



Relieve the pain  
of credit hire  
claims

**DEF£NDA**

TAKE CONTROL OF YOUR CREDIT HIRE CLAIMS

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THE ETHICAL AFTER ACCIDENT SOLUTION PROVIDER





# Dissolving your Credit Hire Claims

**DEFEND**A targets three main areas to reduce spending:

- 1) Proactive management to reduce the duration the third party is in hire
- 2) Targeting excess invoices and seeking agreement to reduced settlement terms
- 3) Approving payment within the GTA 30 day period to avoid penalty exposure

At Ai Claims Solutions we manage all types of motor claims. We are perhaps best known for our capabilities in delivering a highly effective cost contained Intervention service. Over the years we've realised the issues Insurance companies have when handling Credit Hire claims and the unreasonable practises taken by Credit Hire Organisations (CHO's) on many of these claims. As a result we have developed a new product for the market that reduces the spiralling cost of third party credit claims.

**DEFEND**A offers you an affordable and cost effective alternative to processing third party credit hire claims. Ai proactively manages the hire claim through concentrated contact with CHO's, repairers and the claimants' own insurers (COI's). The net result produces a reduction in hire periods

and, in turn lowers invoice values. Efficient checking for unjustified elements of some claims (over hire, failure to mitigate) further reduces average spend. **DEFEND**A checks for unjustified elements of some claims (over hire, failure to mitigate) leading to a reduced average spend. Finally, **DEFEND**A avoids GTA penalties through fast processing of invoices and approval for payment.

The results speak for themselves:

- Average hire periods reduced by 20%
- Invoice reduction by at least 10%
- Invoice approval made within 2 days
- All of this supplemented by comprehensive MI

The **DEFEND**A service is easy to use:

- Implementation service is readily available.
- Our fees can be added to the claim rather than your expense line.
- Frees up your internal resource.

This all adds up to large savings and the opportunity to redeploy your claims technical team to more crucial work.

## We offer two variants of the product:



The Standard **DEFEND**A service which simply manages any element of a claim pursued by a CHO's (credit hire, credit repair etc) and agrees and approves the claim for payment on a without prejudice basis back to the instructing insurance company.

The Prestige **DEFEND**A service provides all the features of the standard service and we additionally undertake investigations into liability.

For more information on how we can help manage your organisation's credit hire claims call 0870 889 0419 or email [info@aiclaimssolutions.com](mailto:info@aiclaimssolutions.com)

**DEFEND**A is one of a range of products that Ai has developed. Each of the products feature our signature skills of delivering outstanding service within a cost contained process.

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