



Rated by Experts

Leading the market in
clarity and transparency



Contents

Overview	3
Red Line Criteria	4
Contact Fairer Finance	7

Overview

Our product ratings use a set of 'red line' criteria to calculate an underlying score for each product, which translates to a star rating.

Products can achieve between one and five stars. The more comprehensive the product, the more likely it is to be rated highly.

To achieve a five-star rating, products must meet all of our red line criteria. We focus on core product features, and don't give extra marks for unnecessary features or optional extras.

Our current red line criteria are contained in the following pages.

We do not consider price when calculating these ratings.

Product features included

Red Line 1 – cover for stolen keys

Policies must offer at least £500 to cover the cost of replacement locks if keys are stolen. This level of cover combined with the standard excess on these policies would cover the cost of replacement locks.

Red Line 2 – cover for lost keys

Policies must offer at least £500 to cover the cost of replacement locks if keys are lost. This level of cover combined with the standard excess on these policies would cover the cost of replacement locks.

Red Line 3 – 24-hour telephone helpline

Policies must provide access to a 24-hour telephone helpline. If a customer is involved in a road accident, they should be able to contact their insurance immediately. This is particularly important if their car is undriveable after the accident. Customers should not be penalised or left stranded if this happens outside office hours. Policies must provide an alternative including claims helpline and accident recovery line.

Red Line 4 – original audio/visual equipment

Policies must offer at least £750 of cover for replacing original, manufacturer fitted audio/visual equipment. Most policies offer unlimited cover in this area, but £750 would be adequate in the vast majority of cases. It has been included because a small minority of policies do not cover it.

Red Line 5 – windscreen repair excess

The majority of policies do not have a separate windscreen repair excess, meaning a small chip would set them back £100s in a claim or out of pocket repair. £10 is a reasonable repair excess that some policies offer.

Red Line 6 – windscreen replacement excess

The majority of policies do not have a separate windscreen repair excess, meaning a cracked windscreen would set them back £100s in a claim or out of

pocket repair. £75 is a reasonable windscreen replacement excess that some policies offer.

Red Line 7 – Courtesy Van

Policies must offer as a van as a courtesy vehicle, as a van is probably necessary for work for the policyholder and offering a car could result in lost earnings

Red Line 8 – damage by vermin & insects

This has been included as a red line because it is an exclusion found in a very small proportion of policies. We believe it is reasonable for a customer to expect their insurance to cover, for example, damage caused by mice chewing through their car's wiring. We see no reason why this kind of damage should be excluded.

Red Line 9– cancellation fee (before 14 days)

Policies must have a cancellation fee less than £55. We understand that marketing and acquisition costs are relatively high in this sector. But we don't believe cancellation fees should be so high as to appear to penalise the customer.

Red Line 10 – Amendment fee

Policies must have an amendment fee less than £40. Making changes to a policy should be affordable and £40 is a reasonable level for the administration costs.

Red Line 11 – repairs guarantee

Policies must guarantee any repairs to your car for a minimum of 3 years or a warranty of 3 years minimum. Customers should have the peace of mind of knowing they won't be stuck with the bill if their car is not repaired to a satisfactory standard. We believe 3 years to be a reasonable length of time to expect any repairs to last and is the median for the industry.

Red Line 12 – New car replacement

Policies must offer customers a new car replacement of a similar make, model and specification in the event that their vehicle has been stolen and not found or damaged to a certain extent within the first year of owning the vehicle.

Red Line 13– cancellation fee (after 14 days)

Policies must have a cancellation fee less than £106 after the cooling off period has expired. We don't believe cancellation fees should be so high as to appear to penalise the customer. This is set at the median

Red Line 14– Courtesy vehicle - repair

Policies must offer customers the use of a replacement car whilst theirs is being repaired. Many people rely on their car for daily activities and this need should be provided for by their insurance.

Red Line 15– Courtesy vehicle - stolen/total loss

Policies must offer customers the use of a replacement car if it is a total loss or if it has been stolen. Policyholders rely on their van for daily commercial activities and this need should be provided for by their insurance so they do not lose potential earnings.

Red Line 16– Uninsured driver promise

Policies must offer an uninsured driver promise. This means the customer won't lose their no claims discount or have to pay an excess if they are involved in an accident with an uninsured driver. Provided the accident was not their fault. We don't believe customers should be penalised because another driver doesn't have insurance.

Red Line 17- Storage charges

Policies must cover storage charges whilst the customer's car is waiting to be repaired. This is a cost that all customers should reasonably expect to be covered by their insurance, and is in fact covered by a vast majority of policies. It has been included because a small minority of policies does not cover it.

Red Line 18- Towing Costs

Policies must cover the cost of towing your car from the scene of an accident. This is another cost that all customers should reasonably expect to be covered by their insurance, and is covered by a vast majority of policies. It has been included because a small minority of policies do not cover it.

Contact Fairer Finance

James Daley

Managing Director

Oliver Crawford

Head of Research

corporate@fairerfinance.com