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AA INSURANCE SERVICES EXTENDS VEHICLE REPLACEMENT PARTNERSHIP WITH EUROPCAR

Policyholders and members continue to benefit from convenient direct vehicle replacement

Following four successful years working together, AA Insurance Services has renewed and extended its partnership with Europcar Mobility Group UK for a further five years. Europcar provides direct hire vehicle replacement for AA Insurance policyholders and AA members while their vehicles are being repaired.

Driving the contract renewal by AA Insurance Services has been the high levels of customer service delivered by Europcar, including its innovative Delivery & Collection service which enables policyholders to have an easy and convenient vehicle handover. This has been an important 'added value' for AA to offer to its policyholders and members.

Tim Rankin, Managing Director of AA Accident Assist commented: "In Europcar we have selected a high quality, trusted, mobility provider to support AA Insurance and Accident Assist. The AA has ambitious plans for the future - we're confident that Europcar will continue deliver service excellence to our customers and members."

Europcar has built a solution for insurance providers that ensures policyholders receive a streamlined replacement vehicle experience. The Europcar car and van fleet in excess of 40,000 vehicles means the majority of policyholders will be offered a like-for-like replacement. And as the company continues to build its plug-in hybrid and fully electric fleet, AA Insurance Services will be able to offer the growing number of EV drivers a solution that matches their own sustainability expectations.

With a dedicated insurance support team at its Leicester HQ, Europcar offers a best-in-class end-to-end solution for all insurance mobility claim types. This is supported by a seamless digital customer journey and fleet management platform, reflecting the company's commitment to ongoing innovation for the insurance marketplace.

James Roberts, Head of Insurance Sales at Europcar Mobility Group UK added: “Over the past four years we have worked closely with AA Insurance Services to build a tailored proposition to ensure their customers receive the best replacement vehicle service possible. In the current market, insurance providers need to know they have fast access to a wide range of quality vehicles to provide customers with like-for-like replacements when their vehicle is undergoing repair and our sustained investment in a young and varied fleet goes to the heart of that requirement.

“Our goal is to give AA Insurance a strong operational solution as well as a streamlined claims experience for its customers. We are delighted to be continuing the relationship with this significant player in the insurance market and look forward to working together to build more bespoke options for AA Insurance policyholders and AA members in the future.”



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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