

Auto A.R.T Devon LTD  
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## HAD AN ACCIDENT AND NEED TO USE YOUR INSURANCE COMPANY?

### Follow these steps for a trouble free claim

- 1) **Obtain a claim reference number.** You need to contact your insurance company to get this. They may try to persuade or even bully you into using their repairer. If you want Auto A.R.T to repair your car then remember
  - You only need one estimate
  - You CAN choose where you have your car repaired
  - Auto A.R.T can offer the same benefits their repairer can. Including guaranteeing the repair and a free courtesy car
- 2) **We will email an estimate to the insurance company** once we have the claim reference number. We will also photograph and email the relevant damage for the insurance engineer; include the chassis number and mileage.
- 3) **The insurance company will contact us to discuss the estimate with an engineer.** With our comprehensive photos of the damage they will tend to use an in house engineer to speed the claim up. Occasionally they may want to send an engineer out to inspect the vehicle. This is generally the case with larger claims.
- 4) **The insurance company will send authorisation to commence repairs** to us once the estimate has been agreed between the engineer and Auto A.R.T.
- 5) At this point we will order any necessary parts
- 6) **We will contact you to arrange booking** in your vehicle and find your requirements for a courtesy car.
- 7) You drop your vehicle off and we repair the damage
- 8) Once the vehicle is complete and final checks have been completed we will contact you to arrange collection. If there is any excess to pay then that will be paid directly to Auto A.R.T at this point.

Auto ART Devon LTD - Company No. 7143190

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