



Rated by Experts

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clarity and transparency



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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.

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

We do not consider price when calculating these ratings.

Personal Motor Excess Cover

Red Line 1 – Annual cover limit

Policies must offer at least £700 of excess cover across a policy year. This is close to the mean for the sector. Motor insurance excesses can reach £1,000 and we believe that cover lower than £700 would leave many policyholders exposed to large costs.

Red Line 2 – Cover limit per claim

Policies must offer at least £650 of excess cover for each claim. This is close to the mean for the sector. Motor insurance excesses can reach £1,000 for a single claim and we believe that cover lower than £650 would leave many policyholders exposed to large costs.

Red Line 3 – Number of claims allowed

Policies must allow an unlimited number of claims. Some policies only allow policyholders to claim once, given that cover limits can reach up to £3,000 we feel that this unfairly penalises customers who have chosen a higher level of cover, as a single claim is unlikely to reach the limit of higher level policies. Over 80% of the policies in the sector meet this requirement.

Red Line 4 – Personal belongings claims

Policies must provide cover for excesses related to claims on lost or stolen personal belongings. There is no reasonable excuse to exclude these claims from excess insurance and over 80% of the sector provide this cover.

Red Line 5 – Pro-rata refund

Policies must offer a pro-rata refund when cancelled after the 14 day cooling off period. Some personal excess insurance policies cost over £100 and customers should not be penalised for cancelling cover.

Red Line 6 – Waiting Period (if purchased at the same time as car insurance)

Waiting period's unfairly penalise customers who have an accident shortly after taking out the policy. The vast majority of policies do not have a waiting period

if the excess insurance policy is purchased at the same time as car insurance and so we feel that policies with a waiting period should be penalised.

Single trip car hire excess insurance

Red Line 1 – Cover limit per claim

Policies must offer at least £7,500 of excess cover for a single claim. This is the median for the sector and most policies pass this red line. Although most car hire excesses will be below this amount they can be in the thousands and as most policies reach this level of cover we believe all providers should be able to offer cover to this level.

Red Line 2 – Overall cover limit

Policies must offer at least £7,500 of excess cover in total. This is the median for the sector and most policies pass this red line. Although most car hire excesses will be below this amount they can be in the thousands and a higher level of cover will be necessary to allow for multiple potential claims. As most policies reach this level of cover we believe all providers should be able to offer cover to this level.

Red Line 3 – Key cover per claim limit

Policies must offer at least £500 of key cover per claim. This is the median for the sector and most policies pass this red line. We believe that cover below this level could leave customers underinsured in the event they lose the car keys or need replacement locks while abroad.

Red Line 4 – Curtailment cover per day

Policies must offer at least £25 of curtailment cover per day if the rental agreement has to be cut short. This is the median for the sector and we believe that it is a low bar to offer customers this level of coverage.

Red Line 5 – Curtailment cover overall

Policies must offer at least £300 of curtailment cover if the rental agreement has to be cut short. This is the median for the sector and we believe that it is a low bar to offer customers this level of coverage.

Red Line 6 – Drop off cover

Policies must offer at least £300 of drop off cover if the policy holder has to return the vehicle at a different time than scheduled. This is the median for the sector and almost 75% of the market offer this level of cover.

Red Line 7 – Misfuelling cover per claim

Policies must offer at least £500 of misfuelling cover per claim in the event that the wrong fuel is put into the vehicle. This is the median for the sector and we believe that policies should provide cover as policyholders could easily forget which fuel to put into a vehicle they are not used to driving.

Red Line 8 – Personal belongings cover

Policies must offer at least £300 of personal belongings cover in the event that they are lost or stolen. This is the median for the sector and has been included because a small number of policies don't provide any personal belongings cover.

Red Line 9 – Personal belongings single item cover

Policies must offer at least £113 of personal belongings cover for a single item in the event that they are lost or stolen. This is the mean for the sector and has been included because a small number of policies don't provide any personal belongings cover.

Red Line 10 – Towing cover

Policies must offer at least £1,000 of towing cover in the event that the vehicle breaks down and needs to be taken to a repairer. This is the median for the sector and has been included to make sure that the costs of towing can be covered in any country.

Red Line 11 – Administration fees cover

Policies must offer at least £100 of administration fees cover. Only a small number of policies don't reach this level of cover and we believe £100 is sufficient to cover any potential administration charges.

Red Line 12 – Family cover / dual lead driver

Policies must at least provide the option for there to be more than one person driving the vehicle. We believe it is unfair to restrict policies to only covering one driver, many families or groups travelling together will want to share the driving and policies should enable this. Most policies pass this red line.

Annual car hire excess insurance

Red Line 1 – Cover limit per claim

Policies must offer at least £7,500 of excess cover for a single claim. This is the median for the sector and most policies pass this red line. Although most car hire excesses will be below this amount they can be in the thousands and as most policies reach this level of cover we believe all providers should be able to offer cover to this level.

Red Line 2 – Overall cover limit

Policies must offer at least £7,500 of excess cover in total. This is the median for the sector and most policies pass this red line. Although most car hire excesses will be below this amount they can be in the thousands and a higher level of cover will be necessary to allow for multiple potential claims. As most policies reach this level of cover we believe all providers should be able to offer cover to this level.

Red Line 3 – Key cover limit

Policies must offer at least £1,500 of key cover across the policy year. This is the median for the sector and most policies pass this red line. We believe that

cover below this level could leave customers underinsured in the event they lose the car keys or need replacement locks while abroad.

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Contact Fairer Finance

James Daley

Managing Director

Oliver Crawford

Head of Research

corporate@fairerfinance.com