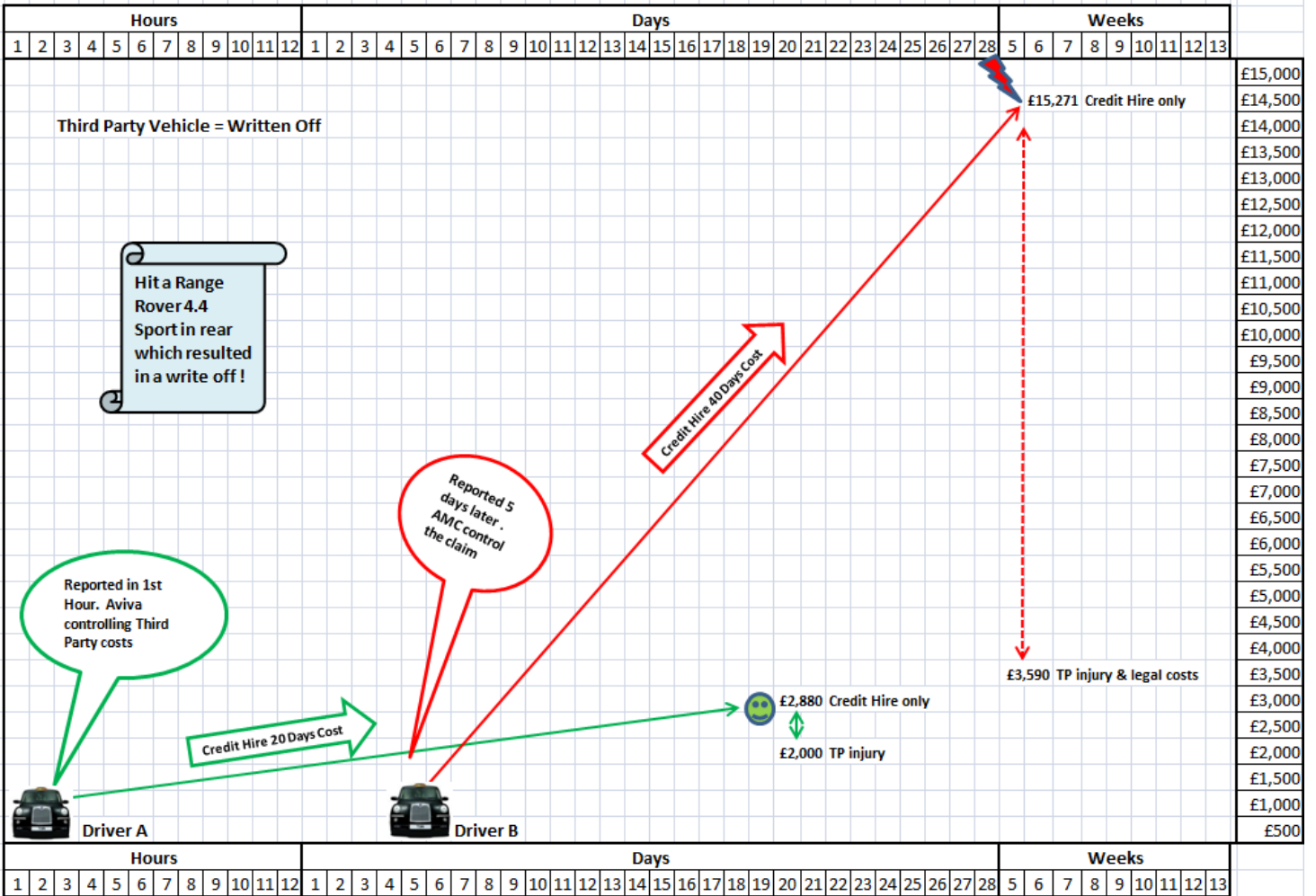


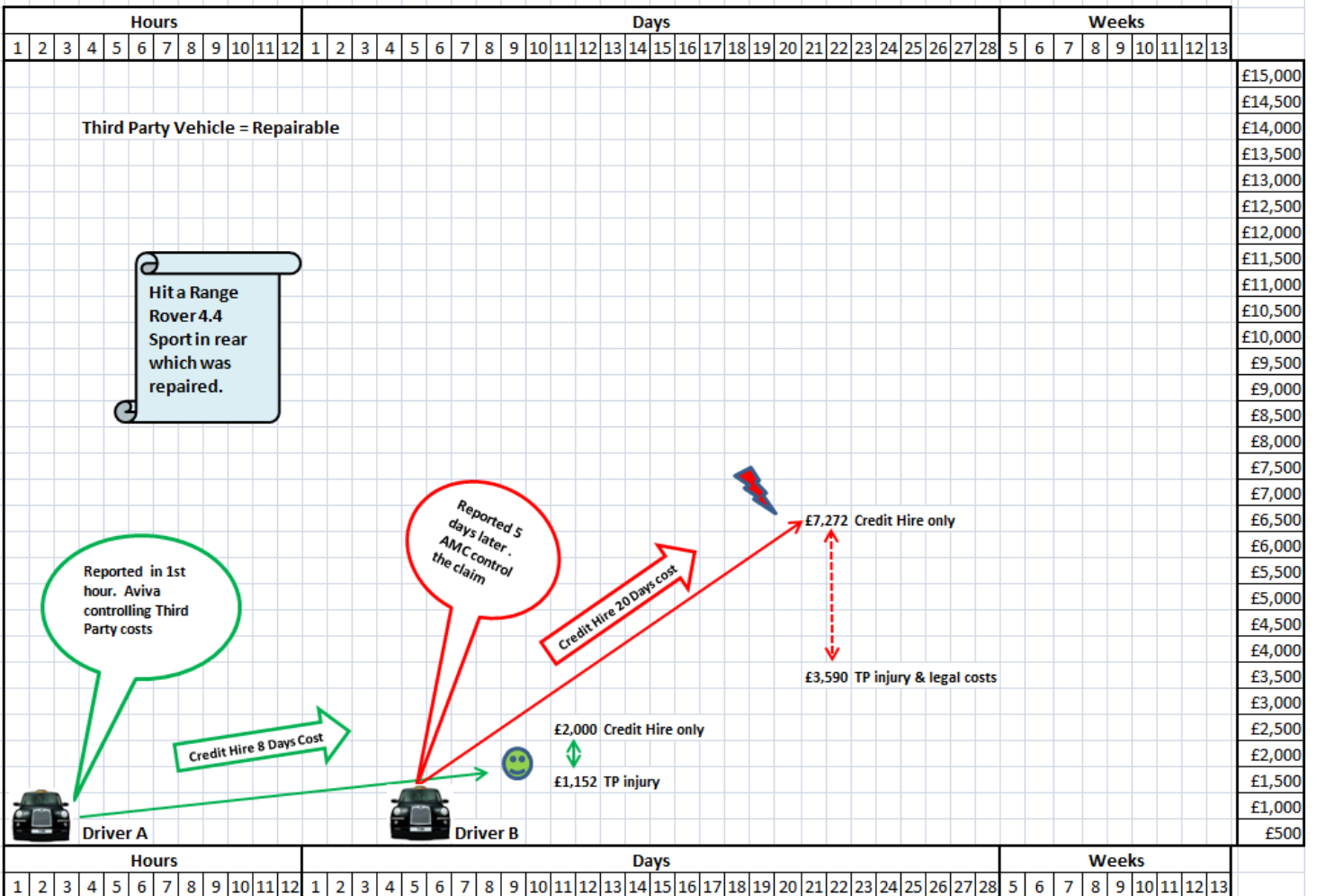
TOTAL LOSS SCENARIO

Helping Taxi Business Understand & Control Costs



REPAIRABLE LOSS SCENARIO

Helping Taxi Business Understand & Control Costs



The Story of 2 Claims – Total Loss

Our example involves two separate taxi drivers who were unfortunate to have fault accidents. The policy cover for both is comprehensive with a £500 excess.

Driver B's claims costs for the Third Party gets a **double double** whammy where car hire is concerned !

Circumstances

Accident = Hit a third party Range Rover V8 4.4 (2003) in the rear at traffic lights on a Sunday afternoon.
 Injuries = None evident at the time
 Own Damage = Damage to the front of the taxi requiring a garage repair
 TP Damage = Rear end damage which resulted in a write off

Driver A

Costs : Vehicle Damage & Courtesy Car	Sum Paid	Injuries	Sum Paid	Total Paid
Own vehicle repaired*	£ 1,069	Third party whiplash	£ 2,000	
20 days hire for Third Party at Aviva rate	£ 2,880	Legal costs	£ 0	
Write off value of Third Party vehicle	£ 7,000	(Aviva controlled)		
	£ 10,949		£ 2,000	£ 12,949
Excess paid by driver (had Yes Claims Bonus)	£ 300 (reduced from £500)			

