

Customer Benefits

General Customer Benefits

- Total Loss Negotiation (Write off / Theft)
- Full Claims Accident Management Service for all incidents
- Report made to motor insurer as required
- 24/7/365 claim line

Non Fault Benefits (Subject to assessment of your claim)

- No excess to pay (see overleaf)
- Vehicles assessed by fully qualified independent engineers where required
- Replacement vehicle (see overleaf)
- Expert advice from our panel of solicitors in the event of injury
- Recover loss of earnings and out of pocket expenses. (Any personal injury claim will be subject to a deduction of 25% of damages awarded)



In the event of an accident...

- Keep calm – do not admit liability
- Call 999 if emergency services are needed
- Exchange names, addresses and insurance details
- Note everything you can – all witnesses, vehicles, locations, damage and accident circumstances
- Be sure to note the make, model, colour and registration number of every vehicle involved
- Take photos where possible
- Remember to look out for other traffic around the accident particularly on busy highways
- Contact us immediately on 01344 286181 save our number to your mobile now!

Here to help
24/7 365

First Bronze Claims Management Service



Had a vehicle accident? Call us first

Should you unfortunately be involved in any accident or need to report any incident, including theft or damage to your vehicle, one call to First Bronze Claims Management Service ensures professional assistance with every aspect of your claim.

We will arrange to report the incident to your insurance company and where necessary liaise with all parties involved including third party insurers, engineers, repairers and independent assessors.

If the incident was not your fault we can, subject to assessment of your claim, arrange for repairs to be authorised by our own repair network and arrange for a replacement like for like vehicle to keep you on the road while your vehicle is being repaired. The replacement vehicle will be delivered and collected from your home address. If repairs are authorised and arranged by us you will not have to pay the excess.

In the event of a non fault accident, First Bronze Claims Management Service will appoint a qualified specialist solicitor to pursue any injuries suffered by you and your passengers. The solicitor appointed will be fully committed to settling your claim on the best terms possible.

Replacement Vehicle Service

Our network of replacement vehicle providers has access to vehicles across the UK. Vehicles include private cars, commercial vehicles, taxis and motorcycles and can be delivered to your home address or collected from one of our local depots nationwide. (Conditions apply)

Vehicle Repair Service

Subject to assessment of your claim, we can organise repairs through our vast chosen repair network and you will not be required to pay the excess.

Litigation Service (Injury)

Should legal proceedings be deemed necessary to achieve the appropriate settlement for injury, First Bronze Claims Management Service will instruct a suitable solicitor to deal with this on your behalf.

Regulation

First Bronze Claims Management Service is administered by Crusader Assistance, Ground Floor, 13 Castle Mews, Hampton, Middlesex, TW12 2NN.

Crusader Assistance are authorised and regulated by the Financial Conduct Authority (FCA). Please note this product is not regulated by the FCA.

