
sopp+sopp

Incident Reporting:

A best practice guide for fleets:



Sopp+sopp

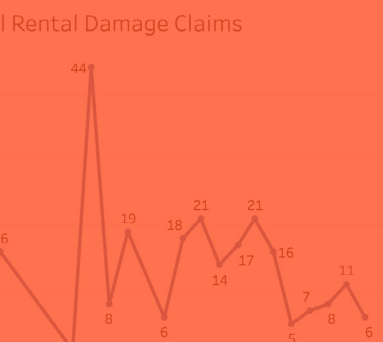
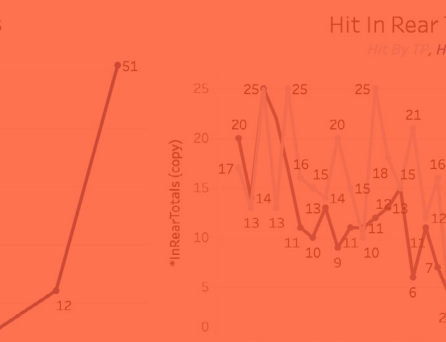
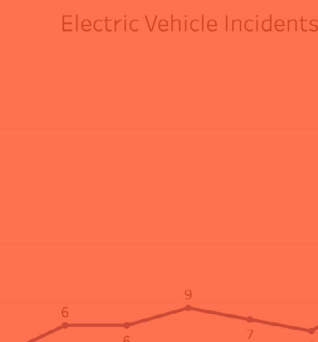
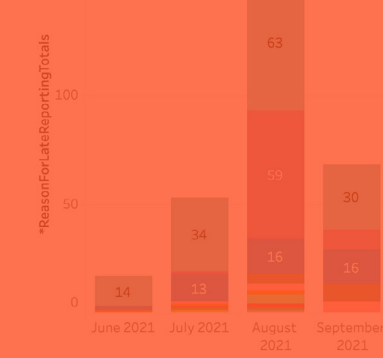
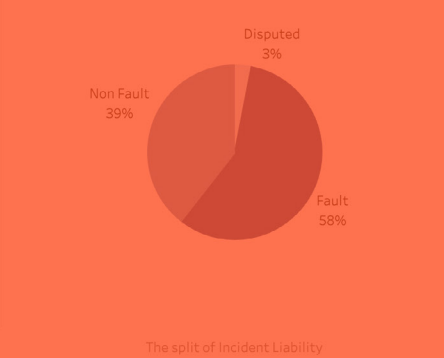
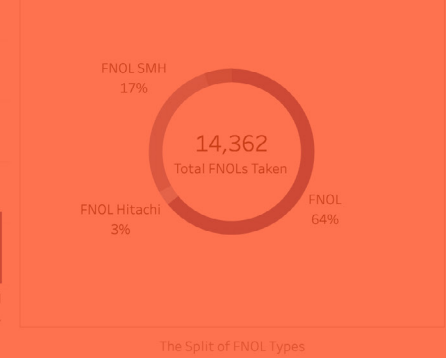
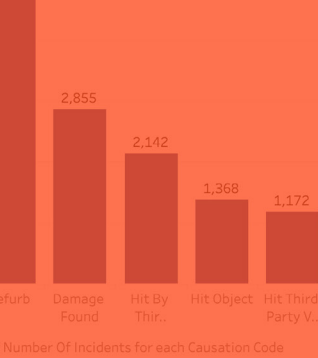
Tailored Fleet Solutions

Introduction:

At sopp+sopp we have built strong, long standing partnerships with multiple fleets across a diverse range of industry sectors.

Our 'as-a-service' approach allows us to be flexible and agile, working in collaboration to support our fleet operating customer's and their evolving needs.

- Market leaders in the provision of accident management solutions for fleets, processing hundreds of thousands of claims annually.
- We provide tailored fleet solutions and ready-to-use services, accident management is our core business and sole focus.
- Utilising extensive data from across our portfolio, we benchmark fleet performance on incident reporting times, review outcomes, and highlight best practice.



Data & Insights:

Automated

Real-time

Transparent

Incident reporting has a significant impact on accuracy, claim outcomes, and the ability to investigate effectively.

sopp+sopp data from more than 100,000 fleet incidents indicates that clear driver communication and time taken to report an incident are the most influential factors affecting claim outcomes.

Reporting within **four** hours:

- Proven to contribute to FNOL accuracy
- Improves third-party capture by up to **30%**
- Successful third-party capture generates an average cost saving of **£1500** per at-fault claim (When compared to a reporting time of **48** hours).

Reason For Late Report

- (All)
- Null
- Attending to the
- Continued with d
- Damage Found O
- Did not know pro
- Liaising with Emv
- No access to a ph
- No Signal at acci
- Other
- Rental Damage
- Returned first to
- Unsafe to call

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Reporting Time - Benchmark Data:

Automated

sopp+sopp works with fleet partners from a broad range of industry sectors, and a wide variety of vehicle types.

