

Network strengths

Following extensive customer research and analysis, Allianz has restructured its repair network, appointing Nationwide Crash Repair and Fix Auto to be its partners of choice in the provision of motor damage repair services to its customers.

In addition, it has appointed the Vizion network to provide services to customers requiring a prestige manufacturer repair and it will continue to work with AutoRestore to provide a mobile solution where appropriate.

The Allianz Repairer Network is an important part of the service we provide to you and we are constantly reviewing its performance. This latest restructure reflects changing industry dynamics, increasing regulatory demands and our developing customer base and will deliver significant benefits.

Customer service

One of the key benefits of the network is the customer focused service it delivers. All types of vehicle can be repaired through the network, ranging from Mini Coopers to HGVs, and it also serves every postcode in the UK.



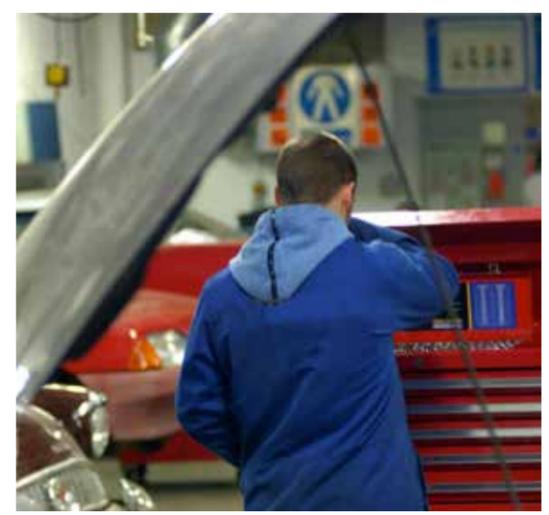
Customers are contacted within 60 minutes of the notification being received from Allianz and are kept informed throughout the repair, using their preferred method and frequency of communication.

The network also delivers added value services that help to minimise the disruption while their vehicle is being repaired. Every customer is offered the option of having their vehicle collected from a location of their choice and delivered back to them cleaned after the repair. A courtesy car is also available if required, the next working day after notification.

Quality repairs

The quality of the repair is also a key benefit of the network. The whole Allianz Approved Repairer Network has central deployment teams who are experts in determining the method of repair required to ensure work can be started as efficiently as possible. On top of this, all network members are PAS125 accredited and network repairs are guaranteed for a minimum of five years.

The Allianz Repairer Network is also constantly monitored and assessed against repair quality and service delivery to ensure high levels of customer service and satisfaction.



For more information about the Allianz Repairer Network, its members and the benefits it can deliver to customers please contact your Allianz broker.