



IN COLLABORATION WITH



Service Advisor Q&A

What is MVI?

It is FCA Middle East backed and endorsed Insurance through an appointed broker. IIB (Insurance Interactive Brokers) dealing with top Insurers, such as AXA. Our goal is to ensure you are 100% satisfied with your repair and to get you and your family back on the road in a vehicle that not only looks great, but is safe

Who is MVI for?

All Customers that own a Chrysler, Dodge, Jeep, RAM, Fiat, Alfa Romeo or Abarth.

What is the maximum age for MVI?

It is for all customer vehicle's whose vehicles are 5 years old & below

How much premium am I supposed to pay?

Under MVI's Program your exclusive Insurance Premium is calculated based on a special discounted rate and the final price will depend on factors such as Make and Model of your vehicle, Driver's Profile etc.

Do I get agency repair?

Your car will be repaired by a FCA ME approved agency Bodyshop. Guaranteed.

The FCA Approved Bodyshops all conform to the Bodyshop Dealer Standards in terms of processes, customer care and facilities.

I have a 4x4 vehicle. Do I need special off-road cover?

Your off-road Cover is included the Policy without any additional premium.

My vehicle has Genuine FCA Accessories, are they covered?

All MOPAR genuine accessories are part of the premium and policy as long as they are disclosed along with supporting documents during the time of the policy creation.

Your premium and policy can be endorsed at a later stage if you add accessories to your vehicle. Just contact IIB (Insurance Interactive Brokers)

So! What Do I get? What makes MVI different from other Insurances?

Apart from the standard Insurance offers such as:-

- Personal Injury Cover: Limit AED 20,000
- Emergency Medical Expenses: Limit AED 3,500
- Personal Belongings: Limit AED 4,000
- Oman Cover “Orange Card included”
- Off Road Cover
- Insurance for accessorized vehicles (Genuine accessories only)
- Back to invoice for total loss: 6 months from 1st Car Registration (Brand New Car only)
- Waiver of excess for windscreen damage: if below AED 5,000
- Pick and delivery (claims service)
- Car registration service
- Free Towing (anywhere in UAE)
- Extra discount for No-Claim certificates.
- Single Point of Contact

There are added benefits:

- One Free Polish (Removal of light scratches)
- SMART Repair - Free repairs for dents and scratches to any two peripheral panels (not accident damage) - per year
- One Free Headlight polish
- Free MOPAR Car Care Product Gift
- Courtesy Car (if parts on backorder) – accidents above 22,000AED

Will genuine parts be used?

Genuine parts are always preferred.

Also, the aim is also to repair peripheral and aesthetic panels.

Will the repairs affect my vehicles market value?

Retaining your vehicles market value is as important to you as us.

A MOPAR authentic repair certificate is presented on every repair as our goal is to ensure you are 100% satisfied with your repair and to get you and your family back on the road in a vehicle that not only looks great, but is safe

How do I get MVI?

It's a quick 5 step web-based application on all FCA ME social platforms and website.

Link:

Eng: <https://mideast.mopar.com/en/insurance.php>

Arb: <https://mideast.mopar.com/ar/insurance.php>

Is the application process complicated?

Once the information on the link is completed a Call Centre agent will contact you in less than an 1 hour.

The telephonic process is quick and simple.

Does it have GCC cover?

Your Insurance is covered in Oman and UAE with the same benefits.

Do I need a NCD report? What is the purpose?

A No Claim Discount letter will eligible you for further discount to ensure that you are paying a lower price, which meets your Driving Experience and Profile.

Your current insurer should release your NCD letter via email "free of charge" as per the Insurance Authority Regulation.