

Highway and ClaimWatch unveil new plaque scheme to drive up claims service standards

23 July 2008 – Vehicle repair suppliers providing the highest quality of claims service to policyholders are to be rewarded under a new initiative being launched by broker-only motor insurer Highway.

The scheme is a joint venture arising from the established partnership between Highway and ClaimWatch, the online vehicle repair tracking system for bodyshops. It will gradually be implemented across Highway's entire network of approved repairers and will award top performers with a plaque proclaiming their status as a *Highway Approved Repairer of Choice*.

The plaques, which endorse the high working standard of select repairers services, including high quality repairs, customer service and communication, will help enhance their reputations and increase public confidence. This will further provide a morale boost to suppliers that receive recognition in this way.

The first plaque was awarded to Dennis Fairweather of Fairweather Autosshine of Exeter on July 8. The repairer received the accolade for its excellent customer service, providing body repairs to a superior standard, for embracing the Highway and ClaimWatch concept and for staff professionalism in maintaining the partnership.

Peter Goodright, head of Accident Damage Operations at Highway, said:

“The kudos this new scheme will bring to repairers offers a powerful incentive to provide service to the highest standards, enabling us to secure the best claims service for our customers.

“The joint initiative from Highway and ClaimWatch builds on this relationship and the claims process improvements it has achieved to date. By publically

recognising the great service offered by our best approved repairers, this mark of excellence not only boosts the reputation of their businesses but ensures the very best claims experience is delivered to Highway policyholders.”

Steve Wheele, director of ClaimWatch added: “Highway has already achieved high standards of customer service with ClaimWatch, which puts the insurer, bodyshop, and policyholder in control of their part of the claims process by allowing all to see how work is progressing. However this initiative is the next phase which we believe will help to further secure service that exceeds customer expectations.”

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Notes to Editors:

Highway Insurance

Established more than 50 years ago as a motor insurance specialist, Highway has consistently focused its business on relationships with insurance brokers and other intermediaries. In 2003, Highway exited Lloyd's and now underwrites both standard and specialist motor insurance exclusively through Highway Insurance Company Limited.

Today, Highway is the Insurer of Choice for motor and is one of the UK's most profitable motor insurers. The company employs over 400 staff and operates from four locations in the UK. Commitment to long-term partnerships is fundamental to its success. Working closely with their 2,500 intermediaries Highway provides competitively priced, well serviced, efficiently distributed solutions.

ClaimWatch

ClaimWatch is a simple-to-use, web based vehicle repair tracking system backed up with advanced technology. Each ClaimWatch installation is fully customised for each repairer and is fully controlled by that bodyshop's staff. It works like this: as soon as a job is accepted into a bodyshop, all the details are automatically entered into ClaimWatch. Details are updated by the repairer as the vehicle moves through the repair process and can be accessed via a secure ID number by the vehicle owner. Customers are sent pre-set SMS (text) messages throughout the repair keeping them up to date with the repair, and advising them of its completion date. It is estimated that customer calls to bodyshops fall between 50% and 60% in bodyshops where Claimwatch is installed and used properly. Claimwatch has tracked more than 420,000 vehicles and the number is growing rapidly.