

Car accidents - fun to deal with?

No? The solution is here – a new nationwide, FREE, 24/7 accident and collision repair management service.

Car accidents can be a distressing experience and organising collision repairs a time-consuming and sometimes frustrating exercise. Crash Brokers provides an alternative that is a first for the NZ market. This unique premium service in motor vehicle accident and collision repair management was developed for busy car-dependent professionals, SME's and corporate fleets – and is completely free of charge.

Crash Brokers provides a 24/7 one-call solution on 0800 2CRASH, working closely with customers from the point of impact through to completion, ensuring service delivery excellence throughout. Their model is unique in providing the service free of charge to the client, and no cost incurred by the insurance broker or company.

“Accident management is very common overseas but the old DIY approach is predominantly still the kiwi-way. This is changing though as everyone from private motorists to fleet operators realise how much non-productive time they and their staff can waste co-ordinating car accident rescue and repairs”, Director Karen Knight, a veteran of the collision repair industry said. She also noted only the largest companies tend to have the in-house expertise and systems to manage this specialist area effectively. “Down-time of staff and assets (vehicles) results in significant cost. Not all companies have the knowledge to ensure a high quality result, or the leverage to ensure they receive prompt response and priority service from the repair sector. We change all that for our clients”.

Crash Brokers manages all logistics before, during and after repairs including provision of free late-model courtesy cars and vans, and pick-up/delivery to the customer's door. “Customer care and communications has been a disappointing aspect of the panelbeating sector historically and we change that too.”

Customers are also supported by a web-based



job management system they can access to view their records, progress and target completion dates in real time. “Accident management is an obvious activity for any fleet to outsource, as it adds no value to a company's core business”.

Crash Brokers streamlines the exercise, extends the level and scope of service usually available to the public, and ensures high quality both in technical standards and customer care. Crash Brokers also provides consistency for NZ-wide fleet operators with nationwide coverage using a network of CRA certified Structural Repair Centres. The service also includes 24/7 salvage co-ordination and accident road-side assistance supported by the AA (Business Vehicle Services division).

Crash Brokers maintains a good understanding of insurers' policies and procedures in order to avoid conflict and works very closely with brokers to ensure the best possible solution for their clients. They have the systems and technical expertise to ensure a superior service experience, and leverage their industry relationships to make the process painless and “hassle-free” for customers.

Crash Brokers saves customers time, stress and money.