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Arval calls on RAC to provide enhanced support to accident management customers

Arval, the leading vehicle leasing and fleet management company, has insourced much of its Accident Management product in order to maintain greater control over interactions with customers and leverage in-house technical expertise.

A unique approach within the vehicle leasing industry, Arval will manage an initial comfort call with the driver, the booking of repairs and hire vehicles, repair authorisation and downtime management. They will also manage the collection and off-hire of any courtesy or rental vehicles via in-house, expert teams. At the same time, Arval has moved to RAC to provide the outsourced elements of the product, utilising their systems and expertise to deliver First Notification of Loss and Uninsured Loss Recovery.

In combining the power of RAC systems with the technical and customer support expertise of the Arval team, it is expected that this solution will provide new levels of support to Arval customers, and importantly their drivers, at what can be a stressful and upsetting time.

The latest research from RAC shows that 36% of companies have concerns over the costs involved in recovering and repairing vehicles involved in an accident. Arval believes that this new approach can alleviate some of these concerns, keeping accident costs to a minimum while ensuring that the vehicle is repaired and back on the road in the shortest possible timeframe.

Benoit Dilly, Managing Director at Arval UK comments:

“Accident Management is one of the most important interactions that we have with our customers and their drivers. That influenced our decision to bring many elements of the process back into Arval, ensuring that we can fully support drivers and limit costs and business impact to our customers. At the same time, we are utilising a trusted supplier to manage those remaining areas where they can add value.”

RAC Business Services director David Wallace adds: “We’re very excited to be extending our roadside relationship with Arval in this way, to provide support in accident management services.

“The combined strength of the two brands working together will offer clients an industry-leading service, putting the customer journey first which comes from our shared value of putting the customer at the heart of all we do.

“The key to the success of the new relationship is the flexibility of our systems and service expertise, which means Arval has been able to design the solution specifically to meet their own goals to provide the best service for their customers.”

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Notes to Editors

About the RAC

With more than eight million members, the RAC is one of the UK’s most progressive motoring organisations, providing services for both private and business motorists. Whether it’s roadside assistance, insurance, buying a used car, vehicle inspections and checks, legal services or up-to-the-minute traffic and travel information – the RAC offers a solution for all motoring needs. The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

The RAC is the motorist’s champion and campaigns to support the interests of its members and UK motorists at a national level, including advancing levels of road safety, supporting the needs of young drivers and voicing concerns about the increasing cost of motoring. The RAC’s annual [Report on Motoring](#)

– first published in 1989 – provides a clear insight into the concerns and issues facing today’s motorists.

For the very latest news on UK fuel prices, check [RAC Fuel Watch](#) or follow [#racfuelwatch on Twitter](#). This is a comprehensive guide to the latest UK unleaded petrol and diesel prices – both at the wholesale level and at the pump. RAC Fuel Watch analyses how prices changed through the previous month and compares the most recent prices with those from three, six and 12 months before.

Key facts:

- RAC patrols fix four out of five vehicles at the roadside and on average within 30 minutes
- RAC vans carry more than 500 parts and tools to get members’ vehicles going again
- 92% of members would recommend RAC Rescue to their friends and family

About Arval UK

Arval UK, part of the Arval Group, is a leader in the provision of vehicle funding and fleet management solutions. Owned by BNP Paribas, with substantial buying power, we have 40 years of industry experience and fund more than 140,000 cars and vans. Focused on service quality, Arval UK is a people-led company, with specialist teams dedicated to businesses from start-ups to FTSE 100 companies. Arval continues to invest significantly in technology to improve fleet efficiency and has a comprehensive range of products and services covering funding solutions including contract hire, vehicle maintenance, fuel management, accident management, breakdown recovery, short and medium term hire, insured lease vehicles, telematics, salary exchange, full outsourcing and consultancy services. arval.co.uk

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