

Approved repair service

# Taking care of repairs



# Getting you back on the water, as soon as possible

Navigators and General have been insuring pleasure craft for more than 80 years and the wealth of experience we've gained along the way can prove invaluable to boat owners like you.

Because if something unfortunate should happen to your boat, we have the expert know-how to get you up-and-running again as soon as possible.

## The N&G Approved Repairer Service

The boat repair/servicing industry is worth around £150 million a year and employs over 2,500 people to service the country's 450,000-strong boat population\*.

Naturally, the sheer size of the market can make finding a reasonable and reliable repairer who understands your definition of urgent, quite a challenge.

Which is why, following a remarkably successful pilot scheme, N&G have launched an approved repairer service for customers. Now, whether you have a dinghy, small sail boat, canal boat, motor cruiser, power boat or yacht, you can be sure of a top quality repair when it matters most.

Our closely monitored panel of approved repairers features teams of seasoned professionals who are qualified to work with

all types of boats. Although they lead the field in the use of the latest materials and techniques, they are fully mindful of the valuable role that traditional skills can still play in maintaining the UK leisure craft fleet.

\*Source: The British Marine Federation

## Key benefits

As you might expect from the UK's number one yacht and motorboat insurer, the N&G Approved Repairer Service is flexible enough to allow you as much involvement in the process as you'd like. As well as saving you from the chore of scouring the boat repairer pages of international contact directories, it gives you a number of other advantages too. For instance:

- you don't have to get quotes for your damaged boat
- you have access to quality approved repairers who have formed relationships with N&G
- invoices are submitted directly to the insurer

- there's a 2 year warranty on all repairs
- you can involve yourself at any stage in the process
- the repairer has delegated authority to proceed with repairs below a given value
- the repairer can provide updates in their chosen media along with digital photographs of the repair
- N&G cases are treated as a priority – less time wasted.

## You're in safe hands

Our specialist yacht claims team is dedicated to the efficient and professional handling of your claim. Here are some important points to remember in the unfortunate event of damage or loss:

- report incidents as soon as possible to your broker or N&G
- take immediate steps to minimise further loss (N&G will reimburse reasonable costs), including prompt action to reduce damage to machinery immersed in water
- if the accident has resulted in personal injury, or damage to property or third parties, do not admit liability or take legal action without our consent
- if towage or salvage is required to protect your vessel from serious damage, try to negotiate a realistic set fee before you agree to any action being taken.



The N&G Approved Repairer Service takes the stress out of fraught situations. So you can count on us to handle your claims as simply, effectively and sympathetically as possible. If you'd like to know more about how Navigators and General can make sure your pride and joy doesn't leave you all at sea, call 01273 863400 or visit our website [www.navandgen.co.uk](http://www.navandgen.co.uk).

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### **Navigators and General**

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