

# Kindertons Newsletter

The inside information from Kindertons

Winter 2008

Welcome to the winter edition of the Kindertons Vehicle Repairer newsletter. An up to date publication on the goings on and happenings at Kindertons, from the previous month and also looking forward.

If you have any queries or questions on any of the items covered in this months newsletter please do not hesitate to drop me an email at: [mathew.scott@kindertons.co.uk](mailto:mathew.scott@kindertons.co.uk)



## A Reliable Credit Hire Organisation

In recent weeks, Insurance companies claiming that premiums are increasing on average 20 per year due to Accident Management Companies and Credit Hire Operators. This is because of increased daily hire rates charged by non-ABI subscribing Accident Management Companies.

Kindertons are subscribers to the ABI (Association of British Insurers) and also NACHO (National Association Credit Hire Operators). These two companies ensure that subscribers adhere to the rates agreed to make payment between both insurers and CHO's as streamlined as possible.

Therefore, Kindertons are charging the correct rates agreed by both the Insurers and the ABI. The bills received by the 'At fault' insurers are almost pre-agreed, ensuring that the claims do not go to court and push the prices of insurance premiums up.

[www.kindertons.co.uk/broker](http://www.kindertons.co.uk/broker)

## Kindertons Scoop Prestigious Award

The famous 'ABP Night of Knights' award ceremony for 2008 was held at the Hinckley Island Hotel earlier in the month. Represented on the night were many vehicle repairers, Credit Hire Companies, Engineers, paint companies, distributors and key members of the ABP (Auto Body Professionals club), who this year voted for the awards.

Kindertons scooped the award for Credit Hire Organisation of the Year, which is a great achievement especially as industry professionals and all ABP Members vote for the award, Mathew Scott, Marketing Executive for Kindertons added "This is a fantastic achievement, a great reward for hard work and this means more as the award was voted for by industry professionals and ABP members".



Janine Wain accepts award on Kindertons Behalf.



## Thats a Wrap!

Yet again the Kindertons staff have had another successful photo shoot for the yearly calendar. The theme for 2009 being 'music' with members of staff posing as such artists as Britney Spears, Kiss, ABBA, Girls Aloud and not to mention a very well respected member of staff appearing as Adam Ant.

A massive amount of credit must go to the Creative Team, Neil Barlow and Mike Scott, as this year's calendar really is brilliant and the team are sure people will be heavily anticipating a printed copy in the next month or so.

After a day of hard work with a hectic photo shoot thrown in, Shaun Ellison thanked the staff by having a 'Wrap Party' after work at the office, however he did insist costumes from the shoot were to be worn throughout the evening, some were more happy with this than others.



If you would like to see a copy of the staff in their various guises please email a request or call our sales office on:

01270 507 988

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Kindertons have made a few changes.

## Improving our services to you



As part of our on going service to you have we listened to our clients and asked them what they want, we have therefore had an efficient re shuffle in the way the claims handling teams are set up. Each team now specialises in dealing with claims from certain sectors, for example Team Papa, managed by David Ellison now specialise in Bodyshop and Repairer claims.

David went on to mention "the benefits of the vehicle repairer team are endless, with the handlers specially trained in dealing with these claims and the handlers understanding how important the handling of an accident claim can be to the work provider, we really are embracing the change and getting some great feedback from all parties".

The team have been specially trained to deal with claims for vehicle repairers and have extensive knowledge on the claims procedures now in place. Along with David Ellison on Team Papa are Lucy Lear, Gemma Harris, Kyle Nixon, Sandra Roberts, Helen Pugh, Sophie Desmond, Sian Owen and Cerys Bailey.

Direct dial for Team Papa is 01270 508 703.

Email addresses for staff are [firstname.lastname@kindertons.co.uk](mailto:firstname.lastname@kindertons.co.uk)

Thank you for reading this edition of the newsletter, Kindertons do hope you had an interest in the items and If you have any queries, questions or enquiries regarding the newsletter or any services we can offer you please do not hesitate to email or call our Sales Team on 01270 507 988

We are always looking to improve or create new working relationships and offer the best possible service we can. For more information on the bespoke packages Kindertons provide please do visit our website.

( [www.kindertons.co.uk/bodyshop](http://www.kindertons.co.uk/bodyshop))

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