



Ascend Broking Group

Business Insurance Solutions

Claims Process – Motor Fleet & Liability

Speed up claims reporting

claims@ascendbroking.co.uk



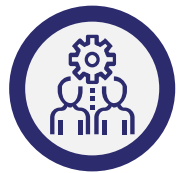
“The quicker we notify insurers of claims with all information to hand the better the financial outcome.

Working in partnership we will streamline the claims process & save you time & money”

Claims Process



Report claims immediately
[Click here](#)



Follow the simple checklist
[Click here](#)



Nominated Handlers
[Click here](#)

The **sooner** we know about a **potential claim** the quicker we can respond

31% reduction in claims costs if you **notify a claim using Ascend Claims App** at the scene of the accident
[Click here](#)

[Motor Fleet Click here](#)

Liability Click here

After the initial first notification of loss if you are able to provide any additional information, we can begin defence straight away

[Contact us through the app](#)

Send any additional information within 48 hrs

We can begin defence straight away – we need to know of any potential claim in order that we can save evidence in case a claim later follows

Motor Fleet



Speed

reporting incident within 15 mins if safe to do so

Accurate

ensure third party contact details are accurate. The same applies to witnesses

Vigilance

report suspicious activity to your insurer and Police

Evidence

gather as much possible e.g. photographic/video evidence, CCTV cameras in the area

SAVE = time and money

1

REPORT THE INCIDENT IMMEDIATELY

Collate all information by using [Ascend Broking Claims app](#)

If you are unable to do the above - phone your insurer immediately

2

Bump Cards - Use them

The cards contain the essential information needed on the spot to record the incident quickly - ensuring Third Party contact details are accurate supported by the claims app.

3

Who is to Blame?

Never admit liability at the scene but DO ensure you tell you insurers claims team exactly what happened. Many weeks can be wasted for smaller claims, with escalating costs, when stories change in light of further evidence down the line.

4

Follow your company policy on accidents

For drivers this is very important as failure to do this could lead to disciplinary action

Liability



Speed

Take details of the incident – record with the Ascend Claims App

Accurate

Take pictures, add any witnesses and your own commentary

Vigilance

Report the incident immediately to your Health & Safety Officer

Evidence

gather as much possible

SAVE = time and money

1

TAKE DETAILS OF THE INCIDENT

Collate all information by using [Ascend Broking Claims app](#)

If you are unable to do the above, take pictures and report to your H&S officer immediately

2

Provide all information as early as possible

As a minimum

- **Accident investigation**
- **Accident report form**
- **Staff or sub contractor statement**
- **Hand over certificate**
- **Pictures**
- **Witness statements**
- **Pre and Post Risk Assessment**

And where an Employers' liability incident:

- Wage details if the injured person is an employee
- CCTV footage (please ensure this is preserved)
- Claimant's full Training Records
- Post accident investigation report
- Maintenance and inspection records of any equipment involved
- Records of any similar incident or complaint for the last 12 months
- Details of any PPE provided

Your Ascend Claims Team Contacts



First Notification of Claims

claims@ascendbroking.co.uk

Alex Patten
Claims Manager
alex.patten@ascendbroking.co.uk
01245 449 069

Jenny McGhie
Claims Assistant
claims@ascendbroking.co.uk
01245 449 069

Notify us of any claim immediately
[Read our guide here](#)

Ascend Instant Claims Notification App - Adopting Proactive Technology

MANAGEMENT

- ✓ Immediate roadside driver claims reporting
- ✓ Full GPRS/picture and damage claim form
- ✓ Driver incentive programme to report immediately

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Drivers App for Immediate Notification

Less Than 5 Minute Claims Reporting to Broker & Fleet Manager

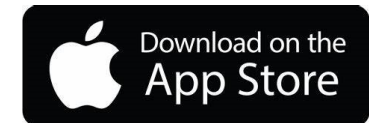
Reducing 1st Notification Delay by 20 Days

"It is good to see a local business growing by doing things the right way"

Notify Claims Instantly with Ascend Claims App

- Immediate Roadside Notification
- Digital Claim Form
- Pictures included
- GPS Positioning Proof
- Reduce Claim Notification
- Reduce Claims Cost
- Achieve Savings

Download App
Claims Made Easy



[Key documents library](#)
[click here](#)

