



FSGB Accident Management

Making Service Personal



Our FSGB Accident Management programme provides for the driver immediate access to a service response team at any time - day or night.

The driver is supported throughout all aspects of the incident, from the moment it is reported to final repair completion. A bespoke claim form can be created, plus our unique post-incident process, ensures all incident details are recorded and easily auditable.

▶ Response and support

Our 24/7 FSGB Accident Management support centre **never closes**. All communications are dealt with personally by a member of the Fleet Service GB team. Use our **Achieve Driver App** to send information regarding an incident; submit your location, images of the scene and any additional details, or **call us 24/7**. We deliver 100% support, and handle all aspects of the incident.

▶ Handbook and Policy

Fleet Service GB can provide a comprehensive digital handbook supported with specific **driver and vehicle policies** – the digital aspect ensures content is always up to date and communicated to the driver using the **Achieve Driver App**.

▶ Crash repairs

We work closely with **FSGB Garage Network**, our national network of insurance approved, preferred garages, to provide a highly professional and flexible service, ensuring vehicle repairs are completed in the minimum time, without compromising quality or safety.

▶ Management information and controls

The **Achieve Software Hub** provides instant access to management data and fleet performance evaluation. Our own industry-leading IT and communication systems are customised to process all services required in line with specific instructions, and our incident reports provide sufficient information to take any relevant action.

▶ Integrating driver support services

Our reporting data is invaluable in helping to identify drivers needing appropriate support. The **FSGB Driver Management** programme supports the company policy in this important area.

▶ Billing process

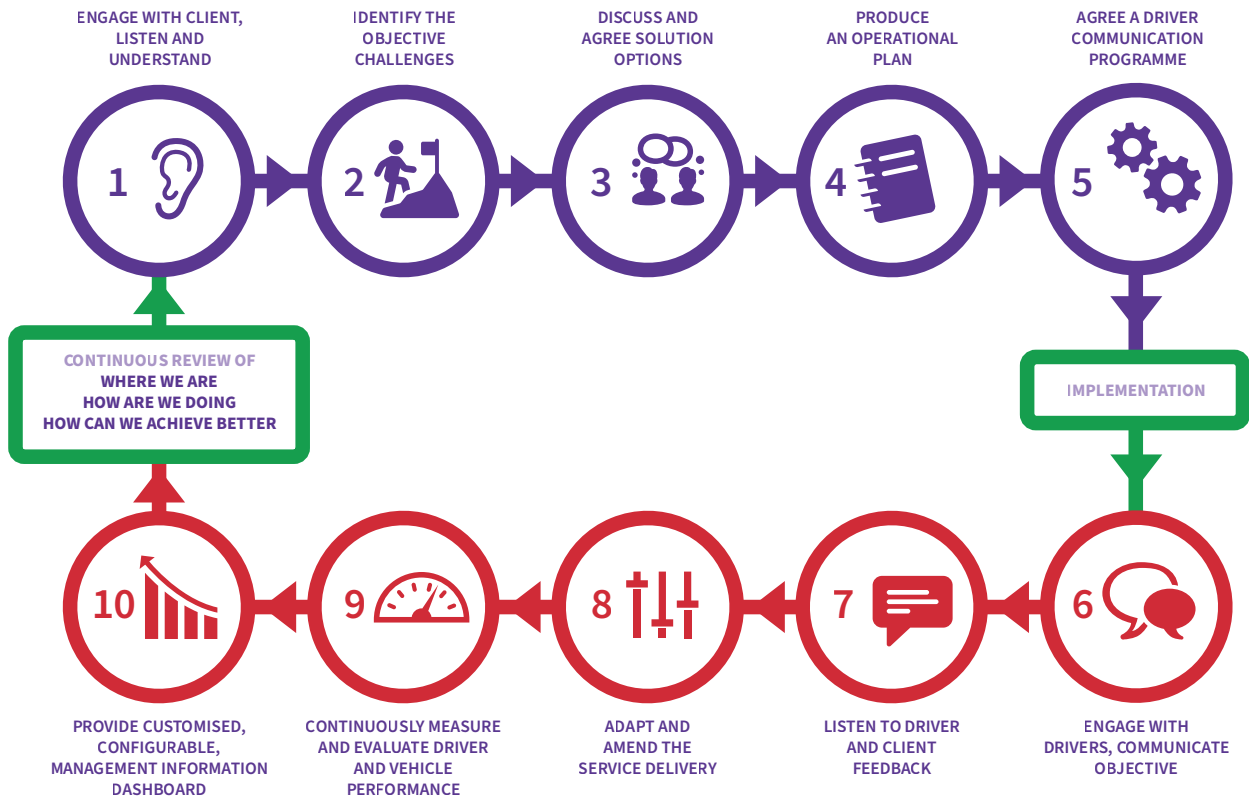
Our service simplifies the billing process for insurance excesses and VAT invoices.

▶ Financial and operational impact

- Reduction of incident rates
- Reduced insurance premiums
- Reduced cost of repairs
- Protected residual values
- Integrate insurer data to provide one holistic view of all incident-related costs



Accident Management - The Partnership Approach



Visit our website to find out more on how FSGB Accident Management can benefit your company.



FSGB Driver Management

A fully integrated driver support and development programme, to find out more visit: fleetservicegb.co.uk/driver-management/

“ Working with Fleet Service GB demonstrates a genuine partnership where results are proving their worth in all areas. The comprehensive management information, available to view online, provides us with maximum visibility. ”

Diane Daruk, Director of Reward & HRIS & International, Holland & Barrett

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Please note that in the interests of customer care, all telephone calls are recorded.

Every effort has been made to ensure the information contained herein was correct at the time of going to press. However Fleet Service GB reserves the right to make changes to any products, services and specifications in line with a policy of continual product improvement.

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