



PRESS RELEASE

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TWO BRISTOL BASED COMPANIES JOIN FORCES TO IMPROVE ACCIDENT MANAGEMENT SERVICES FOR COMPANY CAR DRIVERS

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

One of the UK's largest car leasing and fleet management companies, Fishponds-based ALD Automotive, has appointed another Bristol based company to manage its customers' accident management requirements.

Total Accident Management based in Redcliff Quay, is the company car fleet repair and claims management subsidiary of Helphire plc and will take over all elements of ALD's accident management service from 1st March.

This includes a team of 11 ALD staff who will transfer across Bristol to Total's riverside offices.

The new partnership enables ALD to offer its customer base of major corporates and SMEs a range of dedicated services for cars and vans, as well as HGVs, specialist vehicles and even motorcycles. It will also offer Tpro which helps fleets control their third party claims more efficiently and Fleet Complete to 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, and expand the service further into its 50,000 strong fleet.

"Accident management is a vital part of our support service offering and we have found a Bristol based 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. And with the transfer of our existing in-house team to Total this 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. Both companies being based in Bristol will also help get the partnership up and run quickly and efficiently,” she added.

Ends.