



Rated by Experts

Leading the market in
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 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 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 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.

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

£10 is a reasonable windscreen repair excess that some policies offer.

Red Line 6 – windscreen replacement excess

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

Red Line 7 – 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 8 – Pro rata refund

Policies must offer a pro rata refund. If customers cancel a policy they should get the premium back they are owed for not utilising a period of the insurance.

Red Line 9– cancellation fee (within cooling off period)

Policies must have a cancellation fee less than £20. Again, 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 £30. Making changes to a policy should be affordable and £30 is a reasonable level for the administration costs. This red line mirrors the red line for the annual car Insurance sector.

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– cancellation fee (after cooling off period)

Policies must have a cancellation fee less than £30 after the cooling off period has expired. We understand that marketing and acquisition costs are relatively high in this sector and installation comes at a cost to the provider. But we don't believe cancellation fees should be so high as to appear to penalise the customer.

Red Line 13 – Courtesy car (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 14– 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 15– 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.

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