

Issue date: 15 February 2006

'Total' efficiency increases and cost savings of up to 35% with Bac2Nu

'Total', the motor-accident management specialists and UK market leaders in the integrated provision of SMART (Small to Medium Area Repair Techniques) repair techniques, is further increasing fleet efficiency and bottom-line benefits for its customers through its partnership with Bac2Nu, the national one-stop mobile and static solution for vehicle repairs.

With a proven track record of success spanning almost three years, the implementation of SMART repair techniques has enabled 'Total' customers to enjoy significantly reduced vehicle downtimes, substantially reduced - in some cases nil - vehicle rental spend, overall pence per mile (ppm) cost reductions, fixed end of life refurbishment costs, smarter and cleaner looking vehicles, service extension to third party proactivity meaning decreased indemnity spend on third party repairs, as well as significant increases in administrative and direct/indirect cost control.

Rupert Llewellyn, Managing Director, Group Fleet Services at the Helphire Group plc, a key 'Total' customer, commented, "Bac2Nu's SMART repair technique is a field based service and caters for minor damage such as knocks, dents and scratches which are often repairable for less than an insurance excess, where one is applicable. The SMART system allows our vehicles to be serviced at any time, in any location, with no need to take the vehicle to a bodyshop. It offers us a cost effective and time efficient repair with amazing results and drivers back on the road in very little time."

Building on the concept of SMART, 'Total' and Bac2Nu's latest development has been the launch of the ART (Advanced Repair Techniques). ART enables more extensive vehicle repairs and end of life refurbishments with all the benefits of SMART, within a bodyshop or static environment. Bac2nu have invested in 3 such locations with excellent transport links plus providing a strong geographical 'footprint' to deliver ART services. These sites are equipped with the latest paint mixing

technology, together with low bake PPG ovens and providing the highest quality repair at substantially lower costs.

More recently, 'Total' has integrated into its SMART repair team Alice Armstrong, from Bac2Nu's technical department. Based at 'Total's headquarters in Bath, the 'implant' enables all SMART opportunities to be validated, and qualified by Bac2nu and subsequently authorised by 'Total's' in-house engineers, in one seamless process, further benefiting the customer with time and cost efficient, high quality repairs.

Mike Covington, Managing Director of Bac2Nu commented, "We are delighted to be working with 'Total' and their customers. Through their forward-thinking and fresh approach we are able to offer a truly unique service to their customer base that challenges the conventional fleet accident management model. The use of SMART repair techniques ensures that the highest quality repairs are achieved, at extremely competitive prices providing the customer a truly cost effective repair and claims management solution. This ensures wherever possible, that vehicles will be back on the road quickly with repairs often being undertaken whilst the customer waits, often at their convenience either at home, at weekends or out of hours".

Ian Blackford, 'Total' Operations Director concluded, "'Total's aim is to enable its customers to continually improve the performance of their fleets. The provision of a seamless high quality, cost-controlled vehicle repair service is a key business objective for 'Total' and one we intend to continue to focus on with Bac2Nu over the coming year."

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Notes to editors:

Total Accident Management ('Total') is the wholly owned subsidiary of Helphire Group plc, offering a complete motor claims and repair management solution to the fleet and insurance motor market.

The award-winning Helphire Group, established in 1992, is the market leader in the provision of accident assistance to innocent drivers involved in road accidents.

Helphire Group, through its subsidiary companies, provides a host of services to the insurance and motor industries including the provision of legal expenses, theft policies, claims handling facilities and accident management solutions, reinforcing the company's position as the UK's leading provider of services to non-fault accident victims. These subsidiaries are:

- Angel Assistance, Helphire's legal expenses solution for the affinity market, providing before and after the event legal expenses insurance (LEI) and claims handling services
- Total Accident Management, offering a complete motor claims and repair management solution to the fleet and insurance motor market
- Albany Group, a wholly owned subsidiary of the Group since October 2004, offering white label legal expenses insurance (LEI) and claims handling services to the insurance market
- Swift Rentacar, recently acquired by the Group, offering a specialist prestige marque for marque credit hire service to dealerships and motor manufacturers
- e-register, the jewellery valuation, registration, and claims handling arm of the Group, providing a unique one-stop shop for the protection and recovery of valuable items