

# MITSUBISHI FIRST



INTELLIGENT MOTION

## ACCIDENT OR GLASS DAMAGE?

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MAKE SURE YOU  
CALL MITSUBISHI FIRST

**0330 100 3122**

EVEN BEFORE YOUR INSURER FOR  
FREE 24 HOUR ACCIDENT AFTERCARE

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# ACCIDENT OR GLASS DAMAGE?

CALL MITSUBISHI FIRST **0330 100 3122**  
BEFORE YOUR INSURER.



## HERE TO HELP YOU

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**MITSUBISHI FIRST** is provided free, and is available 24 hours a day if you experience a vehicle accident or glass damage.

Call **MITSUBISHI FIRST** regardless of whose fault it was. Because we know your Mitsubishi we can do something no insurer can. Guarantee the highest quality repair to Mitsubishi repair standards at a Mitsubishi Approved Repair Centre.

You do not need to call your insurer – we will do that for you and manage the entire insurance claim process. We'll also provide a **free courtesy car**. There's no hassle, **no claims forms** and **no cost**.

## SHOULDN'T I CALL MY INSURER FIRST?

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**No.** Most UK insurers want to repair your vehicle as cheaply as possible, so they will send you to a repair centre that suits them not you – their 'nominated' repair centre. However that bodyshop may not operate to the latest Mitsubishi repair standards, or have the latest equipment or technical knowledge.

Most insurers avoid using Mitsubishi genuine parts and will aim to use copy parts or components removed or recycled from written-off vehicles. So one minute your Mitsubishi is 100% Mitsubishi, then it isn't. The use of such parts or other non-original Mitsubishi equipment for the repair of any collision damaged vehicle may negatively affect its crashworthiness and occupant safety in the event of a future collision, as well as your vehicle's resale value.

## IT'S YOUR RIGHT

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You may think that you are legally required to do everything your insurer says – but you aren't. When you call **MITSUBISHI FIRST**, our dedicated team will exercise your right to have your vehicle repaired at a Mitsubishi Approved Repair Centre. One where Mitsubishi repair standards are strictly followed and Mitsubishi genuine parts are used, keeping your Mitsubishi 100% Mitsubishi.

## IN THE EVENT OF A VEHICLE THEFT

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Contact the police, then **call us on 0330 100 3122** for advice on keeping you mobile. We can also help agree a valuation of your Mitsubishi with your insurer and can discuss replacement vehicle options for you.

RECOVERY	CLAIM HANDLING	COURTESY CAR	CERTIFIED REPAIR	GENUINE PARTS	REPAIR UPDATES	WARRANTY	COLLECT & DELIVER	GLASS SERVICE
Recover your vehicle to a Mitsubishi Approved Repair Centre.	Liaise with your insurer and process your claim.	Provide a free courtesy car for the duration of the repair.	Exercise your right to a Mitsubishi Approved Repair.	Only Mitsubishi genuine parts used in the repair.	Keep you informed of the progress throughout	Ensure your Mitsubishi's warranty is maintained.	Collect and deliver your repaired and valeted vehicle.	24/7 glass service. Have us come to you.

BENEFITS	GUARANTEED FEATURES	MITSUBISHI FIRST	MOST UK INSURERS
Mitsubishi Genuine Parts	Repaired using only Mitsubishi genuine parts Always keeps your Mitsubishi 100% Mitsubishi	✓	✗
<b>+</b>			
Mitsubishi Approved Repair	Repaired at a Mitsubishi Accident Repair Centre to Mitsubishi standards Free courtesy car provided if repaired at a Mitsubishi Accident Repair Centre	✓	✗
<b>↓</b>			
<b>GIVES YOU</b>			
<b>↓</b>			
Safety Rating Protected	Safety standards maintained by using Mitsubishi genuine parts	✓	✗
<b>+</b>			
Resale Value Protected	Resale value of vehicle protected by using Mitsubishi genuine parts 5 year repair guarantee Manufacturer warranties fully protected	✓	✗

### INSURERS WHO DO NOT GUARANTEE THE ABOVE BENEFITS INCLUDE:

Aviva	QuoteMeHappy	Co-op	John Lewis	Yes Insurance
Direct Line	Admiral	Tesco	Sainsbury's	Elephant
Churchill	LV	Hastings	Swiftcover	Ageas
More Than	Post Office	Privilege	Echoice	Chaucer
Sheilas' Wheels	Saga	Zurich	AXA	...and most others.
1st Central	M&S	Virgin Money	Diamond	
RAC	Asda	Esure	Sabre	



