

-  **Claim handling**
Liaise with your insurer and process your claim
-  **Nationwide recovery**
Recovery of your vehicle to a Mazda Approved Bodyshop²
-  **Courtesy car**
A free courtesy car for the duration of the repair¹
-  **Certified repair**
Exercise your right to a Mazda Approved Bodyshop repair
-  **Genuine parts**
Mazda Genuine Parts
-  **Repair updates**
Keep you informed of the progress throughout
-  **Collect and deliver**
Collect and deliver your repaired and valeted vehicle
-  **Maintain warranty**
Ensure your Mazda's warranty is maintained
-  **Glass service**
24/7 Mazda glass service. Have us come to you

Frequently asked questions

Will I need to report the claim to my insurer if you handle my claim?

We'll notify your insurer of the accident and confirm which Mazda Approved Bodyshop it'll be repaired at. If you don't call Mazda first, your insurer will dictate where your vehicle will be repaired and it'll be too late for you to exercise your right to choose.

Is there a cost for the service?

This is a free service. If the accident isn't your fault, we recover all costs from the other party's insurer. Similarly, there's no extra cost if the accident was your fault. If you have comprehensive insurance, your only liability is any uninsured cost, such as policy excess.

What information do you need to manage my claim?

When you call us, we fill in a claim form over the phone. If you're missing some details, we investigate on your behalf. It's very simple.

If I call Mazda first, will it increase my next insurance premium?

Definitely not. Any increase in your next premium will be no more than if the insurer's nominated bodyshop carried out the repair.

How does Mazda benefit from providing this service?

Mazda wants to help customers at a time of stress and inconvenience. We also have a duty of care to ensure that customers' vehicles are repaired to the highest standard.

I'm a Mazda used vehicle owner - can I use this service?

This service is available to all Mazda customers, regardless of the vehicle's age and to anyone that drives the vehicle providing they're insured.

Can you help for all accidents, even a small dent?

Even the smallest scrapes. For any accident, no matter how small, you should always call Mazda first.

CALL MAZDA FIRST 0800 015 0367



¹ A courtesy car is provided subject to availability when you call Mazda Accident AfterCare first and your car is repaired by a Mazda approved repairer.

² Accident recovery is provided when you use Mazda Accident AfterCare to handle your claim on your behalf. If you cancel the recovery of your vehicle you will be liable for any cancellation charges incurred, or if your insurer rejects your claim you will be liable for any recovery costs incurred.



ACCIDENT? CALL MAZDA FIRST 0800 015 0367



Mazda Accident AfterCare is free and available 24 hours a day no matter which company insures you.

ZOOM-ZOOM



If you're in
an accident
CALL MAZDA FIRST
0800 015 0367

Five reasons to call Mazda first, whoever you're insured by:

- 1 Guaranteed repairs at a Mazda Approved Bodyshop operating to our approved repair methods.
- 2 Mazda Genuine Parts. This isn't guaranteed if you call your insurer first.
- 3 We'll give you a courtesy car whilst yours is repaired.¹
- 4 We'll recover your Mazda anywhere in the UK.²
- 5 We'll handle your motor claim and liaise with your insurer on your behalf.

There's no hassle, no claims forms and no cost.

Guaranteed benefits	Features	Mazda Accident AfterCare	Top 10 UK Insurers
Mazda Genuine Parts	Repaired using Mazda Genuine Parts Always keeps your Mazda 100% Mazda	✓	✗
Mazda Approved Repair	Repaired at a Mazda Approved Bodyshop to Mazda standards Free courtesy car provided if repaired at a Mazda Approved Bodyshop ¹	✓	✗
Safety Rating Protected	Safety standards maintained by using Mazda Genuine Parts	✓	✗
Resale Value Protected	Resale value of vehicle protected by using Mazda Genuine Parts 5 year repair guarantee Manufacturer warranties fully protected	✓	✗

Research: UK motor insurance policy wordings, April 2018



Mazda Accident AfterCare has won the Feefo Trusted Service Award 2018 – an independent seal of excellence for delivering exceptional experiences, as rated by Mazda drivers who called us first after an accident.

What to do now

- 1 **Download** the free Mazda Claims App:
 - The easiest way to report your accident claim
 - Includes GPS so our recovery team know your location
 - Search "Mazda Claims"
- 2 Save the number **0800 015 0367** to your mobile as 'Mazda First'
- 3 For a free key tag or to find out more visit mazda.co.uk/accidentaftercare

