ACCIDENTS HAPPEN. YOU HAVE ONE CALL TO MAKE.

THE SYKES ACCIDENT TOWING PROGRAM

HELPING PEOPLE – ONE DRIVER AT A TIME
Car accidents? Thousands happen in Canada each year. This can be an emotional and traumatic experience for your policyholders; and often, more costly to your organization than it needs to be.

When your policyholders are involved in an accident, who can they turn to? They want help, whether it is someone who will listen to their situation, a referral to a collision repair shop, or just some guidance on towing their vehicle to a safe place.

WITH SYKES ACCIDENT TOWING PROGRAM, EXCEPTIONAL DRIVER CARE IS ONLY ONE PHONE CALL AWAY.

BENEFITS TO YOUR ORGANIZATION:
- Control and manage towing costs
- Reduce overall claims costs
- Reduce cycle time
- Increase policyholder satisfaction

POLICYHOLDER BENEFITS:
- Peace of mind
- Easy access to 24-hour towing service via telephone, online or mobile application
- Immediate assistance and support in time of need

KEY FEATURES:
- Operates 24 hours a day, 365 days a year
- Network of 2,400 “club friendly” independent towing contractors across Canada
- Leading edge “on board telematics integration” capability
- Trusted by over 4,250,000 end user clients

By using the Sykes Accident Towing Program, you can provide the support your policyholders can trust.

With Sykes Accident Towing Program, you are able to manage the many costs associated with automobile accidents. When Sykes is contacted, your policyholders connect with an experienced and supportive service agent who has access to the best network of towers in Canada!

You can provide additional services which may include emergency breakdown and rental car coverage as a component of your Towing Program. Ask us how!
We know that automobile accidents are stressful; we help people when they experience them every day.

Our clients contact us over 1,500,000 times a year and we respond to over 320,000 emergency road situations annually. Our agents are trained to handle the most challenging roadside scenarios in a friendly and helpful manner – every time!

We know that a prompt response is what’s required. We know what a relief it is to a policyholder when professional help arrives quickly.

When you partner with Sykes, you partner with the most professional and vast towing network across Canada, with capabilities that extend into the United States when your policyholders travel. Our service providers are carefully trained and evaluated to ensure they meet the highest standards of service. In this way, your policyholders can be assured that they will receive exceptional service and professional advice – every time!

The Accident Towing process starts as soon as Sykes is notified of an automobile accident by your insurance representative. If we are contacted directly, your policyholders will be greeted with the question ‘Are you in a safe place?’ by a friendly, helpful and competent service agent.

**ONCE WE ARE INVOLVED, SYKES WILL ENSURE THAT THE VEHICLE IS TOWED TO THE REPAIR FACILITY OF CHOICE.**

When traveling from the accident site, our towers take the most direct path to the approved facility. Storage or release fees can often be eliminated or reduced and repairs can begin sooner.

Further savings are achieved through predetermined pricing, eliminating concerns regarding hidden or higher-than-expected fees or service charges.

**LEARN MORE**

For more information about Sykes Accident Towing Program, please contact **James Almost**, Vice President, Assistance Services at 519.646.3374 or toll free at 1.800.225.6824, or email James at james.almost@sykes.com