



**WE HOPE YOU'LL NEVER NEED THIS
BUT IF YOU DO WE'RE HERE TO HELP**

**COOPER DURHAM
ACCIDENT AFTERCARE**

**MINI Approved
Bodyshop**

COOPER DURHAM

ACCIDENT AFTERCARE

**We never forget the trust you placed in us when you bought your MINI, so our Accident Aftercare service is our gift to you...
Total protection 24/7, 365 days a year!**

Accident Aftercare provides you with:

- A 'stand-in' MINI whilst yours is being repaired
- Assurance that your MINI will be taken to a MINI Approved Bodyshop
- Support when dealing with insurers
- Access to expert advice for any uninsured losses etc
- 24/7 support, every day of the year

Your MINI is in safe hands

By calling our Accident Aftercare number we'll make sure your MINI goes to a MINI Approved Bodyshop guaranteeing it receives the care it deserves to return it to its former glory.

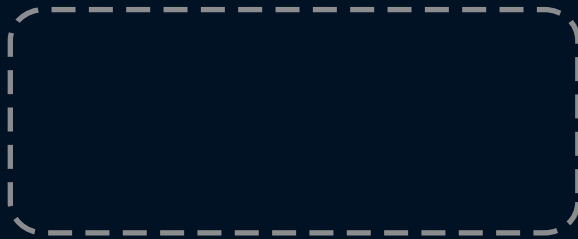
Our trained technicians understand the uniqueness of your MINI and only use Genuine MINI parts and approved techniques, keeping it 100% MINI.

So you can relax knowing your MINI will be returned to you in tip-top condition, ready for you to hit the road again! No one looks after a MINI like MINI, so why leave anything to chance?

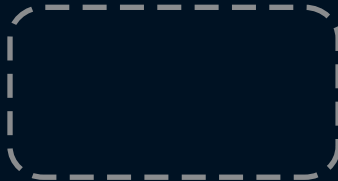
**TO ARRANGE YOUR STAND-IN MINI FOLLOWING
AN ACCIDENT CALL 0845 121 8974**



For your wallet or purse



For your windscreen



For your key ring

For your peace of mind

TERMS AND CONDITIONS

IF YOU WERE NOT AT FAULT FOR THE ACCIDENT

If we consider you were not at fault for the accident and there is an identifiable insured third party, give us a call and we will:

- Recover your damaged vehicle to a MINI Approved Bodyshop if it is not legally driveable;
- Oversee the management of the repairs;
- Arrange the only estimate you need to proceed with the repairs;
- Depending on your own vehicle, provide a replacement vehicle on a “like for like” or “category equivalent” basis while yours is being repaired;
- Manage the communication with the various parties in the claim, including insurance companies, third parties, witnesses etc.;
- Help you claim any “uninsured losses” – these might include an insurance policy excess, hire charges, loss of earnings, loss in value of your vehicle, compensation for personal injury;
- If required for your claim, provide access to legal advice from a nationwide panel of specialist solicitors.

IF YOU DO NOT QUALIFY FOR THE NON-FAULT SERVICE

Even if you do not qualify for the non-fault service, give us a call after the accident and subject to the terms below, we may be able to:

- Recover your damaged vehicle to a MINI Approved Bodyshop if it is not legally driveable;
- Oversee the management of the repairs;
- Liaise with your insurance company and provide the only estimate you need to proceed with the repairs;
- Provide a replacement vehicle while yours is being repaired for up to 21 days or the duration of the repair, whichever is the shorter.

To qualify for this service where you are at fault for the accident:

- You must be registered for the Accident Aftercare service;
- You must have your vehicle repaired at our MINI Approved Bodyshop;
- Your first point of contact must be using the 24/7 telephone number set out in this pack;
- You must call the 24/7 telephone number within 8 working hours of having the accident to report the fault accident and request a vehicle;
- You must arrange for comprehensive insurance for the replacement vehicle for the duration of the loan and provide evidence of the same;
- The damaged vehicle must have been roadworthy and legally driveable and must not have been driven contrary to the road traffic laws at the time of or leading up to the accident;
- The driver of the vehicle must have been legally entitled to drive the vehicle at the time of the accident.