

Insurance Times: Plymouth Rock Offers New Door-To-Door Service

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BOSTON — Plymouth Rock Assurance Corp.'s new Door-to-Door Service delivers the damaged car to the shop, provides a rental car, pays the bill and returns the repaired car to the customer faster.

Policyholders pay only for the cost of the rental car if it isn't covered fully by their policy. Rental cars can be delivered to a customer's home, workplace or wherever it's most convenient.

Door-to-Door is now available throughout Massachusetts, with rentals provided by Alamo Rent A Car.

"This really takes the hassle out of the whole repair process and advances our claims service a significant step forward," said Plymouth Rock President Hal Belodoff. "And the extra service to policyholders gives our independent agencies a unique way to provide greater customer value."

Choosing Door-to-Door service can shave days off the claims and repair process. Once the customer selects a body shop, the damaged car is picked up within four hours of claim notification, parts are ordered immediately, and the auto body work is given priority status.

When the car is ready, customers can either drop off the rental car at the body shop and drive away in their own car or have the shop deliver their car and pick up the rental.

Door-to-Door was piloted about two months before being rolled out statewide. "Every one of our customers has been surprised and delighted that we do this," said Frank Arment, Plymouth Rock's vice president of claims. "The savings on rental-car coverage will at least offset the cost of providing the service because customers will get their own cars back faster."