

Motor vehicle experts form alliance

Protecta Insurance and Crash Brokers Limited have formed an alliance bringing two key motor vehicle sector forces together and creating a product which is a first for New Zealand. Their goal is to provide outstanding service levels in insurance and collision repair for fleets and private customers.

Protecta Insurance is a New Zealand owned company underwritten by Allianz which has been at the forefront of motor vehicle insurance for over 20 years.

The company says it realised customers didn't want the stress of organising repairs and alternative transport when car accidents happened and that its customers didn't want the constraints of being forced into an insurance company assessing depot.

Protecta found Crash Brokers' unique premium service provided the answer. Protecta customers can now expect comprehensive 24/7 nationwide service that coordinates all logistics before, during and after collision repairs. This red-carpet service includes free pick-up and

delivery, and late-model replacement vehicles. Crash Brokers also use a web-based job management system that clients can log into and view all records, images and progress in real time. The system is a fully interactive communication tool and gives claimants unprecedented access to information. The service is backed by mutual business partner the AA (BVS division) who also co-ordinate nationwide salvages for both companies.

Crash Brokers' MD Karen Knight says, "We're delighted to be working with an iconic kiwi brand of Protecta's calibre. We share Protecta's customer focus and appreciate their progressive thinking. This alliance is an exciting opportunity to show-case our capability while adding value for Protecta and their clients."

Protecta's primary channel has been premium dealerships and car leasing firms throughout New Zealand however their current growth strategy includes the insurance broker sector. The company is currently focused on extending their policy range in order to offer brokers a



▲ Karen Knight and Stephen Glading mark their new alliance.

comprehensive suite of products.

Protecta co-founder and managing director, Stephen Glading, says superior policy benefits with competitive pricing will create a strong point of difference.

"Protecta's operation is efficient and proactive so we can promise customers a very personalised level of service with exceptional response and settlement times."

For more information, refer to www.crashbrokers.co.nz and www.protecta.co.nz