



ACCIDENT?  
CALL MAZDA FIRST  
0800 015 0367

Mazda Accident AfterCare is free and available 24 hours  
a day no matter which company insures you.



IF YOU'RE IN AN ACCIDENT  
CALL MAZDA FIRST  
0800 015 0367



## FIVE REASONS TO CALL MAZDA FIRST, WHOEVER YOU'RE INSURED BY

1. Guaranteed repairs at a Mazda Approved Bodyshop operating to our approved repair methods.
2. Mazda Genuine Parts. This isn't guaranteed if you call your insurer first.
3. We'll give you a courtesy car whilst your car is repaired.<sup>1</sup>
4. We'll recover your Mazda anywhere in the UK.<sup>2</sup>
5. We'll handle your motor claim and liaise with your insurer on your behalf.<sup>3</sup>

**There's no hassle, no claims forms and no cost.**

Mazda Accident AfterCare has won the Feefo Trusted Service Award — an independent seal of excellence for delivering exceptional experiences, as rated by Mazda drivers who called us first after an accident.











## GUARANTEED BENEFITS & FEATURES

MAZDA  
ACCIDENT  
AFTERCARE

TOP UK  
INSURERS

<p><b>Mazda Genuine Parts</b> Repaired using Mazda Genuine Parts Always keeps your Mazda 100% Mazda</p>		
<p><b>Mazda Approved Repair</b> Repaired at a Mazda Approved Bodyshop to Mazda standards</p>		
<p><b>Safety Rating Protected</b> Safety standards maintained by using Mazda Genuine Parts</p>		
<p><b>Resale Value Protected</b> Resale value of vehicle protected by using Mazda Genuine Parts 5 year repair guarantee Manufacturer warranties fully protected</p>		

Research: UK motor insurance policy wordings, August 2020. For updates see [mazdacarinsurance.co.uk](http://mazdacarinsurance.co.uk)

## WHAT TO DO NOW

1. Save the number **0800 015 0367** to your mobile as 'Mazda First'
2. For a free key tag or to find out more visit [callmazdafirst.co.uk](http://callmazdafirst.co.uk)
3. Remember to Call Mazda First, before you call your insurer



**CLAIM HANDLING**  
Liaise with your insurer and process your claim<sup>3</sup>



**NATIONWIDE RECOVERY**  
Recovery of your vehicle to a Mazda Approved Bodyshop<sup>2</sup>



**COURTESY CAR**  
A free courtesy car for the duration of the accident repair<sup>1</sup>



**CERTIFIED REPAIR**  
Exercise your right to a Mazda Approved Bodyshop repair



**GENUINE PARTS**  
Mazda Genuine Parts



**REPAIR UPDATES**  
Keep you informed of the progress throughout



**COLLECT & DELIVER**  
Collect and deliver your repaired and valeted vehicle



**MAINTAIN WARRANTY**  
Ensure your Mazda's warranty is maintained



**GLASS SERVICE**  
24/7 Mazda glass service. Have us come to you

## FREQUENTLY ASKED QUESTIONS

### Will I need to report the claim to my insurer if you handle my claim?

We'll notify your insurer of the accident and confirm which Mazda Approved Bodyshop it'll be repaired at. If you don't Call Mazda First, your insurer will dictate where your vehicle will be repaired and it'll be too late for you to exercise your right to choose.

### Is there a cost for the service?

This is a free service. If the accident isn't your fault, we recover all costs from the other party's insurer. Similarly, there's no extra cost if the accident was your fault. If you have comprehensive insurance, your only liability is any uninsured cost, such as policy excess.

### What information do you need to manage my claim?

When you call us, we fill in a claim form over the phone. If you're missing some details, we investigate on your behalf. It's very simple.

### If I Call Mazda First, will it increase my next insurance premium?

Definitely not. Any increase in your next premium will be no more than if the insurer's nominated bodyshop carried out the repair.

### How does Mazda benefit from providing this service?

Mazda wants to help customers at a time of stress and inconvenience. We also have a duty of care to ensure that customers' vehicles are repaired to the highest standard.

### I'm a Mazda used vehicle owner – can I use this service?

This service is available to all Mazda customers, regardless of the vehicle's age and to anyone that drives the vehicle providing they're insured.

### Can you help for all accidents, even a small dent?

Even the smallest scrapes. For any accident, no matter how small, you should always Call Mazda First.

# CALL MAZDA FIRST 0800 015 0367

Mazda Accident AfterCare is available in the UK when you Call Mazda First on 0800 015 0367 following a vehicle accident (before you call your insurer), and providing that we handle your claim on your behalf with your insurer and manage your repair through a Mazda approved repairer. The service is not available for Motability vehicles or misfuelling claims. Conditions and exclusions apply - see [callmazdafirst.co.uk](http://callmazdafirst.co.uk).

<sup>1</sup> A courtesy car is provided subject to availability for accident repairs (excluding standalone glass repairs/replacements) carried out by a Mazda Approved Repairer.

<sup>2</sup> Accident recovery is provided for unroadworthy vehicles only. If you cancel the recovery of your vehicle, any cancellation charges incurred will be at your cost. If your insurer rejects your claim, any recovery costs incurred will be at your cost.

<sup>3</sup> In some instances where your insurer may not let us report the claim to them on your behalf, we will ask you to report to them advising that you are using our Mazda Accident AfterCare service with a Mazda Approved Repairer.