



Commercial Motor Claims.

Keeping businesses moving with **quick, expert** motor claims handling.



Expert people, empowered to deliver the right outcome.

Our claims experts bring deep expertise across the full motor claims journey, from vehicle damage and Credit Hire to injury. From the outset, we build strong relationships with brokers and customers, taking time to understand each claim and maintaining clear, consistent communication throughout. Nominated handlers support every step of the claim, alongside our partnership with the award-winning Fix Auto network to get vehicles back on the road quickly. Our expert Third-Party teams use the latest legal insight and negotiation tools to control claim costs while delivering faster resolutions and better outcomes for customers.



With you at every stage of a claim.

Before:

We prepare, so you're in a stronger position.

- Our Claims Account Management team brings together experienced insurance professionals focused on delivering a claims service that fits your customers' business.
- We provide risk consulting to help you understand motor related risks, and access to Risk Assist with assessments, practical templates and accredited driver e-learning to support risk identification.
- Before and during your claim, our counter-fraud specialists use advanced technology, analytics, and industry insight to help protect your customers' business, reputation, and premiums.

When:

Fast mobilisation. Clear ownership. Expert handling.

- Easy claims notification to UK claims teams by phone, email or our 24/7 online claims portal.
- In-house Motor Engineering solution with extensive experience to ensure speed of settlement.
- We call third parties involved in an incident within an hour. When we are successful with our proactive solutions, we can reduce your claims costs by using our own repairer networks and direct hire solution.

After:

Our relationship doesn't end when the claim closes.

- We achieve a cost reduction on over three-quarters of Credit Hire invoices (we pay them if legitimate but negotiate on quantum).
- Our injury strategies mean we identify implausible injuries and successfully defend them.
- We can provide meaningful MI and reporting aligned to your customers' risk management needs.

Expertise that sets us apart.

Our in-house Motor Engineering team brings extensive experience and a focus on quick, fair settlement. Partnering with Fix Auto gives customers access to a nationwide network of over 150 approved repairers, achieving an average key-to-key time of 15 days. Fix Auto UK's 'Excellent' 4.7-star Trustpilot rating*, based on more than 20,000 reviews, reflects the consistently high standard of service provided.

Our priority repair network supports all vehicle types - from standard cars to specialist commercial vehicles - and can often start repairs immediately due to delegated authority and on-site engineering support. Alongside mobile repair and fast collection, all work is covered by a lifetime warranty on paint and bodywork.



Track and manage claims whenever you need to with our online portal.

Submit, track and manage Property and Motor claims from one platform - with real-time updates and direct access to UK claims handlers via Live Chat.

[Sign in or create an account](#)

*As of June 2026

91%

of brokers agree that it's easy to make a claim with Intact Insurance.

98%

of brokers agree that Intact Insurance provides the expertise needed to resolve claims smoothly and successfully.

Source: Broker Voice survey 2025

What next?

[Find out more about Commercial Motor claims](#)

 **24/7 emergency helpline:**

Motor emergency assistance
0330 100 2565

Open 24 hours, 7 days a week

Emergency windscreen repair
0800 783 4695

Open 24 hours, 7 days a week

Our Claims Charter sets out what brokers and customers can expect from us. These are the standards we hold ourselves to when it matters most.

[Read our Claims Charter](#)

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