

# The Financial Benefits of using the Centor Claims App

**The Centor Claims app is now available to download for free from the App Store and Google Play. This app will improve early notification of claims, assist with information gathering and enable your drivers to report incidents at the scene, notifying both their fleet manager and our claims team here at Centor.**

It is no secret that claim costs can escalate when incidents are not reported promptly, especially when at fault.

There are many additional third-party costs that will influence the overall cost of a claim. These can be anything ranging from the hire of a replacement vehicle, the storage cost of the damaged vehicle, and unnecessary solicitor fees should the case go to court.

By reporting the incident early, your insurer can engage with Third Parties, make arrangements for repairs and if required, a replacement vehicle through their own preferred suppliers. They can also be proactive in settling any third-party injury claims before the involvement of solicitors escalates.

Following a simple step by step guide, drivers will be able to gather all the relevant information with photographic evidence. This will speed up the whole process, helping to reduce the overall cost of the claim.

Contact our Commercial Team to find out more:

**020 7256 7300**



## A generic illustration of how the overall cost of a claim increases due to delayed reporting

Notified within	Notification	Repair	Hire	Personal Injury (PI)	Total Cost
1 Day	<p><b>METHOD:</b> Claims made easy app.</p> <p><b>OUTCOME:</b> Insurer makes immediate call to Third Party, increasing the chances of obtaining complete control of the claim. The insurer will handle all elements of the Third Party claim directly.</p>	<p>Third Party accepts offer of repair through insurers approved repairer network. Vehicle collected within 24 hours. Costs reduced to your insurers rates and the repair length is monitored.</p> <p><b>Estimated repair outcome: £1,875</b></p>	<p>Third Party agrees to use your insurers preferred supplier resulting in cheaper hirer rates.</p> <p><b>Estimated hire outcome: £500</b></p>	<p>Proactive call identifies that Third Party has suffered a whiplash injury. Your insurer offers to deal directly to avoid legal costs. This is accepted by the Third Party.</p> <p><b>Estimated PI outcome: £3,000</b></p>	£5,375
5 Days	<p><b>METHOD:</b> Over the phone by insured's fleet manager. Only name and registration number of Third Party provided.</p> <p><b>OUTCOME:</b> Unable to talk to Third Party directly, insurer has to speak with the Third Party Insurers.</p>	<p>Third Party has gone to their own insurers to arrange repairs. Your insurer has no control over duration or rates. Third Party insurer will not apply special rates to non-customers.</p> <p><b>Estimated repair outcome: £2,250</b></p>	<p>Third Party has been referred to a credit hire company by their insurers to get a hire car for the duration of time the vehicle is being repaired / replaced.</p> <p><b>Estimated hire outcome: £1,700</b></p>	<p>Third Party has instructed solicitors to pursue the injury claim. They have submitted a claim through the Ministry of Justice portal, arranged physiotherapy and commissioned a medical report.</p> <p><b>Estimated PI outcome: £4,000</b></p>	£7,950
15 Days	<p><b>METHOD:</b> Email notification by insurance broker. Claim form to follow with full details.</p> <p><b>OUTCOME:</b> We have to await accident report form to fully confirm validation and fault.</p>	<p>As we cannot confirm our position on liability, the Third-Party insurers cannot waive the Third-Party excess. The Third Party does not wish to pay their excess for an accident that is not their fault, so goes into credit repair, therefore can drive up costs as the vehicle is repaired on credit.</p> <p><b>Estimated repair outcome: £3,250</b></p>	<p>Third Party is in credit hire. Due to the delay in reporting there is an increased risk that we are unable to make a payment of hire within 30 days, resulting in penalty charges accruing.</p> <p><b>Estimated hire outcome: £2,400</b></p>	<p>There is an increased risk that your insurer cannot confirm their position on liability within the 15 days allowed for investigation in the Ministry of Justice process, in which case it will drop out and costs will increase.</p> <p><b>Estimated PI outcome: £6,500</b></p>	£12,150
23 Days	<p><b>METHOD:</b> Claims notification received from the Third-Party solicitors through the Ministry of Justice portal.</p> <p><b>OUTCOME:</b> Numerous chasers for report from the customer's broker and no details received for three months. This puts the customer at risk in terms of cover provided.</p>	<p>Storage of the Third-Party vehicle accrues due to Insurer being unable to confirm their position on both cover and liability. Third Party goes to a credit repairer.</p> <p><b>Estimated repair outcome: £3,750</b></p>	<p>As the insurer are unable to admit liability within 90 days, the hire charges fall into commercial rates. The period of hire is also greatly increased as your insurer cannot confirm cover or liability until the customer reports the matter.</p> <p><b>Estimated repair outcome: £7,000</b></p>	<p>Insurer cannot confirm liability within the 90 day investigation period permitted under the PI protocol. As such the claim is passed to the Third Party's solicitor's litigation team to prepare the matter for court. All types of loss will be included and damages maximised to increase costs.</p> <p><b>Estimated repair outcome: £8,500</b></p>	£19,250

The figures produced in this table are illustrative based on assumptions triggered by delayed reporting which takes into account increased risk of credit facilities, loss of Ministry of Justice portal status, and escalation to more aggressive lawyer teams that build damages.