

## CASE STUDIES:

### FLEET MANAGEMENT:

Tristar Worldwide Chauffeur Services: For the last 4 years The Legal Consultancy have been acting under a delegated authority from “Tristar” to handle all their fault and non-fault insurance claims.

Tristar are insured with an excess per claim of £50 000 and run a fleet of around 500 Public Carriage Licensed vehicles. They are one of the premier executive chauffeur companies in the UK and are **the** Chauffeur company of choice of many large blue chips and Virgin Atlantic and Emirates.

They were finding that first their insurer and then another claims handling service, were slow to recover their outlay but more importantly leaking money on claims against them due to a complete lack of effective third party intervention.

They asked us to take over their fleet’s accidents with immediate effect. We handle all their non-fault work supplying them with replacement vehicles that are suitable for their work if they are needed and handle the recovery of all their repair costs. They are happy that we are doing this in a significantly more efficient timescale than the previous claims handling agents they had used.

However the most significant difference that Tristar have experienced is in third party claims. We save them £1800 per claim against their insurers and £1200 per claim against the previous claims handlers. With Tristar’s claims level at about 300 per annum that gives them a huge saving. We believe this is due to our attention to detail, in depth industry knowledge, comparative small size, but most importantly that we are on call for our clients all the time. Third party claims are not given the chance to become extensive credit hire or personal injury claims, with hire and solicitors costs being more expensive than the personal injury or repair aspects of any claim.

We have a pretty simple ethos when handling the third party claims for Tristar. We speak to the third party as soon as we have their details, we find out the extent of their vehicle damage, their requirements for a replacement vehicle and to see if they require any treatment for personal injury. We repeat these offerings in a letter.

The third party then has a choice of either using our exemplary service (please see testimony of Mark Redman) getting them back in their own car and treated by a local physiotherapist within weeks or going to a credit hire company or No Win No Fee solicitor and having us argue that they haven’t mitigated their loss due to the length of hire or lack of treatment, an argument that is providing us with more and more savings for our client.

Further Information on Fleet Management is available at :  
<http://www.thelegalconsultancy.co.uk/fleet-management/>