

FREQUENTLY ASKED QUESTIONS

Q. My Insurance company says that I must use their ‘approved repairer’ but I really want Lipscomb to repair my car. Are they correct?

A. No. Most insurers will have their own ‘approved repairers’ as they agree to reduce repair costs, some will even have a set amount that the insurer will pay for repairs to all vehicles! It is unlikely that these Insurance approved repairers will have manufacturer special tools, manufacturer training or use genuine parts to repair your car to it’s pre-accident condition. This will affect mechanical, corrosion and paint warranties and ultimately reduce the value of your vehicle. Incorrect repair methods may also reduce the performance of the car were it to be involved in another accident! At Lipscomb, we are able to deal with all insurance companies and will ensure your vehicle is repaired to the correct standards and guaranteed for a minimum of 3 years.

Q. What does membership of Lipscomb Accident Assistance cost?

A. Absolutely Nothing. Membership of LAA is free of charge and can be used by you or your friends and family. LAA will offer as little or as much assistance to you in the event of an accident as you require. Our team of specialists will assist with advice as to how best to deal with your claim with your own insurer, organise emergency roadside assistance at the scene of an accident **or even** provide a full accident claim service direct with a third party insurer if the accident is not your fault.

Q. So I should always ring Lipscomb Accident Assistance FIRST if my vehicle is damaged?

A. Yes, that is the best course of action. After all, if you have a toothache we speak to our dentist, the person best placed to deal with the pain. LAA will “take the strain out of your insurance claim” and most importantly give you full legal assistance throughout the claim process.

Q. My insurance policy entitles me to a ‘courtesy car’ if I use my insurance companies ‘approved repair’, will I lose this option if I use Lipscomb to repair my car?

A. No, if you are making a claim on your own insurance policy, Lipscomb will give you this same ‘courtesy car’ cover as your insurance policy allows. A large percentage of insurer’s have removed this cover to reduce premiums, but Lipscomb will offer the same cover and in the event of a non-fault accident, LAA will even provide you with a replacement vehicle similar to your own for the duration of repairs.

**In the event of an accident, for the best advice for YOU ring
Lipscomb Accident Assistance FIRST**