



If you require more information:  
**Please Contact 0191 523 3353**

## Replacement Vehicle Services Credit Hire Services

Access to a fleet of over 10,000 vehicles including private car, commercial vehicles, motorcycles and prestige vehicles, coupled with over 25 years industry experience has led to Albany Assistance becoming a leading provider of credit hire services in the market place.

For customers whose vehicles are either damaged or written off in an accident where they were not at fault, Albany Assistance will offer a replacement like for like vehicle under a credit agreement. The charges for this are recovered from the at fault party's insurance company. All credit hire customers will be offered a credit protection insurance policy to protect against any unrecovered hire charges at the conclusion of their claim or at the end of their credit term.

Albany Assistance understands the importance of being available and accessible to your customers at any time of the day or night. The 24/7/365 service for customers and business partners is operated on site with a dedicated team of staff trained to deal with your customers needs.

Vehicles can be delivered to any registered UK address at a time and location agreed with the customer. Vehicles will be delivered with fuel, ready for immediate use from one of the 25 regional branches throughout the UK.

Up to the minute technology ensures the moment the hire is placed at Albany, that the appropriate branch is notified and provided with all relevant customer information using a secure data transfer process to ensure timely delivery.

The average age of vehicles within the fleet is just 12 months; your customers will be delighted with the vehicle provided whether it be a Vauxhall Corsa or an Aston Martin DB9. All vehicles will be a high specification to exceed your customers' expectations. Specially modified vehicles are also available within the fleet to meet the needs of disabled drivers.

Albany's capabilities also extend to both public and private hire vehicle replacement taking into consideration the plating requirements of all relevant authorities across the UK.

Albany Assistance recognises the potential for frictional costs for all parties and welcome discussion with insurers to work towards alleviating or minimising these transactional costs.

Albany Assistance follow the protocols of the ABI GTA, working to industry agreed credit hire rates and processes, thus allowing swifter resolution and settlement of credit hire cases.