

## Getting a Steer on the repair process

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Our UK Insurance business provides cover for 5.7 million motorists and one of the reasons for its continued success is that it puts the customer at the heart of everything it does from product design to claims management, while ensuring that its partners share the Group's customer centric approach. For our motor insurance customers, this means helping them to get back on the road as quickly and safely as possible following an incident.

Recently, the UK Insurance leadership team and members of the UK's Claims team visited the repair sites of one of Admiral's strategic suppliers, Steer Automotive Group, to get a better understanding of the journey that customers' cars go through to ensure they are made road-safe following an incident.

The teams saw the technical and operational side of vehicle repairs first-hand and were taken through the steps of the claims repair process, from the first notification of an incident, through to repair completion and quality control. The Steer team also explained how they assess the length of time it takes to repair a car, how they use technology to create a more sustainable claims process, reducing the need for replacement parts and increasing the number of customers' vehicles that can be made road-safe instead of being written

off.