

'Dealer Recommended' – Isn't that the type of GAP supplier you want to work with?

AutoProtect is immensely proud to have been recognised by motor retailers as the GAP supplier that they would recommend for a third consecutive year following research by Automotive Management.

Earning the trust of motor retailers and their customers is at the heart of the AutoProtect approach. To deliver upon this, a simple business-wide mantra of; 'doing the right thing' for customers is embedded into the culture, products, processes and controls of the business and it makes a difference that customers feel and value. This, in turn, reflects upon the motor retailer, helping their reputation and retention; after all, a successful GAP/RTI claim places the original supplying retailer in pole position to sell another car. Just as importantly, a successful claim can help create an advocate for the dealer involved.

AM Dealer Recommended and Trustpilot Market Leader – Rated 'Excellent' from over 5,000 verified reviews.

As of December 2019, AutoProtect is rated 'Excellent' on Trustpilot, the result of over 5,000 verified customer reviews. In the spirit of integrity and transparency, this customer feedback reflects customer experience from across our product portfolio, not just GAP/RTI. GAP claim feedback does make up a high number of the Trustpilot reviews, such as this one published in November 2019:

"Nearly three years elapsed when our car was accidentally written off,

leaving us after insurance payout with finance outstanding. We then realised the AutoProtect GAP Insurance was still valid. It was simple to make a claim, there was no fussing around and our claim was met and paid out, curing my scepticism and realising the true worth of AutoProtect return to invoice insurance which covered the loss and gave us a big deposit."

[trustpilot.com/review/autoprotect.co.uk](https://www.trustpilot.com/review/autoprotect.co.uk)

A Business That is Ready for Regulatory Change

At the time of writing (December 2019), The Financial Conduct Authority (FCA) published its Final Guidance on the distribution of General Insurance products, which includes products such as GAP/RTI. The 21 page report makes it clear that all such products must be promoted with explicit attention given to the FCA's Insurance: Conduct of Business Sourcebook (ICOBS). In particular, the report highlights the customer's best interests rule, that requires that; 'A firm must act honestly, fairly and professionally in accordance with the best interests of its customer,' being a concern with respect to product value and remuneration. The FCA's report has implications for the products, pricing and oversight responsibilities of insurance providers.

During the consultation stage of the review AutoProtect liaised with its retailer clients on how to best to deal with the changes expected. Following publication, as always, we are ready to embrace any implications and work to help the motor retail community to adapt to both the spirit and letter of

the FCA's conclusions. Our experience is that regulation has only ever been a good thing for F&I. Customer confidence has increased, so have many sales performances. Importantly, regulatory change has also contributed to an evolution of the motor retailing model.

Change may be a concern to some; at AutoProtect we are always available to provide advice.

"In a changing market, let's be bold and gain greater success together..."

New CEO Matthew Briggs discusses positive changes at AutoProtect Group

On the topic of change, at AutoProtect Group, we have also made our own significant changes over recent months; one of these is my appointment as CEO. By way of a brief introduction, I have launched, led and worked at executive level with a broad range of firms including; the RAC, Aviva, Capita Insurance Services and KPMG. I aim to bring a combination of experience and entrepreneurialism to what are already strong and trusted businesses.

Today AutoProtect Group is owned by Correlation Investments Limited and we have taken the opportunity to integrate the business' other automotive assets including SMART Insurance, mobile cosmetic repair solution Shine! and most recently F&I technology platform DealTrak into the AutoProtect Group.

This combination provides us with a unique portfolio of products and services, an agile customer-driven ethos, a great pool of talent and the resources and energy to help the motor retail sector adapt to an ever-changing marketplace. We have ambitious growth intentions and to achieve this, we are committed to delighting and assisting the motor retail community!

The Products, Tools and Attitude to Help Motor Retailers

AutoProtect has grown in scale and reputation by re-inventing our products and support services consistently. In what will continue to be a dynamic market, this appetite to be ahead of the change curve will continue to add value to the motor



Matthew Briggs
CEO AutoProtect Group

retail sector. For us, being an added-value supplier is more profound than just our products; it is also about how we stand side-by-side to support motor retailers and we see this as being increasingly important moving forward.

Our trusted advisor status continues to grow as compliance requirements increase.

Leading-edge technology, a thirst to increase speed in claims, plain English documentation, apps that place customers in control of their claims and support to help dealers to provide a customer experience that embraces compliance are just some of the AutoProtect areas that dealers value. We are ready to do more to support motor retailers.

In a changing market, let's be bold and gain greater success together by delighting customers right across their car buying and ownership journeys. Get it right, which we can, and we will develop a new sustainable business model that works for all parties.

Finally, in closing, thank you to all of the motor retailers who recommended us in AM's research, we look forward to continuing to earn your trust and that of all other retailers who are seeking positive change in the years ahead.

Best Wishes
Matthew Briggs