



PRESS RELEASE
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FROM SCOTLAND TO CORNWALL, TOTAL'S NEW HGV ACCIDENT MANAGEMENT SERVICE HAS IT COVERED

From Algor in Northern Scotland to Cornwall, that's the span of national coverage truck operators can now enjoy from Total Accident Management's new HGV Accident Management Service (AMS).

Most existing HGV repairers offer body accident services from limited locations, whereas Total's HGV AMS covers a network of 36 approved repairers spanning England, Scotland, Wales and Northern Ireland. This ensures greater coverage, a more efficient response to callouts, less vehicle down time and thus, improved profitability for truck operators.

Following its recent introduction, Total already manages the potential accident management requirements of some 3000 truck users throughout the country, including Europe's largest distributor of building materials, Saint Gobain.

The main features of Total's AMS are modelled on the highly successful service it operates for car and van users, however, there were key issues to overcome in tailoring this service for HGVs. Major considerations included the provision of bespoke roadside recovery vehicles for uplifting damaged trucks and negotiating the best possible rates for labour and parts with truck repairers. These arrangements ensure customers always get the best deal – and in the long run, save money.

Total customers benefit from a set price for parts and labour, and fixed timescales for repairs. This menu is managed by the Total team, who have a wealth of experience in truck repairs, to ensure there are no nasty surprises for customers when a repair is

required or completed. Furthermore, Total employs mobile repair experts who can, where necessary, be called upon to effect minor repairs on-site to further reduce vehicle off road time and costs.

“Total’s HGV AMS team has substantial HGV bodyshop knowledge, and understands the requirements of operators and the issues they face,” says Penny Stoolman, Total’s Sales & Marketing Director. “We believe this bespoke Accident Management Service is the best possible solution for HGV operators.”

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Editor’s notes:

Accident Management by Design

Total Accident Management Limited is the Repair and Claims management subsidiary of Helphire Group plc. Total specialises in Motor Claims services and provides claims and repair handling to the fleet and insurance accident management sectors.

Founded in 2002, Total is one of the Helphire Group’s five specialist operating companies, providing fleet accident management solutions to over 50,000 fleet vehicles (mixed portfolio of cars through to vans and HGVs), handling in excess of 20,000 claims and 16,000 repairs annually.

www.totalaccman.co.uk

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