



PRESS RELEASE

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ALD AUTOMOTIVE OUTSOURCES ACCIDENT MANAGEMENT PROVISION TO TOTAL ACCIDENT MANAGEMENT

- ALD Automotive customers benefit from innovative new products and latest online claims support
- Total employs ALD accident management team to ensure customer service continuity

One of the UK's largest car leasing and fleet management companies, ALD Automotive has outsourced its accident management operation to Total Accident Management, the fleet repair and claims management subsidiary of Helphire plc.

From 1 March Total takes over all elements of ALD's accident management service, including its team of 11 staff to ensure continuity of service for customers. The entire transition period is being made easier as both companies are Bristol based.

The new partnership enables ALD to offer its existing accident management customers a range of dedicated services for cars and vans, as well as HGVs, specialist vehicles and even motorcycles and expand the service further within its customer base of major corporates and SMEs. It will also offer Tpro which help fleets control their third party claims more efficiently and Fleet Complete for larger fleets that carry self insurance or high excesses.

Total's advanced e-POINT web based claims management and reporting system will be at the heart of ALD's new accident management service, which it plans to integrate into its existing suite of online services, threesixty, in the coming months.

ALD has managed its accident management services in house for over 15 years, but felt it could develop a more innovative product offering and claims management service much quicker by outsourcing it to a specialist provider such as Total.

"Accident management is a vital part of our support service offering and we have found a partner that shares similar values and commitment to customer service as us," explained ALD managing director Keith Allen.

"Total will be able to offer our customers an innovative range of products and services that will help them reduce cost and reduce the time vehicles spend off the road, an essential consideration for companies in an economic downturn. Our clients will also see additional cashflow benefits from products such as credit hire and repair

and the transfer of our existing in-house team will also help ensure a smooth transition for everyone,” he added.

Penny Stoolman, Total Accident Management’s managing director said: “Total is committed to helping ALD refine and develop its accident management service over the coming years. We are in a very strong position as part of Helphire group plc to manage the changing needs of ALD as its fleet and customer base increase.”

Currently ALD runs a fleet of 50,000 vehicles.

Ends.