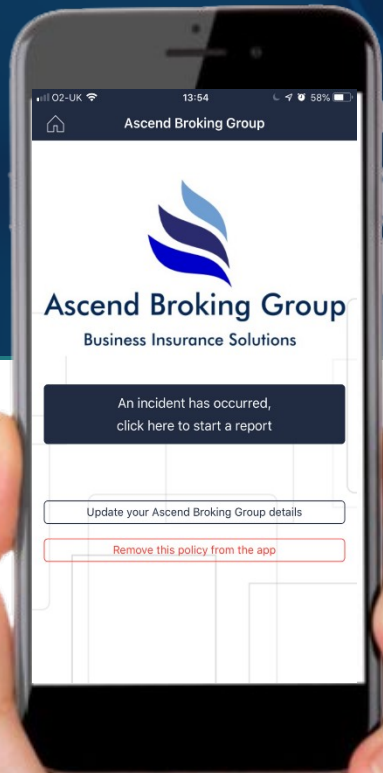
Claim Checklist



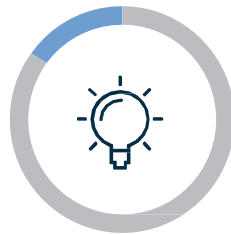
1 *Motor Fleet Claims Checklist*

2 *Liability Claims Checklist*

Ascend Instant Claims Notification App - Adopting Proactive Technology



- ✓ Immediate roadside driver claims reporting
- ✓ Full GPRS/picture and damage claim form
- ✓ Driver incentive programme to report immediately



**Drivers App for
Immediate
Notification**



**Less Than 5 Minute
Claims Reporting to
Broker & Fleet Manager**



**Reducing 1st
Notification Delay by 20
Days**

Report claims immediately from the roadside or on site

Motor Claims Management – use of integrated camera notification

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INSTANT NOTIFICATIONS

FNOL

WATCH THE VT2000 DEMO VIDEO HERE

- ✓ Speed up claims processing time
- ✓ Mitigate whiplash & personal injury claims
- ✓ Improve driver behavior & reduce frequency

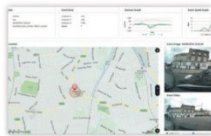
IMMEDIATE

Access to speed, G-force, images and videos when an incident occurs



POWERFUL

Cloud-based platform offering real-time vehicle & driver behaviour



INSTANT

First Notification of Loss (FNOL) alert so users can see who was at fault



KEY FEATURES



Industry-leading, integrated 3G and HD-quality vehicle camera and telematics system



High-quality super-wide viewing angle



Provides HD images before, during and after an incident



Monitor driver behaviour from anywhere using the VisionTrack cloud platform



Provides First Notification of Loss (FNOL) alerts



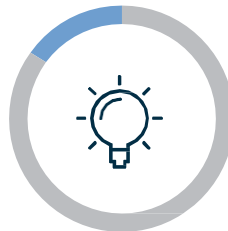
Accurate G-shock sensor measures impact force and driving style



Built-in GPS and GLONASS receiver with self-checking notifications



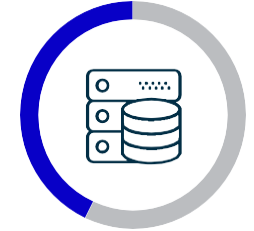
Full integration with HERE maps with accurate speed limit data



Instant Incident Notification



Insurer defence begins within 15 minutes



Up to 40% Reduction in Claims Cost

“An honest and professional answer to our questions. We were not even a client but the team at Ascend provided us with the advice we needed during a complex claim. Appointing them mid-term was an easy decision”



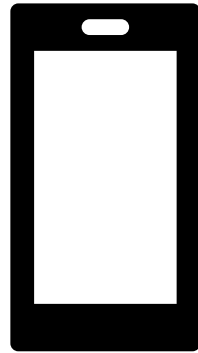
People

Your dedicated team

Contact:

[Jenny McGhie](#)

[Alex Patten](#)



Mobile

Ascend Claims App

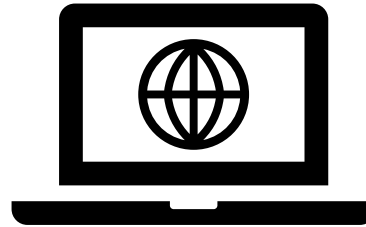
Download:



Ascend Claims App



Ascend Claims App

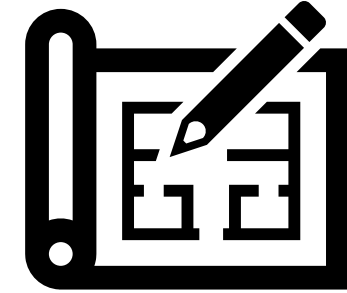


Web

Downloads/Guides

[Claims](#)

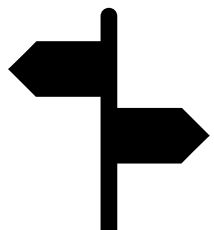
[Guides](#)



Checklist

Each Claim

Checklist



Additional Guides

Interactive claims guide

[Claims guide](#)

[Motor fleet management guide](#)

[Ascend Risk management guide](#)