

Alps Claims Handling

Services Provided Through Alps Legal Protection

Your policyholders deserve the highest level of service throughout every touchpoint they have during your customer journey, and the management of their motor claims is no exception.

Including:

- 24/7/365 Claims Reporting
- Out of Hours - Accident Recovery & Storage
- Fault and Non-Fault Claims Management
- First Notification Of Loss
- Uninsured Loss Recovery
- Replacement Vehicle Services
- Repair Services
- Liability Disputes
- Personal Injury & Litigation Claims Management
- Online broker claims portal
- Online client claims portal

Additional enhancements:

- Individual Fleet MI Packs
- Escrow Account
- Settlement of VAT and Excess
- Separate claims propositions depending on client needs
- Fleet Management

All claims are managed in-house

- Over 90% of calls are answered **within 20 seconds**
- Urgent tasks (call backs, payments and court documents) actioned **by close of play**
- New claims are input & 1st telephone communication with client - **1 hour**
- We report claims involving third parties to client's insurer - **2 hours**

Excellent  62 reviews on  Trustpilot

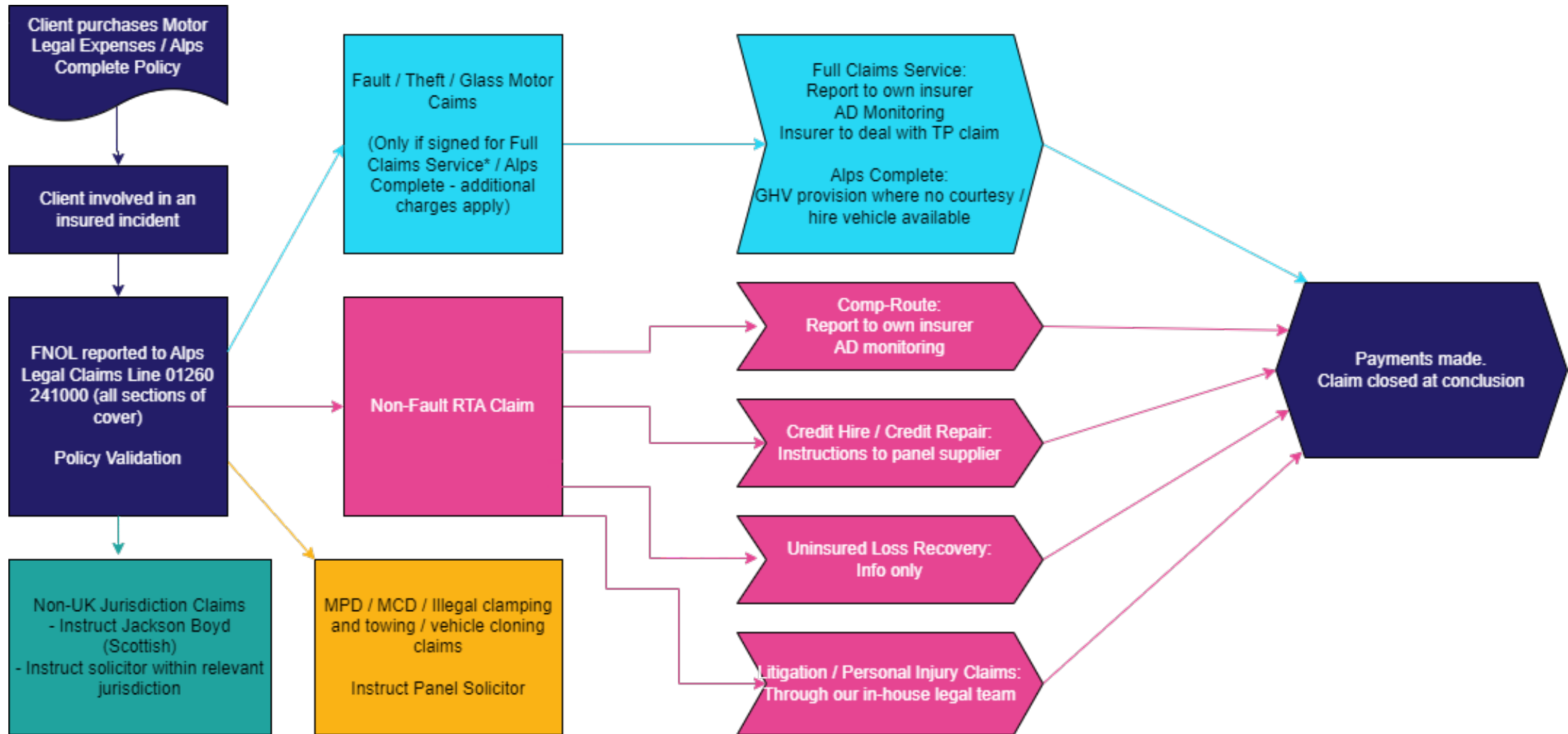


Best Claims Service



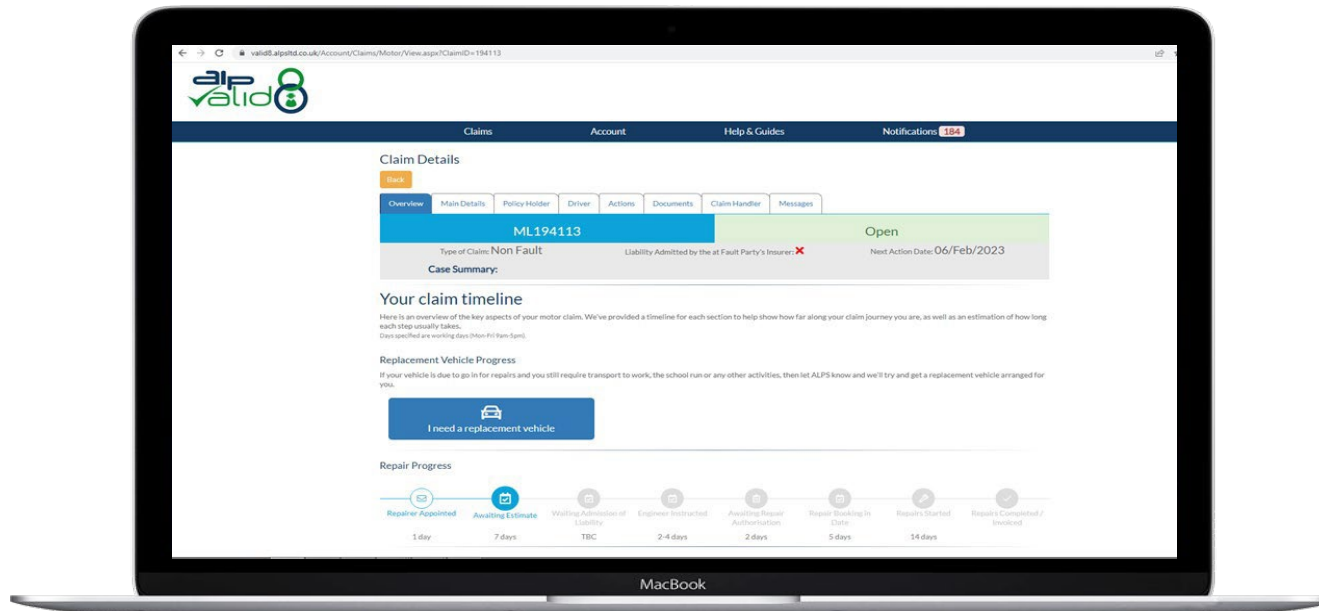
Best Use of Technology

The MLEI / Alps Complete Claims Journey



Your client's peace of mind

Your clients all have access to our client portal, Valid8 – they can submit and track a claim from start to finish, with complete transparency. Our client portal is also white-labelled, so that your brand is the focal point throughout their experience.



Visit Valid8

Meet your Claims Team

Your Claims Contacts



“I began my career at ALPS in the motor claims department whilst also completing my legal studies. In 2010 I qualified as a solicitor and in 2014 I helped to launch ALPS legal practice, becoming one of the first ABS’s and youngers managers to be authorised by the SRA. I am primarily responsible for overseeing our motor claims service from FNOL to litigation but I also have good knowledge and experience of our wider group products and services.”