Driver B

Costs : Vehicle Damage & Courtesy Car	Sum Paid	Injuries	Sum Paid	Total Paid
Own vehicle repaired*	£ 1,069	Third party whiplash	£ 2,000	
42 days hire for Third Party – at AMC rates	£ 15,271	Legal costs	£ 1,590	
Write off value of Third Party vehicle	£ 7,000			
	£ 23,340		£ 3,590	£ 26,930
Excess paid by Driver B (no Yes Claims Bonus)	£ 500			

Read More

Driver A

- Calmly obtained accurate information and verified the other drivers mobile through a text check.
- Photographs taken of the scene. Included the rear of third party vehicle. No other passengers involved.
- Handed a TFP crash card to the other driver and used this as a basis to accurately report the accident.
- Driver called TFP Aviva Incident line within 1 hour.
- Aviva arranged for own vehicle repair. They also made swift phone contact made with the third party driver to arrange an inspection and provide like for like hire car. The third party was happy with the speed of action.

Driver B

- Driver was angry and in a hurry ! Exchanged phone numbers and addresses on scraps of paper.
- Called the TFP Aviva Incident line 5 days later when Friday shift had finished.
- Third party mobile number was the wrong person. Aviva's communication with the TP was thus by letter.
- Aviva were advised of a hire car being provided by an appointed Accident Management Company (AMC).
- Aviva encountered difficulty in fixing appointments to assess the vehicle which was eventually written off.

The Message

Speed Accuracy Vigilance Evidence

2 similar claims with one costing more than DOUBLE the other – £13,981 more ! The difference is due to the length and cost of the courtesy vehicle hire at double the daily rate & double the hire period. Without early control the meter can run and run!

Driver A got his **SAVE** spot on and will limit the impact on his bosses fleet premium. Driver B will not !



The Story of 2 Claims – Repairable Loss

Our example involves two separate taxi drivers who were unfortunate to have fault accidents. The policy cover for both is comprehensive with a £500 excess.

Driver B's claims costs for the Third Party gets a **double double** whammy where car hire is concerned !

Circumstances

Accident = Hit a third party Range Rover Sport in the rear at traffic lights on a Sunday afternoon.
 Injuries = None evident at the time
 Own Damage = Damage to the front of the taxi requiring a garage repair
 TP Damage = Rear end damage

Driver A

Costs : Vehicle Damage & Courtesy Car	Sum Paid	Injuries	Sum Paid	Total Paid
Own vehicle repaired*	£ 1,069	Third party whiplash	£ 2,000	
8 days hire for Third Party at Aviva rate	£ 1,152	Legal costs	£ 0	
Repair cost of Third Party vehicle	£ 1,848	(Aviva controlled)		
	£ 4,069		£ 2,000	£ 6,069
Excess paid by driver (had Yes Claims Bonus)	£ 300 (reduced from £500)			

Driver B

Costs : Vehicle Damage & Courtesy Car	Sum Paid	Injuries	Sum Paid	Total Paid
Own vehicle repaired*	£ 1,069	Third party whiplash	£ 2,000	
20 days hire for Third Party – at AMC rates	£ 7,272	Legal costs	£ 1,590	
Credit repair cost of Third Party vehicle	£ 2,100			
	£ 10,441		£ 3,590	£ 14,031
Excess paid by Driver B (no Yes Claims Bonus)	£ 500			

Read More

Driver A

- Calmly obtained accurate information and verified the other drivers mobile through a text check.
- Photographs taken of the scene. Included the rear of third party vehicle. No other passengers involved.
- Handed a TFP crash card to the other driver and used this as a basis to accurately report the accident.
- Driver called TFP Aviva Incident line within 1 hour.
- Aviva arranged for own vehicle repair. They also made swift phone contact made with the third party driver to arrange an inspection and provide like for like hire car. The third party was happy with the speed of action.

Driver B

- Driver was angry and in a hurry ! Exchanged phone numbers and addresses on scraps of paper.
- Called the TFP Aviva Incident line 5 days later when Friday shift had finished.
- Third party mobile number was the wrong person. Aviva's communication with the TP was thus by letter.
- Aviva were advised of a hire car being provided by an appointed Accident Management Company (AMC).
- Aviva encountered difficulty in fixing appointments to assess the vehicle which was eventually written off.

The Message

Speed Accuracy Vigilance Evidence

2 similar claims with one costing more than DOUBLE the other – £7,962 more ! The difference is due to the length and cost of the courtesy vehicle hire at double the daily rate & double the hire period. Without early control the meter can run and run!

Driver A got his **SAVE** spot on and will limit the impact on his bosses fleet premium. Driver B will not !

