

# Lumley launches national recommended repairer network

Lumley has recently launched a National Approved Quality Motor Repairer Network as part of its strategic focus on delivering high quality claims service and providing the best customer experience possible.

The repairer network, which is a key deliverable in Lumley's service delivery programme, is applicable for all Private Motor Vehicle (PMV) and Light Commercial Motor claims around the country. It offers customers the opportunity to utilise the expertise and skills of a select group of expert motor repairers who have been chosen for their up-to-date technical expertise and specialised equipment to carry out customer repairs.

In establishing the network Lumley have focused on making sure they select the best repairers with the best service, experience and equipment, and are also committed to ensuring the standards remain high and consistent over time.

"We've visited every single one of the repairers that we recommend on the network throughout New Zealand. We applied a tailored selection criteria in each case, making sure that the specific needs and expectations of customers in a particular region of the country will be addressed", says Paul Coggan, Claims Settlement Manager – Motor. And as a result the Lumley National Approved Quality Motor Repairer Network is about more than just evaluating and selecting repairers. "This network is all about creating partnerships. We're looking to develop and grow relationships with repairers on the network to ensure that Lumley customers receive the best possible customer experience. We understand that this kind of partnership needs to be on terms that are acceptable to all parties, and we will be working closely with repairers to facilitate this. This network is something we are proud to



have the Lumley name associated with, and we have made a long-term commitment to the maintenance and management of this service", says Greg Main, General Manager – Lumley Business Solutions.

"We are confident of the superior service our repairer network will provide to customers, and give our assurance that should there be any issues with repairs or service we will proactively assist in resolving these. Lumley will stand by the repairs carried out by the Approved Quality Motor Repairer Network, and for as long as the vehicle remains insured with us, we will guarantee the repairs carried out."

The launch of the Lumley National Approved Quality Motor Repairer Network means that, as a Broker, you can recommend a repairer in

the network to your clients with confidence.

To make this as easy as possible for you, Lumley has added the 'Find a Repairer' function to its website. This new search function allows you to quickly and easily find local repairers via drop down menus by region and town. Check it out at [www.lumley.co.nz/broker](http://www.lumley.co.nz/broker)

The new Lumley Approved Quality Motor Repairer Network has been developed to provide you with the assurance that your clients will receive the best service and repairs possible, together with a positive service experience for your customers.

For more information visit [www.lumley.co.nz/broker](http://www.lumley.co.nz/broker)



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