As an accident management partner the business works with fleets to reduce reporting times, and takes a step-by-step approach to introducing new policies and procedures that make a positive difference to claims outcomes.

Real-time

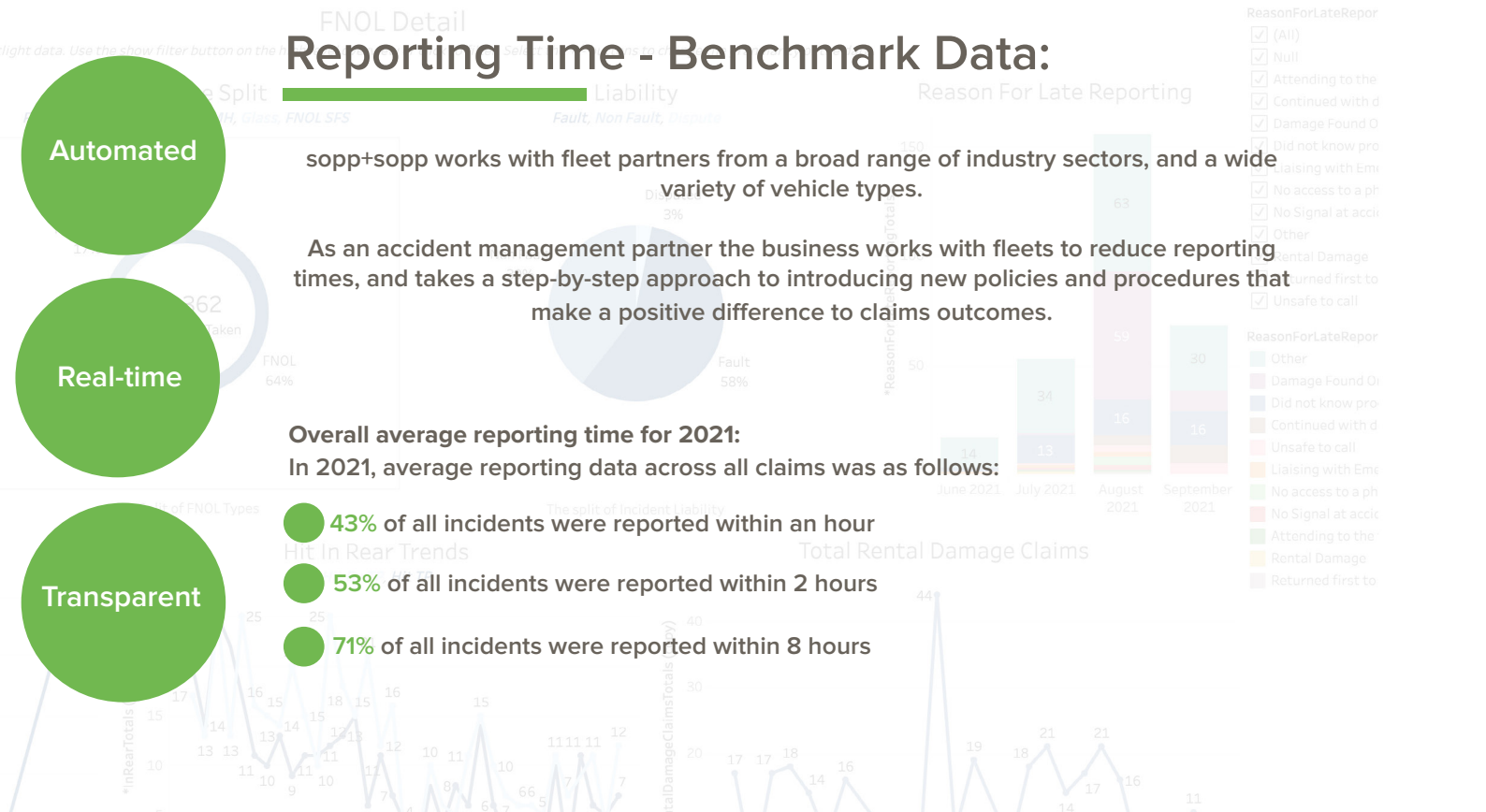
Overall average reporting time for 2021:

