

D DriverCare.



Your DriverCare Partnership.

Your Customer Experience With DriverCare

DriverCare is the only true, 24/7 end-to-end Accident Management provider, driving excellence through leading technology solutions designed to minimise our clients costs and maximise their return.

Committed to driver workplace health and safety, fleet and risk management support, we continue to work in line with our clients Duty of Care to their employees by providing expertise in accident assistance, repair and hire car management, loss control and risk mitigation.

Our Reach	<p>DriverCare is a well-established Australian owned and independent 24/7 Accident Management Company, offering exceptional services Australia wide.</p> <p>DriverCare has access to over 650 DriverCare licensed repairers and 40,000 replacement vehicles across Australia.</p>
Our Position	<p>DriverCare has been innovating the accident management sector for more than 30 years and offers customers a comprehensive range of fleet and broker services through our exceptional 24/7 customer care team and premium network of suppliers in all locations across Australia.</p>
Customer Experience	<p>DriverCare has a true Australian based 24/7 customer care team who bring a wealth of industry experience, averaging 17 years.</p> <p>Customer service is our core business and at the end of each repair or rental vehicle, DriverCare send all customers a driver survey to ensure we continuously improve our services.</p>
24/7 Accident Assistance	<p>DriverCare has true 24/7 customer care hotline operating 365 day in a year including public holidays.</p> <p>DriverCare provide emergency towing services, taxi, Uber and transport services and coordinate accommodation and environmental and debris clean-up.</p>
24/7 Telematics Notification Response	<p>DriverCare has a 24/7 Telematics Notification Response service operating 365 days a year including public holidays.</p> <p>DriverCare provides outbound call facilities and a driver well-being safety validation, trauma and counseling response</p>
Accident Management	<p>DriverCare provides an end to end accident management service and will liaise with the clients insurer for lodgment and notification management.</p>
Windscreen & Glass	<p>DriverCare provides an Australia-wide expert windscreen and glass repair/replacement service for all vehicle types.</p> <p>DriverCare's network of suppliers quickly and easily fix windscreen chips, replace windows and glass including side and rear windows.</p> <p>DriverCare has a recharge facility to customer insurers for reimbursement</p>
Replacement Vehicle / Hire Car	<p>DriverCare has access to over 40,000 fleet vehicle across Australia with 2500 hybrid vehicles and 300 electric vehicles.</p> <p>DriverCare's network of suppliers provide access to over 300 locations across Australia with competitive fixed market rate options.</p> <p>DriverCare provide access to all vehicle types including commercial vans, buses, prestige and trucks.</p>
Valet Door-to-Door Pick-Up and Delivery	<p>DriverCare provides a valet door-to-door pick-up and delivery service for all metro-based repairs and hire car needs.</p>
Repairer Network	<p>DriverCare has access to over 650 licensed repairers across Australia who provide the highest standards of customer service, repair quality and who provide lifetime warranty of repairs on the lease and are comprehensively insured.</p> <p>DriverCare's network of licensed repairers provide repairs for all vehicle types from light passenger to heavy commercial vehicles. DriverCare has Paint less Dent Repairers for hail repairs.</p> <p>All DriverCare Licensed Repairers are trained to understand fleet operational requirements, they are provided access to and trained in our Interactive management software.</p>
Independent Loss Adjustors	<p>DriverCare has access to industry leading motor assessing experts who have state-of-the-art technology designed to deliver rapid and accurate assessments of the motor vehicle damage.</p> <p>DriverCare's network of loss adjustors provide real time parts pricing direct from the manufacturer for every estimates.</p>
Third Party Management	<p>DriverCare has an in-house Third Party Management team who assist in the evaluation and settlement of a third-party settlements.</p> <p>DriverCare provided targeted strategies to control and reduce costs and provide cost-effective and reliable dispute resolution tools.</p>
Recovery & Litigation	<p>DriverCare has an in-house Recovery team and legal counsel to assist in the recovery of losses following a non-fault accident.</p> <p>DriverCare prepare all demand letters and notices required to pursue funds and can also obtain license and registration searches and police report requests. DriverCare can engage skip trace and door knock services.</p>
Total Loss Management	<p>DriverCare has an in-house Total Loss team who assist in maximizing customer returns based on pre-accident value to achieve the highest salvage value.</p> <p>DriverCare deliver and prepare wreck for sale at auction house and can liaise with the customers insurer to fast track settlement.</p>

Our Fleet Vehicle Guide

DriverCare has access to over 650+ Licensed Repairers across Australia who specialise in repairs for all vehicle types from light passenger vehicles to heavy commercial vans, buses trucks.

DriverCare also has access to over 40,000 replacement vehicle across Australia, providing short, medium and long term hire for all vehicle types from light passenger vehicles to heavy commercial vans, buses and trucks



- ✓ Access to over 40,000 vehicles across Australia
- ✓ Over 3000 hybrid vehicles and 500 Electric vehicles
- ✓ Access to over 290 locations across Australia
- ✓ Competitive market rate options from \$70 per day
- ✓ Contact free valet door-to-door pick-up and delivery
- ✓ Access to all vehicle types including commercial
- ✓ Access to short, medium and long-term hire



Online Customer Portal

DriverCare has built a comprehensive customer portal that provides value insights to under and over excess data, helps you monitor live and historic incident data, track repair and hire car start and completion dates, monitor time off road, time of day incident descriptions etc.

The Online Customer Portal also allows you the view all documents such as images, quotes and incident forms.



Mobile App Companion

DriverCare has built a mobile app companion for fleet drivers allowing them to report their first notice of loss and incident form.

DriverCare's mobile app is free for all customers and available on Android and IOS and has smartphone GPS sensor and data security protection.



Customer Service

True 24/7 Customer Care Operators

- ✓ 24/7 Inbound and Outbound Support 365 days
- ✓ National Toll free Hotline
- ✓ Exceptional Customer Service
- ✓ Average of 17 year industry experience
- ✓ Driver safety and well-being validation
- ✓ Trauma and counselling response



Operating Leases

DriverCare provides 24/7 Accident Management Services for Operating Leasing Models incorporating Comprehensively Insured and Self-insured fleet clients across Australia and New Zealand.



Fleet Managed & Owned

DriverCare provides 24/7 Accident Management Services for Fleet managed and fleet owned assets incorporating Comprehensively insured and Self-insured fleet clients across Australia and New Zealand.



Novated Leases

DriverCare specialises in 24/7 Accident Management Services on Novated Leasing Models across Australia and New Zealand., understanding the unique requirements of the Novated driver.

Novated Lease Benefits

- ✓ One Stop Shop
- ✓ Excess handling
- ✓ Credit card facility
- ✓ Costs included in lease contract
- ✓ Valet door to door pick-up and delivery service
- ✓ Mobile App Technology
- ✓ Electronic Incident Forms
- ✓ Windscreen and Glass service included
- ✓ Replacement vehicle service



Our History

Established and based in Australia since 1993.

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Committed to driver workplace health and safety, fleet and risk management support, we continue to work in line with our clients Duty of Care to their employees by providing expertise in accident assistance, repair and hire car management, loss control and risk mitigation.

Activate DriverCare

Activate DriverCare by contacting our dedicated National Business Development Manager Dean Malakiy:

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