

Supporting Clients through Complex Claims

This case study demonstrates how our team provides exceptional support and professional advice throughout the claims process, even when facing opposition from large organisations.

Situation:

Our client's driver took a van to be cleaned at a garage forecourt car wash. Unfortunately, due to the van's height, the driver collided with the top of the car wash structure, causing substantial damage. When reporting the incident, the client provided evidence showing no height restriction warnings or disclaimers visible near the car wash. Additionally, the driver entered the garage to pay for the wash without warning that the vehicle exceeded the height limitations.



Our Approach:

We immediately contacted the garage's insurers, presenting our allegations and supporting evidence. The insurers denied liability, claiming a disclaimer sign was in place and even provided images of such a sign. Our team thoroughly investigated this response by:

- Examining the evidence provided by the garage
- Obtaining Google Maps imagery clearly shows that no disclaimer existed at the time of the incident
- Formally requesting that the garage provide evidence proving the sign was present when the incident occurred

The Result

Persistence Against Opposition

Secured £3,000 settlement for client through persistent legal action, overcoming the garage's initial denial and inadequate settlement offers.

Successful Resolution

Successfully protected client's claims record from non-fault incident impact, preserving their future insurance and operational standing.

Value Delivered

Delivered comprehensive motor claim resolution through meticulous evidence gathering, motor claims expertise and strategic negotiation skills.



Conclusion

Our persistent advocacy and claims expertise successfully secured a £3,000 settlement for our client despite initial opposition. By meticulously preparing evidence, leveraging our experience and rejecting inadequate offers, we achieved full resolution while protecting our client's claims record. This case demonstrates our commitment to claims handling and transforming challenges into favourable outcomes, ensuring clients receive the expert support and the fair claims settlements they deserve when facing complex liability disputes.