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| **From:** | communication@csninc.ca |
| **Date:** | Wed, Dec 9, 2015 at 12:50 PM |
| **Subject:** | Aviva - Announcement/Reminder to Shops re: Discount Rentals |
| **Message:**  |
| A notice from Aviva Canada:Premiere Repairers In preparation for the upcoming winter season, we are taking this opportunity to remind you all that Discount Car and Truck Rentals is Aviva Canada’s Primary loss of use rental provider for customers requiring a rental vehicle following a claim. About DiscountDiscount provides an enhanced service experience through a central reservation call centre with dedicated staff to handle all your customers’ rental vehicle requirements. Within one hour of receiving a request from our claims adjuster, Discount will contact your customer.Discount also offers:· A wide range of vehicles including luxury brands such as BMW, Mercedes, Lexus and Land Rover· Pick-up trucks, cube vans and straight trucks are now available for your commercial customers· No charge upgrades when the required vehicle is not available · 24/7 availability in major centresWhat you need to doWhen your customers require a rental vehicle following the reporting of a claim, simply call your local Discount location to arrange for their rental. Alternatively you can call Aviva’s dedicated reservation line at 1 800 404 4142 to reach the Discount National Reservation Call Centre. From there, Discount will make sure that your customer gets into a vehicle quickly and easily. At no point should a customer be placed into any other rental vehicle. If Discount is unable to fulfill the required need they will utilize Aviva Canada’s approved alternative.If you have any questions or concerns about the use of Discount or the rental process moving forward, please contact me.Regards,AvivaMartin Da Silva, CIPSenior Manager, Auto Vendor ManagementClaims Services & Vendor Management |
| **Attachment included?** | NO  |