

OUR MOTOR CLAIMS MANAGEMENT SERVICE

Assistance no matter who is at fault

United Legal Assistance specialises in motor claims management and outsourced solutions that are supported by our in-house, experienced claims team. We will handle the entire claims process, from the first notification of loss to the final settlement, with the option of using our nationwide repair network and replacement hire vehicles.

Our 24/7 claims team strives to get your clients back on the road as quickly as possible and do so whilst keeping you up to date every step of the way.

Here at ULA, we have continued success at handling all private cars, commercial fleets, specialist, adapted, tippers, haulage, minibuses, coaches, horseboxes, motor trade, taxi claims and much more.

Benefits of our claims service include;

- **24/7, 365 days a year, claims reporting line**, which can be white-labelled to provide a seamless transfer, ensuring clients are at ease knowing we work on behalf of their broker.
- **Dedicated claim teams** to minimise numerous contact points so that clients can build rapport with the person handling their claim.
- **Nationwide Repair Network** provides full UK coverage and ensures that every body shop meets the required standards through regular auditing, feedback, manufacturer approvals, and recognised accreditations.

- **Replacement Vehicle Provision** – access to any like-for-like replacement vehicle, ranging from everyday cars to commercial vans to 44T haulage vehicles.
- **Uninsured Loss Recovery Service** – our in-house ULR team is on hand to recover any out-of-pocket expenses not covered by their insurance.
- **Litigation** – our in-house litigation team provides advice and triggers litigation using a client's Motor Legal Expenses policy to cover the costs of issuing legal proceedings.
- **Third-Party Intervention** – where requested, we can deal with a third party's claim to ensure costs are minimal.
- **Claims Reporting App** – which can be fully white-labelled
- **Marketing Services** – white-labelled leaflets, accident cards & key fobs can be provided to remind clients of the service.
- **Live Claims Tracking** – access to our online portal, which enables you to view the latest updates on all claims and see all communication in our file.

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w. united-legal.co.uk