



Media Information  
12 November, 2020

**BMW Group UK launch all-new Accident Support service.**

- Industry first support service for BMW and MINI drivers in the aftermath of an accident.
- Provides assistance for vehicle recovery, repair and an insurance claim where relevant.
- Support via a 24/7 helpline and an online portal to track repairs and insurance claim.
- Available free of charge to all BMW and MINI drivers of any age vehicle, from today.

BMW Group UK announces the launch of the all-new BMW and MINI Accident Support service, offering BMW and MINI drivers assistance and guidance in the aftermath of an accident, through vehicle recovery, repair and onwards mobility.

The new Accident Support service is an industry first and is available for all BMW and MINI vehicles of any age. The intelligent, on-board software on selected BMW vehicles recognise when an accident has occurred but airbags have not been deployed. In these circumstances, drivers will receive a notification via their central information display screen on the dashboard to start a conversation with the Accident Support service. For drivers with older models, BMW and MINI Accident Support can be accessed directly via a 24/7 telephone hotline.

Drivers will receive a link to submit images of vehicle damage whilst at the scene, and if the vehicle is no longer roadworthy, Accident Support will organise an immediate recovery to a local BMW or MINI approved body shop and provide onward mobility. For non-fault accidents, the Accident Support team will begin an insurance claim on behalf of the driver and manage this process fully.

The new service ensures that vehicles are taken to BMW Approved body shops, guaranteeing customer vehicles are repaired to BMW and MINI quality and safety standards, using genuine parts and paint on every repair.

BMW Group Company

Postal Address  
BMW (UK) Ltd.  
Summit One  
Summit Avenue  
Farnborough  
GU14 0FB

Telephone  
01252 920000

Internet  
[www.bmw.co.uk](http://www.bmw.co.uk)

# **BMW**

## **United Kingdom**

### **Corporate Communications**

#### Media Information

Date 11 November, 2020

Subject **BMW Group UK launch all-new Accident Support service.**

Page 2

Drivers will have access to an online portal where they can book their vehicle repair at a convenient time, at the Approved body shop of their choice and track their repair and the progression of the insurance claim.

The service is being run in partnership with Enterprise Rent-A-Car and powered by the Enterprise-owned Entegral technology platform, and CAPS.

Emergency Call functionality is already available within BMW and MINI models and automatically dials the emergency services should airbags in the vehicle be deployed.

BMW and MINI Accident Support is available to all BMW and MINI drivers free of charge and can be contacted by dialling 0344 335 0284.

**Ends**

#### **The BMW Group**

With its four brands BMW, MINI, Rolls-Royce and BMW Motorrad, the BMW Group is the world's leading premium manufacturer of automobiles and motorcycles and also provides premium financial and mobility services. The BMW Group production network comprises 31 production and assembly facilities in 15 countries; the company has a global sales network in more than 140 countries.

In 2019, the BMW Group sold over 2.5 million passenger vehicles and more than 175,000 motorcycles worldwide. The profit before tax in the financial year 2019 was € 7.118 billion on revenues amounting to € 104.210 billion. As of 31 December 2019, the BMW Group had a workforce of 126,016 employees.

The success of the BMW Group has always been based on long-term thinking and responsible action. The company has therefore established ecological and social sustainability throughout the value chain, comprehensive product responsibility and a clear commitment to conserving resources as an integral part of its strategy.

[www.bmwgroup.com](http://www.bmwgroup.com)

Facebook: <http://www.facebook.com/BMWGroup>

Twitter: <http://twitter.com/BMWGroup>

YouTube: <http://www.youtube.com/BMWGroupView>

Instagram: <https://www.instagram.com/bmwgroup>

LinkedIn: <https://www.linkedin.com/company/bmw-group/>

# BMW

## United Kingdom

### Corporate Communications

Media Information

Date 11 November, 2020

Subject **BMW Group UK launch all-new Accident Support service.**

Page 3

**For further information please contact:**

Helen Wilson  
BMW Group Media Relations Executive  
Tel: 07815 372 480  
Email: [Helen.Wilson@bmw.co.uk](mailto:Helen.Wilson@bmw.co.uk)

Chris Overall  
BMW Media Relations Manager  
Tel: 07815 370 990  
Email: [Chris.Overall@bmw.co.uk](mailto:Chris.Overall@bmw.co.uk)

Emma Begley  
General Manager, Communications  
Tel: 07815 371 062  
Email: [Emma.Begley@bmw.co.uk](mailto:Emma.Begley@bmw.co.uk)

Graham Biggs  
Corporate Communications Director  
Tel: 07815 376 867  
Email: [Graham.Biggs@bmw.co.uk](mailto:Graham.Biggs@bmw.co.uk)