



PRESS RELEASE  
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## **TOTAL TCH LEASING PARTNERSHIP IS NO ACCIDENT**

Total Accident Management has been selected after an extensive review of the market place to provide accident management services to TCH Leasing and its customers.

TCH Leasing is offering accident management to all its customers as part of its standard contract hire package through a branded single 24-hour freephone number.

TCH's cars and commercial vehicles will benefit from credit repair on all non fault incidents, improving customers' cash flow and reducing vehicle off the road times, whilst drivers will receive a like for like replacement vehicle at no cost.

Total will also be applying its accident management by design approach which will see some accident damage being managed through its mobile repair network and other smaller jobs being SMART repaired. Both these options reduce repair and hire car costs and keep off the road times to a minimum, leaving the larger repairs to go through Total's nationwide bodyshop network.

All repairs are guaranteed for three years and each one of TCH Leasing's cars involved in an accident will be individually account managed so it is recovered, a hire car delivered to the driver and the vehicle repaired and back on the road efficiently and quickly.

Commenting on the new partnership Mark Hammond, director of TCH Leasing said: "As a service driven company, we were impressed by Total's professional approach and thorough understanding of the requirements of a contract hire company and its customers. Total has impressive IT and web solutions combined with the ability to offer our customers a one stop accident management solution through a single supplier."

Penny Stoolman, Total's sales and marketing director said: "Flexibility has to be the key within the contract hire industry as all repairs and customer fleet policies are different. Our approach provides that flexibility which ensures nothing gets in the way of the vehicle being repaired quickly, efficiently and cost effectively through the most relevant repair channel."

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