



ACCIDENT?
CALL MAZDA FIRST
0800 015 0367

Mazda Accident AfterCare is free and available 24 hours a day.



IF YOU'RE IN AN ACCIDENT
CALL MAZDA FIRST
0800 015 0367



FIVE REASONS TO CALL MAZDA FIRST

1. A free service available to all Mazda owners, 24 hours a day, should you need to make an accident insurance claim.
2. Guaranteed repairs at a Mazda Approved Bodyshop operating to our approved repair methods.
3. Mazda Genuine Parts. This is unlikely to be guaranteed if you call your insurer first.
4. We'll give you a replacement car whilst your car is repaired, subject to availability.¹
5. We'll recover your Mazda anywhere in the UK.²

There's no hassle, no claims forms and no cost.

Mazda Accident AfterCare has won the Feefo Trusted Service Award — an independent seal of excellence for delivering exceptional experiences, as rated by Mazda drivers who called us first after an accident.





GUARANTEED BENEFITS & FEATURES

MAZDA
ACCIDENT
AFTERCARE

TOP UK
INSURERS

Mazda Genuine Parts

Repaired using Mazda Genuine Parts
Always keeps your Mazda 100% Mazda



Mazda Approved Repair

Repaired at a Mazda Approved Bodyshop to Mazda standards



Safety Rating Protected

Safety standards maintained by using Mazda Genuine Parts



Resale Value Protected

Resale value of vehicle protected by using Mazda Genuine Parts
5 year repair guarantee
Manufacturer warranties fully protected



UK motor insurers' policy wordings, March 2024. For updates see mazdacarinsurance.co.uk

WHAT TO DO NOW

1. Save the number **0800 015 0367** to your mobile as 'Mazda First'
2. For a free key tag or to find out more visit **callmazdafirst.co.uk**
3. Remember to Call Mazda First, before you call your insurer



REPAIR HANDLING
Manage your Mazda's repair



GENUINE PARTS
Mazda Genuine Parts



REPLACEMENT CAR
A free replacement car for the duration of the accident repair, subject to availability¹



NATIONWIDE RECOVERY
Recovery of your vehicle to a Mazda Approved Bodyshop, provided you are making a claim²



CERTIFIED REPAIR
Exercise your right to a Mazda Approved bodyshop repair



REPAIR UPDATES
Keep you informed of the progress throughout



MAINTAIN WARRANTY
Ensure your Mazda's warranty is maintained



GLASS SERVICE
24/7 Mazda glass service⁴

FREQUENTLY ASKED QUESTIONS

Will I need to report the claim to my insurer if you handle my claim?

We'll notify your insurer³ of the accident and confirm which Mazda Approved Bodyshop it'll be repaired at. If you don't Call Mazda First, your insurer will dictate where your vehicle will be repaired and it'll be too late for you to exercise your right to choose.

Is there a cost for the service?

This is a free service. If the accident isn't your fault, we recover all costs from the other party's insurer. Similarly, there's no extra cost if the accident was your fault. If you have comprehensive insurance, your only liability is any uninsured cost, such as policy excess.

What information do you need?

When you call us, we fill in a claim form over the phone. If you're missing some details, we investigate on your behalf. It's very simple.

If I Call Mazda First, will it increase my next insurance premium?

Definitely not. Any increase in your next premium will be no more than if the insurer's nominated bodyshop carried out the repair.

How does Mazda benefit from providing this service?

Mazda 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 the highest standard.

I'm a Mazda used vehicle owner – can I use this service?

This service is available to all Mazda customers, regardless of the vehicle's age and to anyone that drives the vehicle providing they're insured.

Can you help for all accidents, even a small dent?

Even the smallest scrapes. For any accident claim, no matter how small, you should always Call Mazda First.

CALL MAZDA FIRST 0800 015 0367

Mazda Accident AfterCare is available in the UK when you Call Mazda First on 0800 015 0367 following a vehicle accident (before you call your insurer), and providing that we handle your claim on your behalf with your insurer and manage your repair through a Mazda approved repairer. The service is not available for Motability vehicles, breakdown, mechanical damage or misfuelling claims.

Conditions and exclusions apply - see callmazdafirst.co.uk.

¹ A replacement car is provided subject to availability for the duration of the accident repair (excluding standalone glass repairs/replacements) carried out by a Mazda Approved Bodyshop through Mazda Accident Aftercare. We will provide a repairer courtesy car if the incident is your fault, or if the incident is not your fault, we will aim to provide a hire car of a similar size to your own vehicle.

² Accident recovery is available for unroadworthy vehicles, provided you are making an insurance claim and you use Mazda Accident Aftercare to handle your claim on your behalf with your insurer (where the accident was your fault) or with a third party insurer (the insurer of the fault driver where the accident was not your fault). If you cancel the recovery of your vehicle you will be liable for any cancellation charges incurred, or if your insurer rejects your claim you will be liable for any recovery costs incurred.

³ In some instances where your insurer may not let us report the claim to them on your behalf, we will ask you to report to them advising that you are using our Mazda Accident AfterCare service with a Mazda Approved Repairer.

⁴ Glass claims are subject to the terms and conditions in your insurance policy.