

Three simple actions you should take:

**1** Save **0844 836 7381** as 'HYUNDAI First' to your mobile phone



**2** Attach the key tag to your keyring  
For a FREE Hyundai Accident Aftercare key tag visit: [www.callhyundaifirst.co.uk](http://www.callhyundaifirst.co.uk)



**3** Please detach the card below and keep in your purse or wallet



## Frequently asked questions



## Accident Aftercare

### Will I need to report the claim to my insurer if you are dealing with my claim?

No. Once you Call Hyundai First we will notify your insurer of the accident and which Hyundai approved accident repair centre your Hyundai is to be repaired at. If you don't Call Hyundai First, your insurer will dictate where your vehicle will be repaired and it will be too late for you to exercise your legal right to have your Hyundai repaired at a Hyundai approved accident repair centre.

### What do Hyundai customers pay for this service?

This is a FREE service to all Hyundai drivers – there's no catch. We simply manage the claim on your behalf. When an accident is not your fault we recover all costs from the other party's insurer. Similarly, there is no extra cost if the accident was your fault. Assuming that you are comprehensively insured, your only cost is any uninsured cost, such as policy excess.

### What information will you require from me in order to manage the claim?

When you call us you will not need to fill in a claim form as we will do this for you over the telephone. In the event that you are missing some details, we will investigate and make enquiries.

### If I Call Hyundai First will it increase my next insurance premium?

Definitely not if you were not at fault for the accident; the other party's insurer pays for your claim. If the accident is your fault, any increase in your next premium should be no more than if the insurer's bodyshop did the repair, as we approve all repair costs with your insurer prior to proceeding.

### How does Hyundai benefit from providing this service? It sounds good but I can't help being cynical.

By providing a branded experience to Hyundai drivers at a time of stress and inconvenience, this service aims to alleviate hassle, provide peace of mind and

deliver the highest level of customer satisfaction, strengthening our relationship with all our customers.

### How will Hyundai and my insurer agree on the cost of the repair?

We approve all repair costs with your insurer. The assigned Hyundai approved accident repair centre submits an estimate of the repair cost for your insurer's approval before proceeding with the repair. Costs for completing repairs are standardised.

### I'm a Hyundai used vehicle owner – am I also entitled to use this service?

This service is available to all Hyundai drivers in the UK, regardless of the age of your vehicle, whether your vehicle is new or used, or has had a number of previous owners. It is also available to anyone who drives your Hyundai, providing they are insured. This service can be passed on to new owners if and when you sell your Hyundai.

### Can you help for all accidents, even a small dent?

For any accident, no matter how big or small, you should always Call Hyundai First. We will arrange your Hyundai repairs with no hassle or inconvenience.

### Can I use this service if I have an accident while driving a non-Hyundai car?

Yes, we would be able to handle your claim. Your vehicle would be repaired at an approved accident repair centre.

### Isn't it just another middleman that will reduce my control over the claim process?

No. This Hyundai programme gives you much greater control over your insurance claim, by allowing you to exercise your legal right to control where your vehicle is repaired and ensuring that you receive all the benefits as outlined in this leaflet.

## Act fast with Hyundai Accident Aftercare

Save **0844 836 7381** to your mobile phone today.

For a FREE Hyundai Accident Aftercare key tag visit: [www.callhyundaifirst.co.uk](http://www.callhyundaifirst.co.uk)

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# Call Hyundai First

## Accident or vehicle theft?

Make sure you Call Hyundai First even before you call your insurer

**0844 836 7381**



## Accident or vehicle theft – act fast and **Call Hyundai First**

As a Hyundai driver, should you ever experience a vehicle accident or theft, you are entitled to our FREE customer support service – Hyundai Accident Aftercare.

