



# Kia Accident Aftercare

At Kia we are  
always here  
for you.



Movement that inspires



## Services available via Kia Accident Aftercare

A free service available to all Kia owners, 24 hours a day, whoever your insurer. Let Kia Accident Aftercare take care of things for you.



### Claim handling

Liaise with your insurer and process your claim<sup>1</sup>



### Replacement car

A free replacement car for the duration of the repair<sup>2</sup>



### Genuine parts

Kia Genuine Parts



### Collect and deliver

Collect and deliver your repaired vehicle



### Glass service

24/7 Kia glass service



### Nationwide recovery

Recovery of your vehicle to a Kia Approved Bodyshop<sup>3</sup>



### Certified repair

Repairs will be carried out at a Kia Approved Bodyshop



### Repair updates

Keep you informed of the progress throughout



### Maintain warranty

Ensure your Kia's warranty is maintained

In the event of an accident, call **Kia Accident Aftercare 0330 102 8832** before you call your insurer.

## Benefits you may not get with your insurer

Guaranteed benefits	Features	Kia Accident AfterCare	Top UK Insurers
Kia Genuine Parts	Repaired using Kia Genuine Parts keeping your Kia 100% Kia.	✓	✗
Kia Approved Repair	Repaired at a Kia Approved Bodyshop to Kia standards. Free replacement car provided if repaired at a Kia Approved Bodyshop. <sup>2</sup>	✓	✗
Safety Rating Protected	Safety standards maintained by using Kia Genuine Parts.	✓	✗
Resale Value Protected	Resale value of vehicle protected by using Kia Genuine Parts. 5 year repair guarantee. Manufacturer warranties fully protected.	✓	✗

Research: UK motor insurers' policy wordings, October 2021. For updates see [kiaacarinsurance.co.uk](https://kiaacarinsurance.co.uk).

What to do now

● Save the number **0330 102 8832** to your mobile as 'Kia Accident Aftercare'

● For a free key tag or to find out more visit [kia.co.uk/accidentaftercare](https://kia.co.uk/accidentaftercare)

## Frequently asked questions

### Will I need to report the claim to my insurer if you handle my claim?

We'll notify your insurer of the accident and confirm which Kia Approved Bodyshop it'll be repaired at. If you don't call Kia Accident Aftercare before you call your insurer, your insurer will dictate where your vehicle will be repaired and it'll be too late for you to exercise your right to choose.

### Is there a cost for the service?

This is a free service. If the accident isn't your fault, we recover all costs from the other party's insurer. Similarly, there's no extra cost if the accident was your fault. If you have comprehensive insurance, your only liability is any uninsured cost, such as policy excess.

### What information do you need to manage my claim?

When you call us, we fill in a claim form over the phone. If you're missing some details, we investigate on your behalf. It's very simple.

### If I call Kia Accident Aftercare, will it increase my next insurance premium?

Definitely not. Any increase in your next premium will be no more than if the insurer's nominated bodyshop carried out the repair.

### How does Kia benefit from providing this service?

Kia wants to help customers at a time of stress and inconvenience. We also have a duty of care to ensure that customers' vehicles are repaired to the highest standard.

### I'm a Kia used vehicle owner, can I use this service?

This service is available to all Kia customers, regardless of the vehicle's age and to anyone that drives the vehicle providing they're insured.

### Can you help for all accidents, even a small dent?

Even the smallest scrapes. For any accident, no matter how small, you should always call Kia Accident Aftercare first before you call your insurer.



**At Kia we are always here for you.**

**If you have an accident  
call Kia Accident Aftercare first on 0330 102 8832**

Kia Accident Aftercare is available in the UK when you call Kia Accident Aftercare first on 0330 102 8832 following a vehicle accident (before you call your insurer), and providing that we handle your claim on your behalf with your insurer and manage your repair through a Kia Approved Bodyshop. The service is not available for Motability vehicles or misfuelling claims.  
**Conditions and exclusions apply - see [callkiafirst.co.uk](http://callkiafirst.co.uk)**

- <sup>1</sup> In some instances where your insurer may not let us report the claim to them on your behalf, we will ask you to report to them advising that you are using the Kia Accident Aftercare service with a Kia Approved Bodyshop.
- <sup>2</sup> A replacement car is provided subject to availability for the duration of the accident repair (excluding standalone glass repairs/replacements) carried out by a Kia Approved Bodyshop through Kia Accident Aftercare. We will provide a repairer courtesy car if the incident is your fault, or if the incident is not your fault, we will aim to provide a hire car of a similar size to your own vehicle.
- <sup>3</sup> Accident recovery is provided for unroadworthy vehicles when you use Kia Accident Aftercare to handle your claim on your behalf with your insurer (where the accident was your fault) or with a third party insurer (the insurer of the fault driver where the accident was not your fault). If you cancel the recovery of your vehicle you will be liable for any cancellation charges incurred, or if your insurer rejects your claim you will be liable for any recovery costs incurred.