Michelle O’Reilly

Operations Director

Michelle.oreilly@alpslegal.co.uk



“As Legal Claims Manager, I use my expertise in road traffic litigation to help lead ALPS’ legal claims service. I have worked in law firms dealing with road traffic litigation since 2009. When I joined ALPS as a fee earner in 2015 I was dealing mainly with injury claims. The litigation we deal with has evolved over recent years due to layers of industry reforms. I now deal with the likes of Personal Injury, commercial cases and more.”

Nick Copley

Legal Claims Manager

Nick.copley@alpslegal.co.uk

Your Claims Contacts



“With nearly two decades of dedicated service, I bring a wealth of experience and a unique journey to my career at ALPS. Having transitioned from a background as a skilled butcher, I have evolved through various roles within the company, showcasing adaptability and commitment. My diverse roles at ALPS have included serving as a claims handler, managing the in-house hire fleet and building an in-house repair network, a responsibility that, although no longer active, contributed significantly to my skill set. Presently, I hold the position of Claims Team Manager, where I lead a dynamic team overseeing existing claims.”

Simon Buxton

Claims Manager

Simon.buxton@alpslegal.co.uk



“I first joined ALPS in 2015 as a claims handler. After a brief period at another firm, I returned to ALPS in 2022 and was promoted to New Claims Manager in 2023. In my role, I oversee the initial steps of all road traffic claims that come into the business and manage the induction process for new starters. I take pride in ensuring that new team members feel welcomed and supported from day one.”

Beckii Vigrass

Claims Start Manager

Beckii.vigrass@alpslegal.co.uk

Your Claims Team



Hayley Goddard
Claims Handler



Matt Daish
Claims Handler



Sophie Hulse
Claims Handler



Rebecca Rosemin
Claims Handler



Elle Jadczyk
Claims Handler



Chloe Harding
Claims Handler



Macy Smith
Claims Handler



Cally Jepson
Claims Handler

Your Legal Claims Team



Lucy Knight
Senior Litigation executive



Jonathan Copley
Litigation executive







Kara Newton
Litigation executive

At peak times, all our team members are trained to assist with tasks and calls throughout the larger claims department.

Alps Claims Products

Peace of mind if you're involved in a road traffic accident when you weren't at fault

Your car insurance policy should cover claims for damage to your vehicle in a road traffic accident, but you might need to take legal action if you face other costs. Motor Legal Expenses Insurance provides cover up to £100,000 for advisers' costs in relation to:

-  Uninsured loss recovery (e.g., loss of earnings, policy excess, vehicle hire)
-  Personal Injury claims for both drivers and passengers
-  Legal protection for your own defence against motoring prosecutions
-  Contractual disputes relating to the sale or purchase of a motor vehicle

You will have access to an online portal to view your claim status, communicate with your handler, swiftly upload files and more.

Claims are managed by a real person at the end of the phone, every time.



A total peace of mind motoring solution

Alps Complete brings together our comprehensive Motor Legal Expenses policy and provision of a replacement vehicle in the event of a fault accident, theft, fire or total loss scenario for up to 14 days:

- If the insured vehicle is damaged and rendered unroadworthy by an insured incident, a hire vehicle is provided
- A choice of either a small hatchback (S1) or short wheel-based van (PV2) policy
- Provision of a replacement vehicle for up to 14 days with an option to extend this period at reduced rates where required
- Cover for two claims throughout the policy period up to a maximum aggregate total of 14 days

Additional Options Available

Options available to upgrade the category of vehicle provided at preferential rates



Why Choose Alps?



Our Experience

25 years of legal, claims and insurance product experience



Our Technology

Internally developed platforms that are **constantly evolving** to provide control, ease of use, flexibility and process efficiencies



Our Capability

Our own **award-winning** teams, loved by our brokers and their policy holders



Our Support

Dedicated marketing, sales, compliance and **product development support**



Our Promise

Easy to deal with. **No minimum volumes**. No exclusivity or Tie-ins



TrustScore 4.6 | 62 reviews

[Find Out Why People Love Us](#)



Motor



Commercial



Let Property



Personal

We look forward to our continued partnership