## THREE SIMPLE STEPS FOR PEACE OF MIND

1

Save **0330 100 3122** as 'MITSUBISHI FIRST' in your mobile phone

2

Attach the key tag to your key ring. For a FREE key tag visit [MitsubishiFirst.co.uk](http://MitsubishiFirst.co.uk)

3

Place this leaflet in your glove box

## WHAT OTHER MITSUBISHI DRIVERS SAY:

*"I was very impressed with the outstanding service I received both from the call centre and the repairer. It was prompt, efficient and very professional"*

**Mrs Laura Lamont – Richmond**

*"I thought it was exceptional. Everything from ringing up and collecting my car to repairing it was perfect. I have already recommended it to others"*

**Mr Adrian Cole – Gloucester**

*"I was very happy using the service. The people who answered the phone were fantastic and did everything for me. I was thrilled that it was made so easy from start to finish"*

**Mr William Brown – Dalkeith**

*"I thought it was a great service and it took the hassle away from me. I would definitely recommend it"*

**Mrs Louise Partridge – Bristol**

*"I found this so much easier than having to deal with my own insurance company"*

**Mr Kevin Gordan – Horley**

# FREQUENTLY ASKED QUESTIONS

## WILL I NEED TO REPORT THE CLAIM TO MY INSURER IF YOU ARE DEALING WITH MY CLAIM?

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No. Once you call **MITSUBISHI FIRST** we will notify your insurer of the accident and confirm which Mitsubishi Accident Repair Centre your vehicle is to be repaired at. If you don't call **MITSUBISHI FIRST**, your insurer will dictate where your vehicle will be repaired and it will be too late for you to exercise your right to have your Mitsubishi repaired at a Mitsubishi Accident Repair Centre.

## WHAT DO MITSUBISHI CUSTOMERS PAY FOR THIS SERVICE?

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This is a **FREE service** to all Mitsubishi drivers in the UK – there's no catch. We simply manage the claim on your behalf. When an accident is not your fault we recover all costs from the other party's insurer. Similarly, there is no extra cost if the accident was your fault. Assuming that you are comprehensively insured, your only cost is any uninsured cost, such as policy excess.

## WHAT INFORMATION WILL YOU REQUIRE TO MANAGE MY CLAIM?

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When you call us **you will not need to fill in a claim form** as we will do this for you over the telephone. In the event that you are missing some details, we will assist in obtaining these.

## IF I CALL MITSUBISHI FIRST WILL IT INCREASE MY NEXT INSURANCE PREMIUM?

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**Definitely not** if you were not at fault for the accident; the other party's insurer pays for your claim. If the accident is your fault, any increase in your next premium should be no more than if the insurer's accident repair centre did the repair, as we approve all repair costs with your insurer prior to proceeding.

## HOW WILL MITSUBISHI AND MY INSURER AGREE ON THE COST OF THE REPAIR?

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**We approve all repair costs with your insurer.** The assigned Mitsubishi Accident Repair Centre submits an estimate of the repair cost for your insurer's approval before proceeding with the repair. Costs for completing repairs are standardised.

## HOW DOES MITSUBISHI BENEFIT FROM PROVIDING THIS SERVICE?

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**Mitsubishi 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 Mitsubishi's exacting standards.

## I'M A MITSUBISHI USED VEHICLE OWNER – CAN I USE THIS SERVICE?

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**This service is available to all Mitsubishi drivers in the UK**, regardless of the age of your vehicle, whether your vehicle is new or used, or has had a number of previous owners. It is also available to anyone who drives your Mitsubishi, providing they are insured. This service can be passed on to new owners if you sell your Mitsubishi.

## CAN YOU HELP FOR ALL ACCIDENTS, EVEN A SMALL DENT?

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For any accident, no matter how big or small, you should always call **MITSUBISHI FIRST**. We will arrange your Mitsubishi repairs with no hassle or inconvenience.

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**CALL MITSUBISHI FIRST**  
**0330 100 3122**

To find out more visit:  
[mitsubishi-cars.co.uk/mitsubishifirst](https://mitsubishi-cars.co.uk/mitsubishifirst)

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Calls to 0330 numbers cost the same as geographic UK landline numbers (starting 01 and 02). They are also included as part of inclusive call minutes and discount schemes from all major mobile phone and landline operators or where this has been exceeded, charged at the standard geographic rate. Telephone calls may be monitored or recorded for security and training purposes.