



2 May 2008

For immediate release

Total Accident Management launches unique Fleet 1-Call service for SMEs and ECOS

Unique new product plugs gap in accident management sector

Small to Medium Enterprise (SME) fleets with 1-20 vehicles and companies running Employee Car Ownership Schemes (ECOS) can now benefit from a full claims management service, following the launch of Total Accident Management's new **Fleet 1-Call** service.

Total, the fleet repair and claims management subsidiary of Helphire Group plc, designed Fleet 1-Call to meet the needs of SMEs and ECOS in a sector that previously received little support to professionally administer all elements of accident management.

With Fleet 1-Call, ECOS and SMEs with fully comprehensive insurance cover or a low excess can benefit from fast and hassle-free access to full claims management services from getting a vehicle collected and repaired, to managing any third party claim, or providing the driver with a hire car. These include:

- FNOL (First Notification of Loss)
- Full case management
- Driver mobility
- Repair deployment and insurer liaison & reporting
- Legal management
- Consolidated billing and reporting (including excess & VAT)
- Fleet Indemnity

Fleet 1-Call is one of four modular services that make up Total's 'Accident Management by Design' concept, which gives fleets of any size and any insurance

programme the option to completely outsource its vehicle accident management needs, or choose one or more of the modules to complement an existing operation.

“We became increasingly aware that professional accident management in the SME sector had fallen into a gaping hole!” said Penny Stoolman, Sales & Marketing Director of Total.

“We’ve designed **Fleet 1-Call** to plug that gap so SME fleet customers and ECOS can benefit from first class customer care and reduced overall accident management costs normally seen by larger fleets,” Penny explains.

Other modules include **Fleet Indemnity**, a specialist Credit Hire, Credit Repair and Personal Injury service for non-fault claims, **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.

Full details of Total’s products & services are available on its website, www.totalaccman.co.uk.

Ends.

For further press information contact Steve Carman or Lynn Blackburn at Nobull Communications on 01628 526208, email steve@nobull-communications.co.uk / lynn@nobull-communications.co.uk

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
www.helphire.co.uk

Our ref: 1585