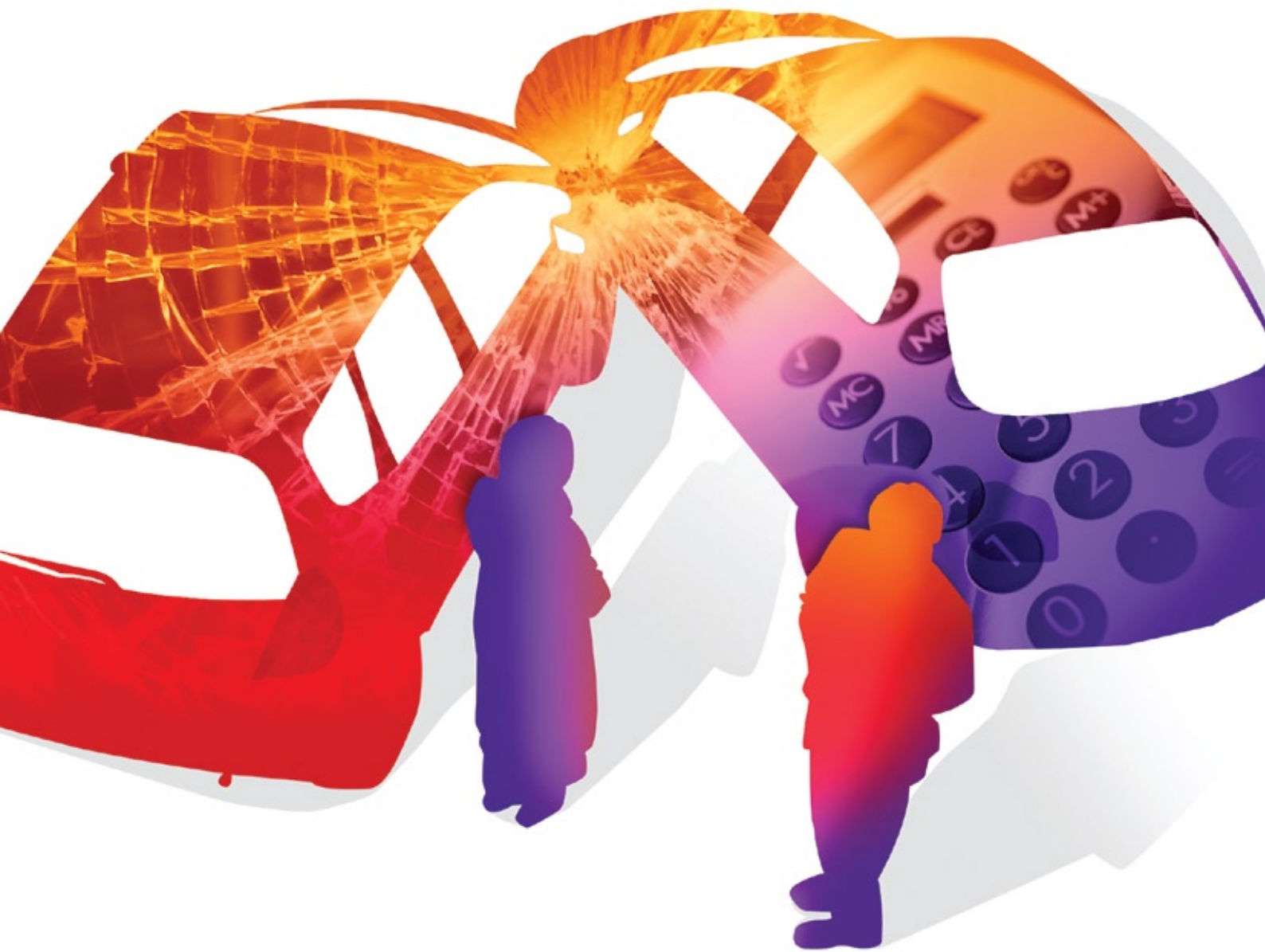


# CLAIMS SOLUTIONS

A clear business advantage





## HOW MUCH DO ACCIDENTS REALLY COST?

The fact is it's difficult to know. And if you don't know, you can't do much about it. That's why your fleet could benefit from Lex Claims Solutions: our unique claims management service.

