

Three simple actions you should take:

- 1 Save 0844 209 2596 as 'Jeep First' in your mobile phone



- 2 Attach the key tag to your keyring
Request a FREE key tag at www.calljeepfirst.co.uk



- 3 Detach the card and keep in your purse or wallet



Accident or Vehicle Theft?

Make sure you **Call Jeep First** even before your insurer
0844 209 2596

Frequently Asked Questions

Will I need to report the claim to my insurer if you are dealing with my claim?

No. Once you Call Jeep First we will notify your insurer of the accident and which Jeep approved repair centre your Jeep is to be repaired at.

If you don't Call Jeep First, your insurer will dictate where your vehicle will be repaired and it will be too late for you to exercise your legal right to have your Jeep repaired at a Jeep approved repair centre.

What do Jeep customers pay for this service?

This is a FREE service to all Jeep drivers – there's no catch. We simply manage the claim on your behalf.

When an accident is not your fault we recover all costs from the other party's insurer. Similarly, there is no extra cost if the accident was your fault. Assuming that you are comprehensively insured, your only cost is any uninsured cost, such as policy excess.

What information will you require from me in order to manage the claim?

When you call us you will not need to fill in a claim form as we will do this for you over the telephone. In the event that you are missing some details, we will investigate and make enquiries.

If I Call Jeep First will it increase my next insurance premium?

Definitely not if you were not at fault for the accident; the other party's insurer pays for your claim.

If the accident is your fault, any increase in your next premium should be no more than if the insurer's repair centre did the repair, as we approve all repair costs with your insurer prior to proceeding.

How will Jeep and my insurer agree on the cost of the repair?

We approve all repair costs with your insurer. The assigned Jeep approved repair centre submits an estimate of the repair cost for your insurer's approval before proceeding with the repair. Costs for completing accident repairs are standardised.

Jeep Accident AfterCare is a trading name of Retention UK Ltd, registered in England and Wales Company No. 05687158 at Batchworth House, Church Street, Rickmansworth, Herts, WD3 1JE and regulated by the Ministry of Justice in respect of regulated claims management activities. Retention UK Ltd is an appointed representative of Original Insurance Services Ltd which is regulated by the Financial Services Authority. This service may be reduced if you are not comprehensively insured or your policy has restrictions in cover.

Calls to 0844 numbers will cost no more than 5p per minute for BT customers. Call charges from other companies may vary.

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How does Jeep benefit from providing this service? It sounds good but I can't help being cynical.

By providing a branded experience to Jeep drivers at a time of stress and inconvenience, this service aims to alleviate hassle, provide peace of mind and deliver the highest level of customer satisfaction, strengthening our relationship with all our customers.

Jeep also benefits as we fit more approved Jeep parts and direct more customers' vehicles to Jeep approved accident repair centres.

I'm a Jeep used vehicle owner – am I also entitled to use this service?

This service is available to all Jeep drivers in the UK, regardless of the age of your vehicle, whether your vehicle is new or used, or has had a number of previous owners. It is also available to anyone who drives your Jeep, providing they are insured.

This service can be passed on to new owners if and when you sell your Jeep.

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

For any accident, no matter how big or small, you should always Call Jeep First. We will arrange your Jeep repairs with no hassle or inconvenience.

Isn't it just another middleman that will reduce my control over the claim process?

No. This Jeep programme gives you much greater control over your insurance claim, by allowing you to exercise your legal right to control where your vehicle is repaired and ensuring that you receive all the benefits outlined in this leaflet.

Call Jeep First
0844 209 2596

For further information visit:
www.jeep.co.uk/owners



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even before your insurer
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Accident or Vehicle Theft? Make sure you Call Jeep First

As a Jeep driver, should you ever experience a vehicle accident or theft, you are entitled to our FREE customer support programme – Jeep Accident AfterCare.

So if you need to make an insurance claim, make sure you:

Call Jeep First

0844 209 2596

Immediately after a vehicle accident or theft and **always before** you call your insurer

One call to us and we'll manage the entire claim process for you. **There's no hassle, no claims forms, no cost to you – and you're guaranteed the highest quality repair.**

Call Jeep First and we will:

- recover your vehicle and help get you home
- liaise directly with your insurer to process the claim on your behalf - while you recover your composure and peace of mind
- exercise your legal right to have your vehicle repaired at a Jeep approved repair centre
- ensure only Jeep approved parts are used in the repair
- arrange repair estimates and approval
- fill in your claims form
- arrange a free courtesy car for the duration of the repair
- keep you informed of the progress of your Jeep's repair
- collect and deliver your repaired Jeep
- provide you with a legal support service for personal injury
- maintain your Jeep warranty



Why should I Call Jeep First and not my insurer?

Most UK motor insurers focus heavily on minimising the cost of repairing vehicles. This could make a big difference to your vehicle's safety, residual value and driving pleasure.

Your insurer will typically direct you to one of their "approved" repair centres, but unfortunately these:

- are unlikely to be Jeep approved or have specific Jeep technical knowledge
- are often told by insurers to fit cheaper non-genuine Jeep parts and panels whenever possible
- might repair damaged body panels when they should replace them
- might not have the appropriate equipment to repair your Jeep back to manufacturer standards
- are less likely to repair your Jeep to its pre-accident condition
- could invalidate your manufacturer's warranty

So, one minute your Jeep is 100% Jeep, then it isn't.

This is not good news for you or your Jeep.



What can you do about it?

Simply Call Jeep First 0844 209 2596

You might think you must do what your insurer instructs you to do – well, **you don't!**

You have the legal right to insist that your vehicle is repaired at a Jeep approved repair centre.

Call Jeep First and our dedicated team will arrange this on your behalf and ensure a repair that **keeps your Jeep 100% Jeep always.**

In the event of a vehicle theft

Contact the police, then call us on 0844 209 2596 for advice on keeping you mobile. We can also help agree a valuation of your Jeep with your insurer and can discuss replacement vehicle options for you.



GUARANTEED benefits you'll receive when Jeep Accident AfterCare manages your insurance claim

GUARANTEED BENEFITS	Jeep Accident AfterCare	Direct Line	Aviva
Fit only Jeep approved parts and panels	✓	✗	✗
Use only Jeep approved repair centres	✓	✗	✗
Safeguard your Jeep's mechanical, body and anti-corrosion warranty	✓	✗	✗
A repair that maintains your Jeep's safety standards	✓	✗	✗
Free nationwide vehicle recovery to a Jeep approved repair centre	✓	✗	✗
Free courtesy car for all accidents when repaired by a Jeep approved repair centre	✓	✗	✗
Arrange a replacement vehicle if yours is written-off or stolen	✓	✗	✗
A repair that helps protect your Jeep's residual value by fitting Jeep approved parts	✓	✗	✗
Keep your Jeep 100% Jeep Always	✓	✗	✗

Other insurers who do not guarantee the above benefits include:

- Admiral
- More Than
- Swift Cover
- Privilege
- Churchill
- Hastings Direct
- Sheila's Wheels
- Saga
- Co-op
- LV
- Esure
- Tesco

and most others

Research of UK motor insurers' policy wordings as at August 2011