



London, 29th January 2026

## **Europcar and vMobility join forces to shake up replacement vehicle sector with vHire**

### **Insurance-first vehicle replacement service targets claims costs and the customer experience**

Europcar Mobility Group UK and vMobility have launched a groundbreaking new partnership to shake up the replacement vehicle sector. vHire combines the technology-driven, insurance-focused service of vMobility with Europcar's extensive national fleet and network, to deliver an insurer-first replacement vehicle solution unlike anything else in the market.

"Insurers have previously faced a lack of choice and sector focused expertise for replacement vehicle supply," explained Gary Smith, Managing Director, Europcar Mobility Group UK. "This ignores the fundamental fact that onward mobility is critical to the claims experience. A poor service not only impacts customer satisfaction but adds cost."

"Building on the existing relationship between Europcar and vMobility, vHire addresses these issues," confirmed Danielle Corby, CEO of vMobility. "Delivering a unified service that integrates onward mobility, repair coordination and customer communications through a single digital platform, vHire optimises outcomes. It is a game-changer because it has the insurer's cost and customer satisfaction needs at its heart."

Europcar has been the replacement vehicle partner of choice for vMobility for several years. The creation of vHire builds on this relationship alongside an extensive network of specialist vehicle suppliers, to create an insurer-first solution for efficient and transparent claims mobility across the UK.

"vHire gives insurers the confidence of guaranteed supply as well as scalability" added Danielle Corby. By leveraging the latest in AI to drive decision-making and process efficiency we ensure that the right mobility solution is provided for every claim. We don't just default to a hire vehicle, which is critical both for cost management and customer satisfaction."

As proven insurance experts, vMobility has created a custom-built platform designed to meet the unique needs of the insurance market. Enabling a customer-centric approach offering the communication channel of choice, the platform can be tailored to each insurer's specific requirements without the need for expensive or time-consuming system development. It also offers real-time vehicle tracking, giving customers full visibility of their claim and hire vehicle to reduce instances of failure and improve satisfaction.

The nationwide Europcar network, including its market-leading Delivery & Collection service, and its 40,000 strong fleet of cars and vans, ensures vHire can provide the right vehicle for every claim, including electric and hybrid.

“Combining the insurance market expertise of vMobility with Europcar’s fleet and ability to deliver a car anywhere in the UK, vHire provides insurers with a replacement vehicle solution that is in tune with the regulatory requirements of the sector,” added Gary Smith. “It’s a partnership that makes complete sense for insurers because it will reduce claim lifecycles, cut claims costs, improve customer satisfaction and deliver a seamless customer experience.

“Insurers have asked for a single-source, digitally transparent solution for replacement vehicle management. vHire delivers exactly that – one contract, one workflow, one customer journey.”

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## **Contacts**

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### **Notes to Editors**

#### **About Europcar Mobility Group**

Europcar Mobility Group is a global mobility player, with 75 years of mobility services expertise and a leading position in Europe.

“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](http://www.europcar-mobility-group.com)

### **About vMobility**