



Accident Management



Corporate Accident Management

“Accident Management By Design”



Accident Management



About Plan

A Brief History

In 1998 a telecoms company attempted to acquire a small vehicle fleet by way of Contract Hire. Poor service, and false promises from suppliers employed to achieve a competitive deal led to an assumption that there was indeed a gap in the market for a strong, quality brand that 'did what it said on the tin'. Plan was born as a division of the telecoms company, and that initial assumption soon proved correct.

In 2002 Plan was incorporated and became a standalone organisation winning business by providing best value for clients paired with an honest, reliable service. Our mission statement is just four words, echoing the sentiments that led to the inception of Plan - Honesty, Integrity, Service and Value.

In 2004, Plan opened its first regional branches with an outlet in Hull and another in Enfield. Further branches continue to open nationwide and provide a superior level of service and commitment to customers on a local basis. A breath of fresh air in today's call centre culture.

Today, Plan is a complete vehicle service provider, with a range of products and services to fit any vehicle requirement your company may have. Continuous investment in technology ensures that Plan remains at the forefront of its field and can deliver bespoke solutions, on budget, on time.

About Us

Plan has four business arms to fit succinct market segments or provide necessary corporate services.

The object of this is not to 'pigeon hole' our customers, but to allow customers to pick and choose features from each business to form their own unique package of services. This structure allows each business to freely compete in its own market and ensures that, as a multi service provider, Plan is competent, lean and competitive with all services being accessible from one single point of contact.





Accident Management



About Plan

We're truly independent

Being neither manufacturer or bank owned is important. Only true independence can guarantee our customers completely impartial advice. We even extend this virtue to our funding methods, ensuring that our 'Best Value' policy means that you always receive the very best via a continuous tendering process.

Aim

Our aim is to be the UK's first choice independent fleet service provider. That may seem a tall order considering the competitiveness of the fleet market. However our ability to tailor individual solutions and identify cost savings with an energetic, vibrant, yet concise approach creates a unique and powerful customer proposition.

Big fleet solutions for all fleets

We have to continually develop our systems, service levels, pricing and features in order to win large fleet business. But, unlike the vast majority of our competitors, we make these features available to all our customers and do not exclude you because of the size of your fleet or because you use more than one supplier.

Value for money

Our consultative approach ensures that we fully understand your objectives including environmental impact. Our 'Best Value' ensures that you enjoy optimum pricing that will not suffer from 'creep' over time while increasing management efficiency. Our transparent pricing coupled with the economies of scale achieved with our combined buying power, ensures cost savings no matter how your fleet is acquired, maintained or managed. Our systems constantly monitor your drivers and vehicles enabling us to suggest contract amendments to lower whole life costs and improve efficiency.



Accident Management



About Plan Accident Management

- Plan are one of the only players able to do both Accident Management and Credit Hire in-house, providing an integrated solution



Plan Accident Management overcomes Industry problems such as:

- Flexibility of offering critical and not easily available
- Industry customer service levels generally viewed as poor
- Cynicism on how accident management companies make money
- Low levels of support/focus for SME's/low excess & ECO fleets



Accident Management



About Plan Accident Management

Our Vision

To bring excellence and specialism back to a commoditised market

Our Mission

To be the leading provider of innovative motor claims & repair solutions, delivering market leading levels of service and value to our customers and partners through employing the most skilled staff plus the latest technology and innovation to meet unique customer requirements

Our Values

- Integrity** We act with integrity and are open and honest in all our dealings with our customers, our suppliers and our colleagues
- Ownership** We take the initiative, act quickly and decisively as appropriate and are both responsible and accountable for following through with our actions
- One Team** We are one business and we all work as a team to lead and win



Accident Management



Our Value Proposition

- A premium service without a premium price
- Proven cost containment and **reduction**
- Specialist, niche provider for complex fleets
- Flexible pricing structure

Key Differentiators

- Breadth of product portfolio & modular service offerings providing ability to design specific propositions to drive down overall accident costs
- 'Triage' approach to First Notification Of Loss (FNOL) providing high levels of driver support and satisfaction
- Fully web based operating system based on providing market leading multi party functionality with real time access to configurable MI and unique customer rules



Accident Management



Modular Product Range

Fleet Indemnity

- Best suited to fleets with existing accident management cover or in-house operation
- FNOL
- Full case management
 - Credit Hire
 - Credit Repair
 - Personal Injury
- ULR/LEI

Fleet 1Call

- Best suited to smaller fleets and/or fleets with low excess/fully comp
- FNOL
- Full case management
 - driver mobility
 - repair deployment
 - legal management
 - billing and reporting (incl excess & VAT)
- Includes 'Fleet Indemnity'

Fleet Complete

- Best suited to larger fleets and/or fleets with high excess/self-insured
- FNOL
- Full case management incl.
 - driver mobility
 - repair management
 - legal management
 - billing and reporting
- Includes 'Fleet Indemnity'

Fleet Pro

- Best suited to self-insured, high TP cost profile
- TP capture & conversion
- Repair & replacement vehicle cost containment



Accident Management



Fleet Indemnity

Credit Hire

- Provision of a like for like replacement vehicle for the period the damaged vehicle is off the road
- Free delivery and collection to suit the driver

Credit Repair

- Manage the repair of the damaged vehicle through a quality repair network
- Communicating with all parties until completion and re-delivery

Personal Injury Claims

- Obtain compensation for any personal injury claims your customer wishes to pursue
- No legal fees and 100% compensation retained by the individual

All provided at no extra cost and no financial risk to you or your drivers



Accident Management



Objectives

- Overall cost reduction
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- Greater control surrounding third party repairs/hire
- Avoid running over repair budget
- Reduced administration
- Improved reporting from one source



Accident Management



Benefits

- Improved Cash Flow
- Tighter cost control
- Third Party Intervention
- Reduced administration
- Cash savings
- Better Insurance case