



## Motor Claims Service

# UNIONLINE

**YOUR TRADE UNION LAW FIRM**

### Benefits of the service

The UnionLine motor claims service offers you:

- Full accident management, regardless of fault
- 100% of any compensation recovered
- Access to telephone advice on a wide range of motoring issues
- A dedicated personal customer manager who will deal with your claim
- An unlimited number of claims
- An optional replacement vehicle while yours is off the road following a non-fault accident
- Management of repairs to your vehicle at a UnionLine approved repair centre, or a repair centre of your choice
- Cover for union members and their family
- Savings of up to £40 per year
- Organisation of windscreen repairs and replacement
- A services that is available 24/7, 365 days a year across the UK, including Northern Ireland

### Non-fault accident

If you are involved in a non-fault accident we will look to provide you with a replacement vehicle, organise and handle the repairs, and deal with the recovery of all losses. We will also handle any personal injury claim – provided that your claim has reasonable prospects of success at all times.

### Fault accident, fire & theft

We can offer you full accident management, regardless of fault. Please be aware that if you wish to use the service instead of your own insurance in the case of fault accident, fire and theft claims you may have to pay a higher excess than if you went with your own insurers' choice of repairer. Details of this can be found in your motor policy documentation.

If you are being pursued by another party as a result of an accident being your fault, or there are allegations against you then ordinarily your insurance company will deal with this on your behalf as part of the insurance cover. This may result in UnionLine not being able to assist but we will review this with you

### Round the clock service

**You can call 0333 400 8176 with your claims 24/7, 365 days a year.**

Our main claims handling times are between 8am and 7pm, Monday to Friday. Outside these hours, an emergency service operates to ensure you are not left stranded.

We can assist with vehicle recovery should it be required, but please note that you will be charged for this service. This fee may be recoverable from a comprehensive insurance policy.