



HOLLY ROBINSON

MOTOR CLAIMS HANDLER

CONTACT

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SPECIALTIES

Third Party Administration
Transportation
Claims Management

ADDITIONAL EXPERTISE

FNOL motor claims experience
for over 15 years.
Credit Hire Experience 5 Years.

LANGUAGE SKILLS

- English

BIOGRAPHY

I am an experienced insurance and motor claims professional with over 17 years' experience across the insurance, credit hire and vehicle repair industries. Throughout my career, I have worked for companies including Allianz and Hastings Direct, gaining experience in First Notification of Loss (FNOL), third-party claims and credit hire.

Working within FNOL meant I was often the first person a customer spoke to following a road traffic accident. I supported people who could be calling directly from the roadside or immediately after a potentially frightening or distressing incident. This included accidents involving injuries and the police, so being able to remain calm, reassuring and professional was extremely important. I would gather the details of the accident, explain what would happen next and communicate with third-party insurers, solicitors, police and other parties where required.

I have also worked within credit hire, helping customers following accidents by arranging replacement vehicles and supporting them while their own vehicle was being repaired. My experience isn't limited to the insurance side of the industry. I previously part-owned a vehicle body shop, where I was responsible for booking vehicles in for repairs, invoicing and arranging vehicle collections and deliveries. I also enjoyed getting involved practically, including mixing paint and helping to prepare panels ready for repair and painting. Having experience across insurance, credit hire and vehicle repairs has given me a really well-rounded understanding of the motor claims journey from the moment an accident happens through to getting the customer back on the road. I pride myself on being approachable, organised and compassionate. I am confident communicating with people from all walks of life and particularly enjoy helping customers through situations that can initially feel stressful and overwhelming. After more than 17 years in the industry, customer service remains at the heart of how I work.