



Our motor engineers

Our national team of in-house motor engineers provide expert technical advice and guidance to our motor claims handling centres. Working together, they help to ensure customers' damaged vehicles are repaired efficiently, economically and to the highest of standards.



Niche knowledge and expertise

In general, our claims handlers call upon our motor engineers' expertise when a customer's vehicle is potentially a write-off or when they decide to use a garage of their choice, rather than one of our accredited approved repairers. By inspecting the damage to the vehicle, our engineers are able to determine if it's repairable or not, and if the chosen garage is suitably skilled to carry out the appropriate repair work.

Our engineers have the knowledge and skills to inspect any vehicle, from a small hatchback to a combine harvester, and everything in-between. As qualified experts, they help to ensure any repair work carried out is done so using the correct materials and equipment.



High standards

By having this intervention in place we can help to ensure that our customers' vehicles are repaired to the highest of standards.

Our preference is that customers use one of our approved repairers to fix their vehicles. By using our Approved Repairer Network we're able to better control the quality and the costs of your customers' repairs - which positively impacts on their experience. For both our Motor Fleet and Small Fleet customers, we'll reduce the policy excess by £150 when an insured vehicle is repaired by our network.



Economical, efficient and sustainable

Most vehicles are inspected remotely, using images or video footage, supplied either by the customer or the chosen repairer. This means we're there for our customers wherever they need us and by working in this way our engineers can help to settle claims quicker.

Irrespective of the location, the team's preference is to have details of the repair method together with the proposed cost before the inspection takes place so they know all the facts before deciding if a garage is suitable to carry out the repair.

We use digital tools, such as Electronic Control Units, to help us understand when faults have occurred within a vehicle and to validate that the fault is claim related. We also use Crash Test Data readers to understand the actions and behaviors of both the driver and the vehicle in the seconds before an accident. This helps us to determine liability.

Once the inspection is complete, our engineers supply the customer with either a video or written report, depending on the customer's preference. These detail the repairs necessary, along with a full breakdown of costs.

Our engineers know the local garages operating in their area and are able to match the needs of the repair with the most suitable repair centre. We're committed to sustainability and have partnered with Synetiq, giving us direct access to the UK's largest salvage collection. We'll use recycled green parts for non-safety-critical repairs where an appropriate part is available.

Future proof

All our Allianz engineers, including those on our Motor Engineer Apprenticeship scheme, are members of the Institute of Automotive Engineer Assessors (IAEA) and the Institute of the Motor Industry (IMI). Membership is determined by a combination of experience and qualification. As vehicle technology is rapidly advancing, it's critical that our engineers' skills and knowledge match the pace of change. To assist with this, we work closely alongside Thatcham and the major manufacturers to ensure our engineers' expertise is in line with industry developments.



For further information
please speak to your
usual Allianz contact.