



Kia Accident Aftercare

At Kia we are
always here
for you.



Movement that inspires





Services available via Kia Accident Aftercare

A free service available to all Kia owners, 24 hours a day, should you need to make an accident insurance claim. Let Kia Accident Aftercare take care of things for you.



Repair handling

Manage your Kia's repair



Replacement car

A free replacement car for the duration of the repair, subject to availability²



Genuine parts

Kia Genuine Parts



Glass service

24/7 Kia glass service⁴



Nationwide recovery

Recovery of your vehicle to a Kia Approved Bodyshop, provided you are making a claim³



Certified repair

Repairs will be carried out at a Kia Approved Bodyshop



Repair updates

Keep you informed of the progress throughout



Maintain warranty

Ensure your Kia's warranty is maintained

What to do now

In the event of an accident, **call Kia Accident Aftercare 0330 102 8832** before you call your insurer.

Benefits you may not get with your insurer

Guaranteed benefits	Features	Kia Accident Aftercare	Top UK Insurers
Kia Genuine Parts	Repaired using Kia Genuine Parts keeping your Kia 100% Kia.	✓	✗
Kia Approved Repair	Repaired at a Kia Approved Bodyshop to Kia standards.	✓	✗
Safety Rating Protected	Safety standards maintained by using Kia Genuine Parts.	✓	✗
Resale Value Protected	Resale value of vehicle protected by using Kia Genuine Parts. 5 year repair guarantee. Manufacturer warranties fully protected.	✓	✗

Research: UK motor insurers' policy wordings, March 2024. For updates see kiaacarinsurance.co.uk.

Frequently asked questions

Will I need to report the claim to my insurer if you handle my claim?

We'll notify your insurer¹ of the accident and confirm which Kia Approved Bodyshop it'll be repaired at. If you don't call Kia Accident Aftercare before you call your insurer, your insurer will dictate where your vehicle will be repaired and it'll be too late for you to exercise your right to choose.

Is there a cost for the service?

This is a free service. If the accident isn't your fault, we recover all costs from the other party's insurer. Similarly, there's no extra cost if the accident was your fault. If you have comprehensive insurance, your only liability is any uninsured cost, such as policy excess.

What information do you need?

When you call us, we fill in a claim form over the phone. If you're missing some details, we investigate on your behalf. It's very simple.

If I call Kia Accident Aftercare, will it increase my next insurance premium?

Definitely not. Any increase in your next premium will be no more than if the insurer's nominated bodyshop carried out the repair.

How does Kia benefit from providing this service?

Kia wants to help customers at a time of stress and inconvenience. We also have a duty of care to ensure that customers' vehicles are repaired to the highest standard.

I'm a Kia used vehicle owner, can I use this service?

This service is available to all Kia customers, regardless of the vehicle's age and to anyone that drives the vehicle providing they're insured.

Can you help for all accidents, even a small dent?

Even the smallest scrapes. For any accident claim, no matter how small, you should always call Kia Accident Aftercare first before you call your insurer.



At Kia we are always here for you.

If you have an accident
call Kia Accident Aftercare first on **0330 102 8832**

Kia Accident Aftercare is available in the UK when you call Kia Accident Aftercare first on 0330 102 8832 following a vehicle accident (before you call your insurer), and providing that we handle your claim on your behalf with your insurer and manage your repair through a Kia Approved Bodyshop. The service is not available for Motability vehicles, breakdown, mechanical damage or misfuelling claims. **Conditions and exclusions apply - see callkiafirst.co.uk**

- ¹ In some instances where your insurer may not let us report the claim to them on your behalf, we will ask you to report to them advising that you are using the Kia Accident Aftercare service with a Kia Approved Bodyshop.
- ² A replacement car is provided subject to availability for the duration of the accident repair (excluding standalone glass repairs/replacements) carried out by a Kia Approved Bodyshop through Kia Accident Aftercare. We will provide a repairer courtesy car if the incident is your fault, or if the incident is not your fault, we will aim to provide a hire car of a similar size to your own vehicle.
- ³ Accident recovery is available for unroadworthy vehicles, provided you are making an insurance claim, and when you use Kia Accident Aftercare to handle your claim on your behalf with your insurer (where the accident was your fault) or with a third party insurer (the insurer of the fault driver where the accident was not your fault). If you cancel the recovery of your vehicle you will be liable for any cancellation charges incurred, or if your insurer rejects your claim you will be liable for any recovery costs incurred.
- ⁴ Glass claims are subject to the terms and conditions in your insurance policy.