Already giving peace of mind to more than 85,000 drivers, Claims Solutions gives you complete cost transparency, encouraging lower repair costs and reduced claims costs. What's more, it's managed exclusively by our own in-house team of accident specialists.

### Why businesses often pay too much

In most cases, the amount paid for accident repair work is agreed by the body shop and the insurance company. Often, especially with large, self-insured fleets, the administration is outsourced to a specialist third party, who may take a fee from the repairer as a percentage of the total cost and may keep parts and paint discounts rather than passing them on.

In either case – and with all variations on the same theme – it's impossible to know if you're getting value for money. At Lex, we think that's an expensive way to behave.

### A clear advantage

With a fleet of more than 250,000 cars and vans, supporting a customer base of more than 20,000 businesses, Lex knows exactly how much it costs to repair a vehicle. More importantly, that's information that we're happy to share.

Lex will take care of all your insurance claims from start to finish, with full communication and complete openness at every stage. That openness means the pressure is always on to keep the costs down. And that can lead to lower repair costs and reduced claims costs – a clear advantage in competitive times.





## Fast. Efficient. Effective.

Everything about Claims Solutions has been designed to make life easier for you and your drivers.

When an accident happens, all it takes is one phone call to the Claims Solutions helpline to get things moving again. Wherever you are in the UK and whatever the time, day or night, we'll recover the vehicle to an approved repairer and arrange for onward travel for the driver.

With the immediate business taken care of, one of our specially trained advisors will help your driver complete a claim form over the phone and then manage the entire process through to completion.

We'll liaise with the repairers and insurers on your behalf; paying the bills, taking care of the correspondence, arranging legal advice and keeping you informed through timely phone, email or text message updates.

### Clear benefits at a glance

- › Complete cost transparency, encouraging lower costs and reduced claims costs
- › Full, end-to-end service managed by a team of in-house accident specialists
- › Wide range of optional services to meet the unique needs of your business
- › Regular, detailed reports tailored to your existing business processes
- › A fast, efficient service trusted by 85,000 drivers across the UK

## A tailored service for extra peace of mind

At Lex, we give you everything you need and nothing you don't. We'll even tailor our reports, which include accident summaries, repair costs, recovery values and service usage statistics, to suit your internal business processes.

What's more, there's a range of optional services you can choose that add real value by smoothing out the inconvenience of accidents.

### Equivalent-class loan cars with Lex Credit Hire

No one likes driving a smaller class courtesy car, especially if the accident wasn't their fault. So if your driver has a non fault accident we'll provide a loan car of an equivalent class for as long as it's needed at no cost to you.

### Driver training and risk management

We can help you meet your duty of care obligations through a full range of preventative products, from risk management consultancy through to driving skills assessments and advanced driving courses.

### Uninsured loss recovery

Our dedicated claims team can help you even if the other driver wasn't insured. They'll take care of the administration, deal with the legal issues and appoint a solicitor who is experienced in recovering uninsured losses and handling personal injury claims, as appropriate.

### Trust Lex

Building on a heritage of motoring excellence that stretches back more than 50 years, our fleet now includes more than a quarter of a million cars and vans. It's just one of the reasons why around two thirds of the UK's FTSE 100 companies (and tens of thousands of other businesses) depend on us every day to keep their drivers mobile.





**For more information on any aspect  
of our service you can:**

**Call: 08457 697381**

**Email: [marketing@lex.co.uk](mailto:marketing@lex.co.uk)**

**Visit: [www.lex.co.uk](http://www.lex.co.uk)**

Lex  
Latimer House  
Anglo Office Park  
White Lion Road  
Amersham  
HP7 9JQ

Tel 0844 335 2300  
Fax 0844 335 2660

Lex  
Heathside Park  
Heathside Park Road  
Stockport  
SK3 0RB

Tel 0844 335 4000  
Fax 0844 335 4400

Lex  
Unit 8  
Bremner House  
Castle Business Park  
Stirling  
FK9 4TF

Tel 0844 335 8500  
Fax 0844 335 8595

Lex  
Charterhall House  
Charterhall Drive  
Chester  
CH88 3AN

Tel 0845 850 2961  
Fax 0844 335 2460



**LOOK AT THINGS DIFFERENTLY**