

Hyundai Accident Aftercare.

Here for you.



In the event of an accident, call Hyundai First, before your insurer

Hyundai Accident Aftercare is free and available 24 hours a day if you have an accident.

As we know your vehicle, we can do something no insurer can – manage the entire insurance claim process for you and guarantee the highest quality repair to Hyundai standards. Call Hyundai First regardless of whose fault it was. No hassle, no claims forms and no cost.

Shouldn't I call my insurer first?

→ No. Many UK insurers want to repair your Hyundai as cheaply as possible – so they will send you to a repair centre to suit them rather than you. The bodyshop is unlikely to know your vehicle, operate to the latest Hyundai repair standards as we do, or have the latest equipment or technical knowledge.

They may even avoid using genuine parts – and that could affect your Hyundai's safety and resale value.

It's your right

→ When you call Hyundai First, our dedicated team will exercise your right to have your Hyundai repaired at a Hyundai Approved Accident Repair Centre. One that operates to Hyundai repair standards and only uses Hyundai Genuine Parts, keeping your Hyundai 100% Hyundai and 100% safe.

It's free and available 24 hours

0330 100 3124 

Claim handling

Deal with your insurer and process your claim

Recovery

Accident recovery of your vehicle to a Hyundai Approved Repair Centre*

Courtesy car

A free courtesy car while yours is off the road

Certified repair

Exercise your right to certified repairs

Genuine parts

Only use Hyundai Genuine Parts

Repair updates

Keep you informed of progress throughout

Legal help

Legal support service for personal injury

Collect & deliver

Collect and deliver your repaired and valeted vehicle

Maintain warranty

Ensure your Hyundai's warranty is maintained

Guaranteed benefits	Hyundai Accident Aftercare	Most UK Insurers
Free courtesy car for all accidents when repaired by a Hyundai Approved Accident Repair Centre	✓	✗
Repairs using only Hyundai Genuine Parts and panels	✓	✗
Repaired only at a Hyundai Approved Accident Repair Centre	✓	✗
Protection of your Hyundai's mechanical, body and anti-corrosion warranty	✓	✗
Repair guarantee at a Hyundai Approved Accident Repair Centre	5 Years	?
Nationwide recovery to a Hyundai Approved Accident Repair Centre*	✓	✗
Resale value preserved by fitting Hyundai Genuine Parts	✓	✗
Keep your Hyundai 100% Hyundai	✓	✗

For a free Hyundai Accident Aftercare key tag
 visit: callhyundaifirst.co.uk



Frequently asked questions

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

→ We will notify your insurer of the accident and confirm which Hyundai Approved Accident Repair Centre it will be repaired at. If you don't call Hyundai First, your insurer will attempt to dictate where your vehicle is repaired. Once you have agreed to it being repaired by the insurer's chosen repair centre, it will then be too late for you to subsequently ask for it to be repaired by Hyundai.

Is there a cost for the service?

→ No. This is a FREE service to all Hyundai customers. There's no catch, we simply manage the claim on your behalf. If the 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. If you have comprehensive insurance, your only liability is any uninsured cost, such as policy excess.

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

→ When you call us, we will fill in a claim form over the telephone. If you are missing some details, we investigate on your behalf. It's very simple.

If I call Hyundai First, will it increase my next insurance premium?

→ Definitely not. If you were not at fault, the other party's insurer pays for your claim. If the accident was your fault any increase in your next premium should be no more than if the insurer's bodyshop carried out the repair.

How does Hyundai benefit from providing this service?

→ Hyundai wants to help customers at a time of stress and inconvenience. We also have a duty of care to ensure that customers' vehicles are repaired to the highest standard.

I'm a Hyundai used vehicle owner – can I use this service?

→ Yes. This service is available to all customers of Hyundai in the UK, regardless of their vehicle's age. It is also available to anyone who drives your Hyundai, providing they are insured.

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

→ Yes. Even the smallest scrapes. For any accident, no matter how small, you should always call Hyundai First.

What to do now?

1. Save **0330 100 3124** as 'Hyundai First' in your mobile phone.
2. Attach the key tag to your key ring. Visit callhyundaifirst.co.uk for your free key tag.

*Accident recovery is provided when you use Hyundai Accident Aftercare to handle your claim on your behalf with your insurer (where the accident was your fault) or with a third party insurer (the insurer of the fault driver where the accident was not your fault). If you cancel the recovery of your vehicle, you will be liable for any cancellation charges incurred. Or if your insurer rejects your claim, you will be liable for any recovery costs incurred.

Calls to 0330 numbers will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to 0330 numbers will be part of these.

Hyundai Accident Aftercare is provided by Retention UK Ltd, registered in England and Wales. Company No. 05687158 at Batchworth House, Church Street, Rickmansworth, Herts, WD3 1JE which is regulated by the Claims Management Regulator in respect of regulated claims management activities.

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