

TO: ALL VEHICLE DRIVERS

We are pleased to announce the introduction of a 24/7 nationwide service that will provide comprehensive driver assistance in the event of a motor vehicle accident. The services encompass all incidents of physical damage to vehicles whether caused by a crash, vandalism or theft, including windscreen and glass claims. The service does not include mechanical breakdown.

The services provided by Crash Management will reduce administration time and vehicle time-off-the-road, increase efficiency, and help protect the safety, integrity and value of our vehicles in the event of an insurance claim.

In the event of a vehicle accident or other physical damage, call Crash Management Services on 0800 2CRASH (0800 227274) including after-hours emergency assistance. **During standard business hours their team will provide the following**, as required:

- Provision of insurance claim form and return contact details. Note: completion and return of this document is urgent otherwise delays with claim acceptance and repairs may result
- Technical advice, and email confirmation of all pending arrangements for your vehicle
- Co-ordination of high quality repairs via their nationwide service provider network
- Vehicle pick-up and delivery service to your office or depot if required
- Provision of a suitable replacement car, station-wagon and van while your vehicle is off the road for repairs
- Regular progress reports including a target completion date as soon known. This is automated and email driven. If you do not have regular email access, please request either text or verbal telephone updates.
- Access to their web-based job management system via secure login & password so that you can view the status of your vehicle repairs in real time
- A comprehensive car clean inside and out before your vehicle is re-delivered to you
- After-sales documentation including a written Warranty Assurance. Note: This should be retained in the glove-box for future reference.

**Emergency assistance is available 24/7** including after-hours, weekends and public holidays. Assistance will be provided to ensure drivers and passengers are delivered to a safe location, and undriveable vehicles are salvaged and securely stored overnight. A Crash Management team member will contact you early on the next business day to make all arrangements as bullet-pointed above.

Please find enclosed reference materials. These should be placed in the glove-box of your vehicle so that they're available to any driver using the vehicle at any time if an accident occurs:

- Glove-box brochure - this contains a service summary and other useful information, including 'what to do in the event of an accident'.
- VIP Customer card – this is a permanent record of the 24/7 0800 number
- Windscreen sticker – this is produced to high specifications on sun-resistant PVC using non-fade ink. They intended to be affixed on the inside of the windscreen, perhaps alongside the WOF sticker for instant reference.

The service is easy to access, simply call **0800 2CRASH** (0800 227274) as soon as any vehicle damage occurs. You can also use the 0800 number if you have any queries or concerns during the course of your vehicle's repairs, or for general operational enquiries. Alternatively, email Crash Management's operations team on [crashteam@crashmanagement.co.nz](mailto:crashteam@crashmanagement.co.nz) for non-urgent enquiries.

Please ensure your drivers are familiar with these new arrangements and that this resource is utilised for all AIB insured vehicle accident repairs. Staff can also refer to [www.crashmanagement.co.nz](http://www.crashmanagement.co.nz) for more information. Please contact myself or Chris Cheer if you have any queries or concerns about this new facility.

Regards

Dave Peters and Chris Cheer  
Anglican Insurance Board