

Customer Benefits

General Customer Benefits

- Full Accident Management Service for all incidents
- Report made to motor insurer as required
- Internet view of file or online file access
24/7/365

Non-Fault Benefits

- No policy excess to pay (see overleaf)
- Vehicles assessed by fully-qualified, independent engineers
- Maximum compensation (subject to a deduction of up to 25%)
- Replacement like-for-like vehicle whilst your vehicle is being repaired
- No up-front costs
- Injury and other losses claimed
- Assessment and treatment arranged



CLAIMLINE

01527 758 352



Road Accident Specialists

Administered directly by Winn Solicitors Ltd who are authorised
and regulated by the Solicitors Regulation Authority
Winn Solicitors Ltd

Brinkburn Street, Byker, Newcastle upon Tyne NE6 1PL

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BRONZE SERVICE
**Full Accident
Management
Service**



Had a vehicle accident? Call us first

CLAIMLINE 01527 758 352

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Should you be involved in any accident or need to report any incident, including theft or damage to your vehicle, one call to Ladybird Assist ensures professional assistance with every aspect of your claim.

We will arrange to report the incident to your insurance company and where necessary liaise with all parties involved including third party insurance companies, engineers, repairers etc.

If the incident was not your fault we can, subject to assessment, arrange for repairs to be authorised with your chosen repairer and also arrange for a replacement like-for-like vehicle whilst your vehicle is being repaired. This vehicle will be delivered and collected from your home address. If repairs are authorised and arranged by us you will have no excess to pay.

In the event of a non-fault accident, Ladybird Assist will appoint a qualified specialist solicitor to pursue any injuries suffered by you and your passengers. The solicitor appointed will be fully committed to settling your claim on the best terms possible.



Replacement Vehicle Service

Our network of replacement vehicle suppliers have access to over 35,000 vehicles across the UK. Vehicles include private cars, commercial vehicles, taxis and motorcycles and can be delivered to your home address or collected from one of over 300 local depots nationwide.

Vehicle Repair Service

If repairs to your vehicle (subject to assessment) are authorised by On Hire Limited, you will not be required to pay any excess to the repairer upon completion of the repairs.

Litigation Service

Should legal proceedings be deemed necessary to achieve the appropriate settlement, Ladybird Assist will instruct a suitable solicitor to deal with this on your behalf.

Regulation

Ladybird Assist is administered by Winn Solicitors Ltd, who are specialists in handling road traffic accident claims throughout the UK. Winn Solicitors Ltd are authorised and regulated by the Solicitors Regulatory Authority for your protection. In addition they are a member of the Motor Accident Solicitors Society (MASS), the Personal Injury Panel (PIP) and the Association of Personal Injury Lawyers (APIL).

The directors and shareholders of Winn Solicitors Ltd have set up separate companies who provide additional services, they are On Hire Limited and On Medical Limited (which also trades as the North East Clinic).



In the event of an accident...

- Keep calm - do not admit liability
- Call 999 if emergency services are needed
- Exchange names, addresses and insurance details
- Note everything you can - all witnesses, vehicles, locations, damage and accident circumstances
- Be sure to note the make, model, colour and registration number of every vehicle involved
- Draw a sketch of the scene - take photos if possible
- Remember to look out for other traffic around the accident particularly on busy highways
- Contact Ladybird Assist on **01527 758 352**

Other Drivers Name

Other Drivers Address

Other Drivers Contact Telephone Number

Other Drivers Vehicle and Insurance Details