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Helphire Group plc introduces Electronic Credit Hire Documentation

Helphire Group plc is pleased to announce its most recent initiative to enhance its customer experience, by providing vehicle rental agreements and supporting documentation electronically, for validation online.

This significant development follows a comprehensive review of current processes and industry standards, with a focus on providing added benefits to the customer.

Susan Howe, Group Operations Director confirmed:

“The new process has been designed very much with the customer experience in mind and with a view to improving transparency, understanding and efficiency. Documentation can be viewed in the customer’s own time and can be printed and filed locally. The system will be secure, creating a full audit trail, so that validation is provided by the right person. Above all, the protocol will ensure that the customer has every opportunity to read and understand their liabilities under the agreements, which in turn will help us to provide the best possible service.”

In addition, the online system, which is currently in pilot and due for launch in April, will provide increased efficiencies for third parties, who will receive electronic receipts in place of ‘wet ink’ signatures on agreements.

“Electronic documentation, we hope, will in turn create efficiencies for the third party insurer, enabling a more transparent process that should facilitate closer working relationships, quicker payment and fewer disputes,” advised Susan.

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Notes to editors:

About Helphire Group plc

Helphire Group plc is a market leader in the provision of accident management assistance to drivers involved in road accidents that were not their fault. Working with the UK's top insurance companies, its services include provision of like for like replacement vehicles, financing of vehicle repairs, legal expenses and the management of personal accident claims.