

Repair Services

Repair services are an important element of the claims assistance package that Albany Assistance are able to offer your customers. Over a number of years Albany Assistance have built a robust vehicle repair infrastructure enabling us to offer the customers of our business partners credit repair services.

Albany Assistance has a network of over 160 quality approved repairers that cover the United Kingdom, including Northern Ireland. Each repairer is contracted to a substantial service level agreement and is regularly reviewed and monitored by an independent firm of engineers. This ensures they are providing the best possible service to our business partners and their customers.

In the event of your customer not being at fault in their accident and there being an identifiable third party, Albany Assistance may offer your customer our credit repair services which will enable them to use one of our approved repairers. The repair costs will then be recovered from the responsible third party or their insurance company.

Albany's credit repair scheme can be used by both comprehensive and third party policyholders. The quality of all repair work carried out is guaranteed for 5 years. All credit repair customers will be offered a credit protection insurance policy to protect against any unrecovered repair charges at the conclusion of their claim or at the end of their credit term.

Albany's repair network covers a number of different repair specialisms, encompassing; private car, light commercial vehicle, motorcycles and taxis. In addition, the network also has substantial prestige vehicle repair capabilities covering a wide range of marques from Aston Martin to Mercedes and BMW.

Our network can be extended to facilitate any specific requirements your customers may have.