



Total Loss 24 hour turnaround case studies

On 5 August 2024, our policyholder’s vehicle was stationary in traffic when a vehicle hit them from behind, pushing them into another vehicle in front. Receiving damage to the front and rear of their vehicle, our policyholder called us to report the claim.

What was the outcome?

Copart instructed on the day the claim is reported by the policyholder to recover the vehicle from the roadside and take into storage. We agree a pre-accident value of the vehicle with the policyholder.

Once we had agreed a pre-accident value with the policyholder, we were able to make a faster payment to their account, giving them same day access to the money.

Although we settled the claim in 2 days, the policyholder still had 7 days’ vehicle hire from the day they reported the claim.

What made us stand out?

- Vehicle recovered within 24 hours of reporting the claim
- Quick and accurate identification of total loss
- Prompt settlement and payout to policyholder
- 7 days’ vehicle hire even though claim settled within that time

“That’s service! Thank you, AXA, and your business partners.”

AXA Commercial policyholder’s delighted response to 24-hour claim settlement

Want to know more?

Please contact your AXA representative or Claims Relationship Manager.

What did we do?

AUGUST 5	We instruct Copart, our supplier partner, to recover the vehicle and we arrange 7 days’ vehicle hire for our policyholder through Enterprise.
AUGUST 6	Copart pick the vehicle up from the roadside and take it to secure storage.
AUGUST 7	We agree the pre-accident value of the vehicle with our policyholder and make a same day faster payment to settle the claim.



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On 23 July our policyholder contacted us to report a claim after their vehicle was involved in a road traffic incident. As our policyholder had been driving the vehicle at the time, they were able to provide us with full details of the incident.

What was the outcome?

With full details of the incident provided at notification, this enabled us to send the policyholder a link to Intelligent Vehicle Inspection (IVI), a modern, self-serve process that takes less than 2 minutes to complete by uploading images of the damage.

From the images provided by the policyholder, Copart were able to assess the damage and decide if the vehicle was repairable or a total loss (sometimes called a 'write off'). This is a crucial step which helped to speed up the claims process and accurately identify a total loss.

We were able to make the policyholder a claim settlement offer within minutes of receiving Copart's report on the vehicle. The offer was accepted.

A faster payment was made, giving the policyholder same day access to the money.

What made us stand out?

- Claim settled within 24 hours of reporting
- Use of IVI self-serve process
- Quick and accurate identification of total loss
- Prompt settlement and payout to policyholder

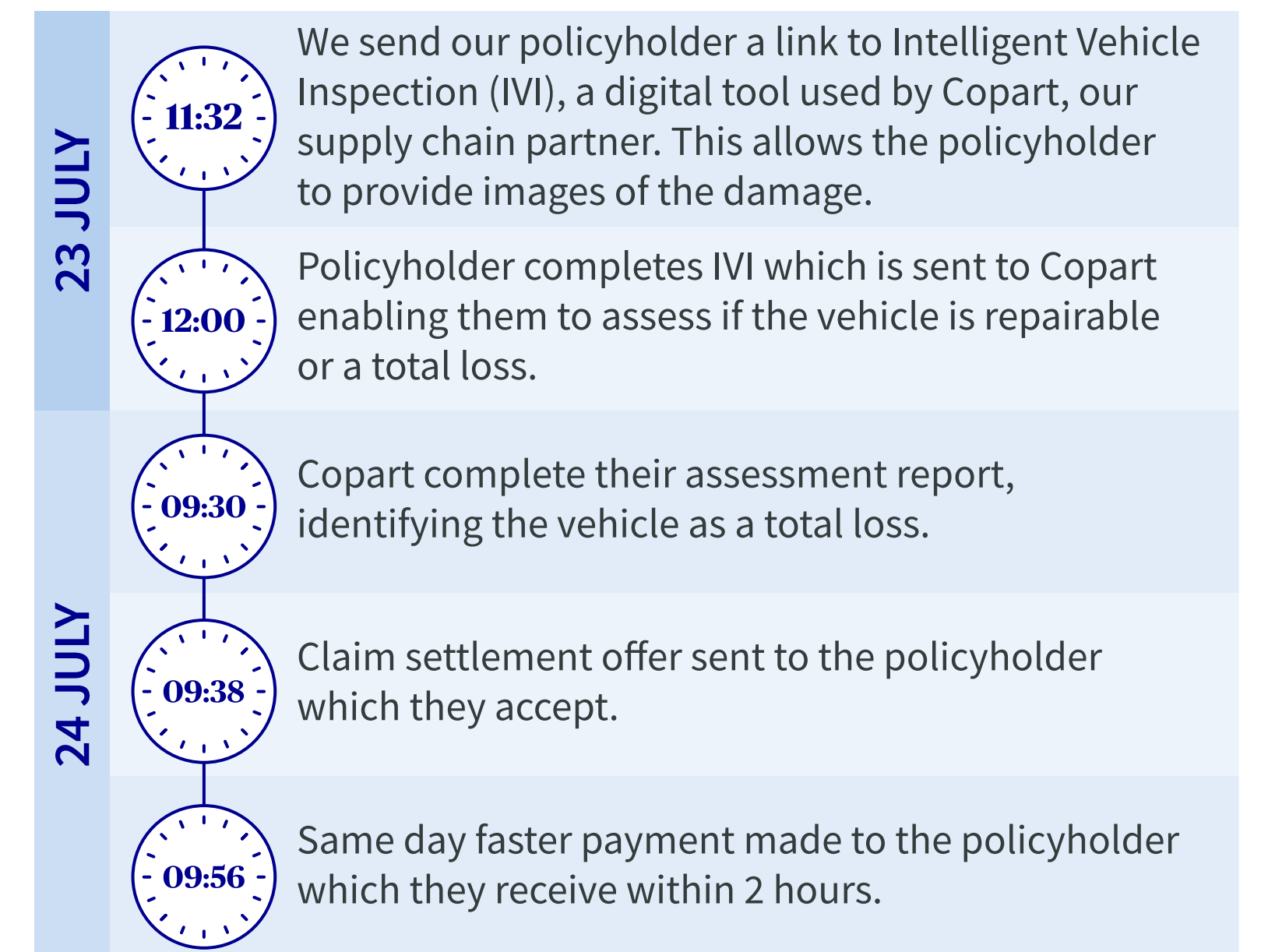
“Very helpful and very fast sorting my claim. Five-star review.”

AXA Commercial policyholder's delighted response to 24-hour claim settlement.

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What did we do?



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