One call to the Hyundai Accident Aftercare Team and we'll do everything for you – no hassle, no claims forms, no cost to you – and the highest quality repair guaranteed. So, should you ever need to make an insurance claim make sure you Call Hyundai First on **0844 836 7381**



### Hyundai Accident Aftercare will:

- ➔ Recover your vehicle and help get you home
- ➔ Liaise directly with your insurer to process the claim on your behalf – while you recover your composure and peace of mind
- ➔ Exercise your legal right to have your vehicle repaired at a Hyundai approved accident repair centre
- ➔ Ensure only Hyundai genuine parts are used in the repair
- ➔ Arrange repair estimates and approval
- ➔ Fill in your claims form
- ➔ Arrange a free courtesy car for the duration of the repair
- ➔ Keep you informed of the progress of your Hyundai's repair
- ➔ Collect and deliver your repaired Hyundai
- ➔ Provide you with a legal support service for personal injury
- ➔ Maintain your Hyundai warranty



## Why should I **Call Hyundai First** and not my insurer?

Most UK motor insurers focus heavily on minimising the cost of repairing vehicles. This could make a big difference to your vehicle's safety, residual value and driving pleasure.

Your insurer will typically direct you to one of their "approved" accident repair centres, but unfortunately these:

- ➔ Are unlikely to be Hyundai approved or have specific Hyundai technical knowledge
- ➔ Are often told by insurers to fit cheaper non-genuine Hyundai parts and panels whenever possible
- ➔ Might repair damaged body panels when they should replace them
- ➔ Might not have the appropriate equipment to repair your technologically advanced Hyundai
- ➔ Are less likely to repair your Hyundai to its pre-accident condition
- ➔ Could invalidate your manufacturer's warranty

So, one minute your Hyundai is 100% Hyundai, then it isn't – this is not good news for you or your Hyundai.



### What can you do about it?

Simply Call Hyundai First. You might think you must do what your insurer instructs you to do – well, you don't.

You have the legal right to insist that your vehicle is repaired at a Hyundai approved accident repair centre.

Call Hyundai First and our dedicated team will arrange this on your behalf and ensure a repair that keeps your Hyundai 100% Hyundai.

### In the event of a vehicle theft

Contact the police, then call us on **0844 836 7381** for advice on keeping you mobile. We can also help agree a valuation of your Hyundai with your insurer and can discuss replacement vehicle options for you.

## The extra guaranteed benefits you'll receive when Hyundai Accident Aftercare handles your insurance claim

Guaranteed benefits of a Hyundai Accident Aftercare handled claim	Hyundai Accident Aftercare	Most UK Insurers
Repairs using only Hyundai genuine parts and panels	✓	✗
Repaired only at a Hyundai approved accident repair centre	✓	✗
Safeguard your Hyundai's mechanical, body and anti-corrosion warranty	✓	✗
A repair that maintains your Hyundai's safety standards by fitting Hyundai genuine parts	✓	✗
Free nationwide vehicle recovery to a Hyundai approved accident repair centre	✓	✗
Free courtesy car for all accidents when repaired by a Hyundai approved accident repair centre	✓	✗
Arrange a replacement vehicle if yours is written-off or stolen	✓	✗
A repair that helps protect your Hyundai's residual value and re-sale appeal by fitting Hyundai genuine parts	✓	✗
Keep your Hyundai 100% Hyundai	✓	✗

### Other insurers who do not guarantee the above benefits include:

- ➔ Churchill
  - ➔ Aviva
  - ➔ Co-op
  - ➔ Esure
  - ➔ More Than
  - ➔ LV
  - ➔ Tesco
  - ➔ Diamond
  - ➔ Sheila's Wheels
  - ➔ Post Office
  - ➔ Equity
  - ➔ Zurich
  - ➔ Privilege
  - ➔ Asda
  - ➔ Axa
  - ➔ Virgin
  - ➔ Swiftcover
  - ➔ Saga
  - ➔ Elephant
  - ➔ Kwik Fit
- ...and most others

Research of UK motor insurers' policy wordings as at June 2010 found that the vast majority of well known motor insurance companies do NOT guarantee the benefits shown above. With most motor insurers, if you insist that your Hyundai is repaired at a Hyundai approved accident repair centre instead of your insurer's approved repairer, they may reserve the right in your policy agreement to withdraw the provision of a courtesy car and in most cases will exercise this.