

KEY BENEFITS

- RECOVERY OF YOUR CAR TO OUR VOLVO APPROVED BODY AND PAINT CENTRE
- 24 HOUR ASSISTANCE, 365 DAYS A YEAR
- EXPERT ASSISTANCE IN ALL TYPES OF MOTOR RELATED INCIDENTS
- REPLACEMENT VEHICLE SERVICE
- 24 HOUR ROADSIDE ACCIDENT ASSISTANCE
- GUARANTEE OF USING VOLVO GENUINE PARTS IN THE REPAIR PROCESS
- FULL ASSISTANCE IN CLAIMING FOR ANY INJURIES OR LOSSES YOU MAY HAVE SUSTAINED.

Our team of specialists will provide you with all of these benefits and more, whether you are insured fully comprehensively or on a third party basis.



Keep this leaflet, together with the attached card, in your Volvo so it is close to hand in the event of an accident.

Volvo. for life

HAD AN ACCIDENT?



LET US HELP YOU WITH YOUR INSURANCE CLAIM AT NO COST TO YOU.

Speak to the 24 Hour Volvo Accident Assistance Helpline on **0800 0930 456** or call your local Volvo dealer:

VOLVO LONDON NORTH:	020 8200 9797
VOLVO LONDON CENTRAL:	020 7383 8000
VOLVO LONDON WEST:	020 8834 5858
VOLVO LONDON REGENT'S PARK:	020 7722 0161



BUT WHAT IF MY INSURANCE COMPANY INSISTS I USE THEIR APPROVED REPAIRER?

Most insurers will have their own network of "approved repairers" who they prefer to use. Often these repairers will not have the specialist tools and knowledge to repair your Volvo to its pre-accident condition and they will not be approved by Volvo. The only way to guarantee your Volvo is repaired to Volvo standards and using genuine parts is to use a Volvo Approved Body and Paint Centre.

WHAT IS THIS SERVICE GOING TO COST ME?

Absolutely nothing! Volvo Accident Assistance is a service provided to all Volvo drivers in the UK to ensure that accident repairs are completed by the people who know best. We liaise with your insurance company to help recover costs from liable parties (more information below), however you should appreciate that we will require accurate information about the incident from the outset.

HOW CAN VOLVO ACCIDENT ASSISTANCE HELP ME IF THE ACCIDENT WAS NOT MY FAULT?

If you are involved in an accident that was not your fault, it is the other driver's responsibility to make good all your losses. Volvo Accident Assistance and their team of specialist claim handlers will deal fully with your claim and provide you with a replacement hire car similar to your own whilst your vehicle is undergoing repairs.

WHAT IF THE ACCIDENT WAS MY FAULT?

Volvo Accident Assistance can still help. We can assist in the recovery of your car and we will help you with the claims process with your insurer. What's more, if your car is undriveable at the scene of the accident we can even provide you with a replacement car for 48 hours* to get you on your way, after this period if you wish to continue using the car supplied there will be a charge for its continued use.

*Subject to Availability

VOLVO ACCIDENT ASSISTANCE

A COMMITMENT TO YOUR FAMILY'S SAFETY

SOME QUESTIONS ANSWERED

It's a little known fact that you can choose where you want your vehicle to be repaired in the event of an accident. In other words, you are entitled to have your vehicle repaired by our manufacturer approved bodyshop, using only genuine Volvo parts and the specialist tools and knowledge only a manufacturer approved repairer is able to access. This helps your Volvo, even after an accident, to continue to be safe enough to carry the Volvo 'Iron Mark' badge.

I'VE HAD AN ACCIDENT - WHO SHOULD I CALL FIRST?

The Volvo Accident Assistance helpline is available 24 hours a day, 365 days a year and regardless of the accident circumstances is best placed to deal with your situation – they will contact your insurance company on your behalf and give you the correct and best advice on the way to handle your insurance claim.

Alternatively, you could call your local Volvo dealer, who will work closely with the Volvo Accident Assistance team to return your vehicle to its pre-accident condition.

If you are a Volvo Owners Insurance customer, please call their claims helpline directly on 0800 0561 483.