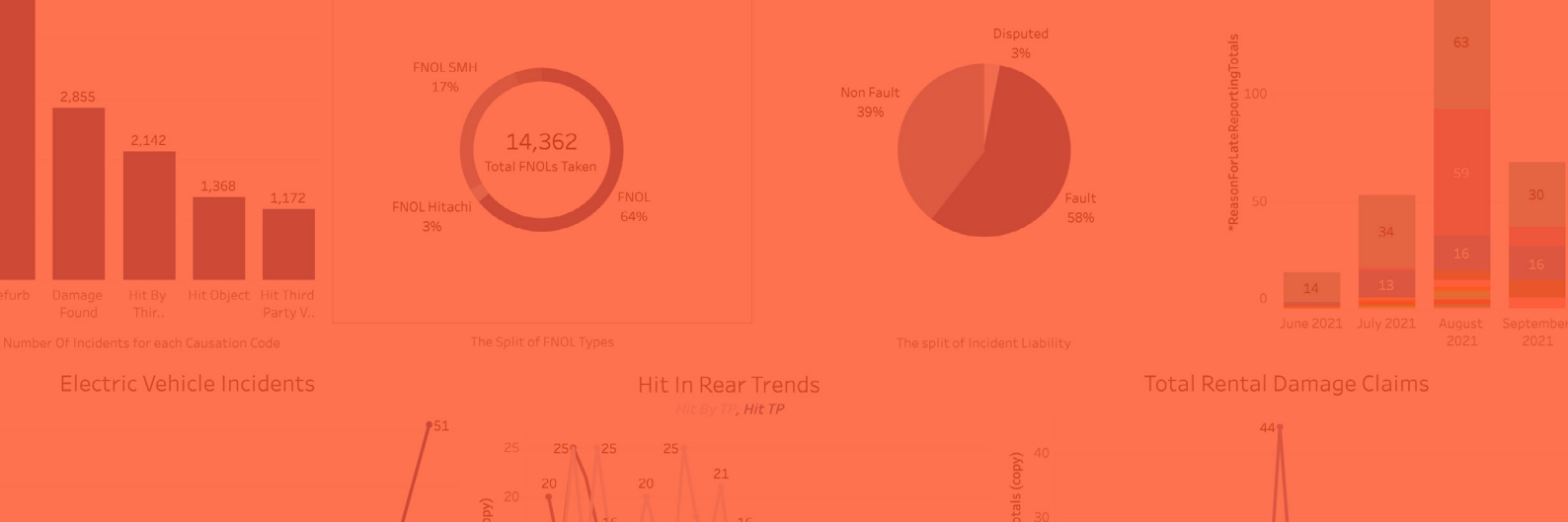
In 2021, average reporting data across all claims was as follows:

- **43%** of all incidents were reported within an hour
- **53%** of all incidents were reported within 2 hours
- **71%** of all incidents were reported within 8 hours

Transparent

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Factors that affect reporting times by fleet sector:

The reporting time averages include data from a range of fleets including multi-drop retail, rental, utilities and public transport.

For different sectors there are various factors that affect reporting times:

Automated

- Fleets with professional drivers (such as multi-drop retail fleets) have the fastest average reporting times.
- Where there are multiple drivers of the same vehicle (as in a rental fleet) consistent communication is more difficult and reporting times tend to be longer .
- Public transport fleets usually have longer average reporting times as the priority is on the passenger journey rather than incident reporting.

Real-time

Benefits of early reporting:

- Improved accuracy - capturing greater amount of detail early in the process enable fast claims settlement & opportunity to investigate and educate to prevent future incidents.
- Instant notification – as soon as the FNOL process has been completed, sopp+sopp automatically notifies an agreed list of contacts. This allows you to react quickly, putting any necessary processes into action.

Transparent

- Significant increase in third-party capture – generating an average saving of £1,500 per at-fault claim.
- Brand and reputation protection – ensuring a more positive and professional experience for other parties involved in an incident.



Case Studies:

Case study 1 - What **GOOD** looks like:

What happened? Driver hit stationary vehicle from behind, damage to off-side rear.

What did the driver do?

- Spoke to the third party, exchanged details and took photos
- Reported the incident within one hour

What happened next?

- sopp+sopp contacted the third party and arranged to complete the repair
- They provided a replacement vehicle
- The repair was completed within 14 days

Total cost
£1,380.80

If sopp+sopp had spoken to the third-party it could have cost £1,911.76...

...A huge saving of £6,738.45

Case study 2 - What **BAD** looks like:

What happened? Driver hit parked vehicle from behind, damage to off-side rear.

What did the driver do?

- Spoke to the third party and exchanged details
- Did not report the incident to sopp+sopp
- The incident was reported by the third party

What happened next?

- The third party used their insurer to deal with the vehicle damage
- The vehicle was written off and the third party went into premium cost credit hire vehicle for over two months
- They also claimed for extras like recovery, storage, collection, and excess waiver, not charged by sopp+sopp.

Total cost
£8,650.21

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Incident Reporting

For a free consultation to discuss ways to improve incident reporting for your fleet, contact sales@soppandsopp.co.uk **03300 583 174**

For more information and best practice guidance for fleets, visit www.soppandsopp.co.uk
