

19 May 2020
CPPGroup Plc
Business Update

CPP WINS CLAIMS HANDLING CONTRACT WITH RAC

CPPGroup Plc (CPP or the Group) has won a contract to provide a bespoke claims handling service to the UK's longest-serving motoring organisation, the RAC. This follows a competitive market tender exercise conducted by RAC.

CPP will handle all claims for Key Replace, a supplementary benefit to the RAC's breakdown policies that covers keys that are lost, broken, stolen, or locked inside a vehicle. There are more than 200,000 Key Replace customers.

CPP already provides key assistance services to around 600,000 UK customers. It will now provide a white-labelled service and 24-7 support to Key Replace customers from its operational centre in York.

Claims will be fulfilled by CPP's UK-wide, 24-hour network of fully qualified and accredited locksmiths. The deal also provides RAC with access to a bespoke suite of management information tools from CPP.

Jason Walsh, Chief Executive of CPP Group, said:

"To win the business of a major household name like the RAC speaks volumes for the headway we are making in our new UK business.

"Our history is obviously rooted in the UK, so it's important we build on our understanding of the market and re-establish our foothold here.

"We're delighted by the progress the UK business is making by developing new relationships and adding overall value to the Group."

Andy Baker, Managing Director, Consumer Roadside, at the RAC commented:

"Much like the RAC, CPP Group UK places a high importance on providing exceptional value and service to customers.

"Our Key Replace product is a valued benefit for our members and we're looking forward to working with CPP to give our members a seamless customer experience in their time of need."

Michael Whitfield, Managing Director of CPP's UK division, commented:

“We are delighted to be working with the RAC and both businesses have worked hard to ensure a smooth operational transition.

“CPP’s background in claims handling and our extensive experience and investment in the key assistance sector makes this a well-suited partnership.

“We are proud to be working closely with the RAC and look forward to providing outstanding support to its members.”

Enquiries:

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About CPP:

CPP Group is a partner focused, global product and services company, specialising in the financial services and insurance markets. We use our local knowledge from 12 country markets within Asia, Europe and Central America to provide our business partners with technology-led product, marketing and distribution expertise that deliver commercial benefits and bring meaningful solutions to over 10 million end customers worldwide.

CPP’s diverse range of insurance and assistance products can be designed to suit the bespoke needs of our business partners through providing their customers with peace of mind by reducing the stresses of everyday life, ranging from protection of mobile phones, payment cards and household belongings to keeping travel plans moving and the monitoring of compromised personal data.

For more information on CPP visit <https://international.cppgroup.com>

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