immediate Release

TOTAL'S FLEXIBLE APPROACH WINS SAINT-GOBAIN 6,000 VEHICLE ACCIDENT MANAGEMENT CONTRACT

Saint Gobain outsources its accident management services to Total Accident Management

Total Accident Management's innovative and flexible approach to providing bespoke accident management services has led to a partnership with Saint-Gobain, market leaders in the design, production and distribution of materials for the construction market. Saint-Gobain companies include household names such as Jewson, Solaglass, British Gypsum and Weber.

Total will be working in unison with Saint-Gobain Building Distribution (SGBD) Transport's 4-strong in-house insurance team, providing a number of accident management services from its Fleet Complete & Third Party Repair Only (Tpro) packages.

These services will complement and enhance the existing insurance infrastructure, thus ensuring a full accident management service is in place to cover SGBD Transport's fleet of 6,000 cars, vans and HGVs spread across the UK, Northern Ireland and the Channel Isles.

With Total's assistance, SGBD will be able to reduce accident management costs, improve cash flow and, at the same time, provide a faster, more efficient, improved service to its internal customers. SGBD Transport's team will be able to track the up-to-the-minute status of any fleet vehicle undergoing repair via Total's e-point web based system.

Penny Stoolman, Total's Sales and Marketing Director, says: "Our strength lies in the ability to tailor our services to fit the individual requirements of our clients, rather than offering an inflexible set package. We believe this approach to providing accident management services is quite unique in our industry."

Ian Berrill, Fleet Manager of SGBD Transport said that it was Total's flexible and professional approach as well as their service based culture that secured the contract: "During the tender process, we were impressed by Total Accident Management's ability to take on board SGBD Transport's individual needs and ideas, and then demonstrate in realistic terms how its services could benefit SGBD Transport."

"The supporting infrastructure and technical knowledge Total's staff possess gave us complete confidence that Total would be able to produce the customer service SGBD Transport requires," Ian adds.

Total's Accident Management by Design initiative provides bespoke solutions for all fault, non-fault and split liability motor incidents. Companies with fleets of any size and any insurance programme can either opt for any of Total's accident management services to enhance existing in-house operations, or outsource all its requirements to Total.

ends

For further information call Steve Carman or Lynn Blackburn on 01628 526208.

Note to editors:

Total's products are specifically designed to meet the needs of the different sectors of the company vehicle market and include **Fleet Indemnity**, a specialist Credit Hire, Credit Repair and Personal Injury service for non-fault claims, **Fleet 1-Call**, specially designed to provide a full claims' management service to small fleets, **Fleet Complete**, a full accident management service best suited to larger fleets and fleets carrying self insurance or high excesses, and **Tpro**, a pro-active approach to controlling the cost of Third Party claims.

Ref: 1571