



Innovation are only actioning as a concierge and take down a minimal amount of information

Innovation assign a repairer, and send the drivers details to the repairer.

After this process the customer needs to lodge a claim with their insurer, and pass this information onto the repairer so that your able to send the quote and images onto the customers insurer.

We do recommend contacting the customer to obtain the insurer details, make inspection booking and repair arrangements.

This will not show in your Innovation portal.