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Europcar joins forces with NBRA to give body repair sector replacement vehicle supply confidence

Partnership aims to enhance replacement vehicle provision

The National Body Repair Association (NBRA), the UK's leading trade body for vehicle repairers, is partnering with Europcar Mobility Solutions UK to streamline access to replacement vehicles for bodyshops across the UK. Over 1,000 NBRA Bodyshop members now have access to the Europcar fleet for short-term rental for customers as well as for long-term rentals, starting from as little as 3 months commitment for their own courtesy fleet, providing a flexible alternative to lease contracts for 3 plus years.

This strategic alliance directly addresses ongoing supply chain complexities within the automotive repair sector, ensuring a more consistent and reliable flow of replacement vehicles. It also marks a significant step in Europcar's continued commitment to the insurance industry, offering enhanced support and solutions for policyholders when their vehicle requires repair.

Leigh Broomhead, Strategic Account Director at Europcar Mobility Group UK, commented: "Replacement vehicle provision is a fundamental component of a motor insurance claim. Insurers, therefore, rightly expect their providers - including body repair organisations - to do everything possible to remove friction and dissatisfaction from the experience. At Europcar, we work closely with our insurer partners to deliver a vehicle replacement service that enhances the claims experience and ensures the insurer can meet its Consumer Duty requirements. By partnering with the NBRA we are ensuring this commitment is extended to all the touchpoints for an insurer's customers."

"We are delighted to welcome Europcar Mobility Group UK as the NBRA's new Replacement Vehicle Supplier Partner," comments Martyn Rowley, NBRA Executive Director. "Vehicle provision is a vital part of the repair and claims journey, and Europcar brings proven expertise in supporting insurers, repairers, and policyholders alike. Their focus on reducing friction and improving customer satisfaction aligns perfectly with the NBRA's mission to raise standards across our industry."

"Through this partnership, NBRA members will benefit from Europcar's significant investment in a GTA-compliant fleet, specialist insurance support, and a collaborative approach that ensures vehicles are available when they are most needed. Together, we look forward to strengthening the service offered to repairers, insurers, and drivers, ensuring a smoother and more reliable experience for everyone involved."

Europcar is dedicated to providing insurance partners and their policyholders with a superior experience, moving beyond 'business as usual' through a fully collaborative approach. This includes significant investment in a GTA aligned fleet and a dedicated insurance support team. The partnership with the NBRA will further strengthen this commitment by ensuring a readily available supply of courtesy vehicles through the NBRA's extensive network of repairers.

Leigh Broomhead added, "This partnership with the NBRA is a crucial step in bolstering the supply chain for replacement vehicles, giving members access to competitively priced courtesy vehicles to meet their short and long term needs as well as on a repair by repair basis. Crucially, by working closely with body repairers, we can ensure that policyholders, including EV drivers, receive the right replacement vehicle promptly, minimising disruption and enhancing their claims journey."

A key area of focus for the partnership will be tackling the growing consumer demand for electric vehicle (EV) replacements. Whilst bodyshops are not mandated to provide an EV for EV replacement vehicle, Europcar believes that as the electric car park grows this will become a differentiator for insurers in their choice of vehicle repairers. By being able to access small electric vehicles through the Europcar partnership, NBRA members will be able to demonstrate their commitment to insurers' customers.

Recent research conducted by Europcar¹ revealed that 89% of EV drivers expect to be provided with a like-for-like electric vehicle replacement. However, only 65% of EV drivers who required a replacement vehicle actually received one during repairs. This mismatch between expectation and reality can lead to dissatisfaction among EV owners and negatively impact their overall repair and claims experience.



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¹ Europcar survey conducted via Vypr - January 2025

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Notes to Editors

About Europcar Mobility Group

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"We help to change the way you move" is what we stand for and brings us together. More than ever, we're committed to delivering simple, seamless, innovative solutions that make mobility easy, enjoyable and increasingly eco-friendly.

To do this, we offer to individuals and businesses a wide range of car and van rental services, be it for a few hours, a few days, a week, a month or more, on-demand or on subscription, relying on a fleet of more than 280.000 vehicles, equipped with the latest engines including an increasing share of electric vehicles.

Our brands address differentiated needs, use cases and expectations: Europcar® - a global leader of car rental and light commercial vehicle rental, Goldcar® - a frontrunner at providing low-cost car rental services in Europe, Fox-Rent-A-Car®, one of the main players in the car rental market in the US, with a "value for money" positioning, and Euromobil®, a German car rental player. The Group also operates the "myEuropcar" platform for vehicle subscription.

Customers' satisfaction is at the heart of the Group's ambition and that of our more than 9,000 employees, everywhere we deliver our mobility solutions, thanks to a strong network in over 130 countries (including 15 wholly owned subsidiaries completed by franchisees and alliance partners).

More info: www.europcar-mobility-group.com