

## Vehicle insurance alliance

An alliance creating a very unique motor vehicle insurance policy has been formed with Western Pacific Insurance and Crash Management Services getting together to develop a product specifically for business vehicles.

It includes a number of additional benefits that save policy holders time, stress and money when accidents happen.

Western Pacific, headed by CEO Jeff McNally, is a Kiwi success story, and one of the few remaining New Zealand owned insurance companies.

A property and casualty insurer distributed through insurance broker channels, the company has offices in Auckland, Queenstown, Melbourne and Hong Kong.

Crash Management, headed by founding director Karen Knight, is a leading New Zealand supplier of collision and repair management services including 24/7 nationwide response and emergency assistance.

Crash Management work with a range of business partners including car leasing firms, professional groups, fleets and insurance brokers.

Both companies launched in 2005 and quickly established a reputation for service delivery excellence based on specialist technical expertise in allied fields.

Crash Management will provide support services for motor vehicle damage claims including customer liaison, assessor and repair co-ordination, and data management.

Western's CEO McNally said, "The relationship will add value for brokers and cus-



■ Jeff McNally, Western Pacific Ins CEO and Karen Knight, Crash Management MD. Back row: Sarah Willis, Melanie Callaghan & Craig Smith of Western Pacific.

tomers, while streamlining processes, minimising time-off-the-road and saving time for all stakeholders.

"We believe the significant service enhancements provided by Crash Management will provide us with operational efficiencies and a sustainable point of difference in the market.

Western Pacific's commercial motor vehicle policy provides a range of extra features designed to eliminate inconvenience and unwelcome surprises for business operators including:

- Travel and accommodation costs to return the driver to their home town
- Replacement rental car in the event of theft
- Replacement of merchandise to \$5000 in the event of fire, theft or collision loss
- A total-loss guarantee that ensures vehicles less than 12 months old are replaced to their full value, regardless of

the depreciated market value at the time of the loss.

Collision incidents are immediately assisted by Crash Management Services who co-ordinate all arrangements, repairs and associated logistics within the end-to-end accident experience.

Crash Management's highly trained case managers act on behalf of the client to eliminate all the running around and time-wasting incurred with other insurers.

Central to the seamless service delivery is Crash Management's web-based job management programme.

This provides progress reporting and system access to Western Pacific and all stakeholders including clients, repairers, assessors and insurance brokers.

This leading edge technology significantly enhances communications, eliminates all lags and delays, and minimises time-off-the-road.