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91% of EV drivers expect their insurer to provide an electric replacement vehicle
Europcar insight reveals insurers could be falling short of EV customer expectations

The UK car insurance sector is moving quickly to adapt to the growing electric car parc. However, a new survey of electric drivers commissioned by Europcar Mobility Group UK has revealed that insurance providers are not yet meeting their expectations for replacement vehicles.

The survey of more than 200 electric vehicle drivers found that 91% would expect their insurer to provide a like-for-like replacement if their own vehicle needed repairs after an accident. More men (95%) expected a true like-for-like replacement than women (88%).

“Insurance providers strive to provide like-for-like replacement vehicles when vehicles are being repaired after a collision, for the best possible customer experience,” commented James Roberts, Head of Insurance Sales, Europcar Mobility Group UK. “They therefore need confidence in a supply chain that can meet this demand. However, many organisations haven’t yet electrified their network to provide this certainty.”

To help insurers meet the expectations of electric motorists, Europcar has invested in a wide range of electric models and works closely with its insurance partners to deliver the right vehicle every time. The latest vehicles added to the Europcar electric fleet include three models in the Mercedes-EQ range, the Tesla Model 3, ORA Funky Cat and MG4.

Insurers selecting Europcar as their EV replacement partner also have the confidence that the company’s network is increasingly becoming electrified. More than 200 charging points are already installed at half of Europcar rental locations across the UK and the Delivery & Collection service means vehicles are taken, fully charged, to the customer for important efficiency benefits. Plus, each driver benefits from a comprehensive vehicle handover and charging instructions support, with a growing team of specialist Certified Electric Vehicle experts on hand at many locations.

James Roberts continued, “At Europcar we are committed to helping our partner insurance providers, repair networks and other key players deliver continued customer satisfaction and retention for their EV driver customers. Our ambition is to get insurers to a place where every one of their policyholders has the option to choose an electric replacement vehicle whether their own damaged vehicle is electric, hybrid, petrol or diesel. This could be the try-before-

you-buy real-world test drive that is needed to encourage hesitant drivers to make the switch to electric as soon as possible.”

The continued addition of new electric models to the Europcar UK fleet underpins its ‘One Sustainable Fleet’ programme which aims to have at least 20% of its vehicles emitting less than 50g CO2 / km by the end of 2024.



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Contacts

Press Relations

Wendy Harrison/Cecile Stearn: europcarmobilitygroupUK_PR@harrisonsadler.com
020 8977 9132

Notes to Editors

About Europcar Mobility Group

Europcar Mobility Group is a global mobility services provider with a leading position in Europe. In the coming years, the Group's ambition is to become a leader in sustainable mobility services, driven by data, technology and people.

Europcar Mobility Group offers to individuals and businesses a wide range of car and van rental services, be it for a few hours, a few days, a week, a month or more, on-demand or on subscription, relying on a fleet of more than 250.000 vehicles, equipped with the latest engines including more and more electric vehicles.

Its brands address differentiated needs, use cases and expectations: Europcar® - a global leader of car rental and light commercial vehicle rental, Goldcar® - a frontrunner at providing low-cost car rental services in Europe, Fox-Rent-A-Car®, one of the main players in the car rental market in the US, with

a "value for money" positioning, Buchbinder®, one of the most important players in car and light commercial vehicle rental in Germany, and Ubeeqo® – one of the European leaders of car-sharing (BtoB, BtoC).

Customers' satisfaction is at the heart of the Group's ambition and that of its more than 8,000 employees, everywhere Europcar Mobility Group delivers its mobility solutions, thanks to a strong network in 140 countries (including 16 wholly owned subsidiaries completed by franchisees and alliance partners).

More information: www.europcar-mobility-group.com