



Car Care Plan – the natural choice for aftersales expertise

Who are we?

Car Care Plan is a leading provider of vehicle warranty, asset protection and aftersales motoring programmes in the UK. With more than a million products being registered globally each year, it's little surprise that many major manufacturers and dealerships trust Car Care Plan to deliver quality aftersales products to their customers.

Established more than 40 years ago, Car Care Plan has built quite the portfolio of clients. Partnering with these clients ensures that motorists worldwide can enjoy the peace of mind that comes with motor protection products. Car Care Plan is active in more than 50 countries, with offices in:

- Leeds and Manchester, UK
- Shanghai, China
- São Paulo, Brazil
- Istanbul, Turkey
- Moscow, Russia

This wide geographical coverage naturally comes with the need for

multi-lingual claims-handling capabilities, which Car Care Plan has developed. Clients' needs will be met with enthusiasm, knowledge and expertise, with operational capabilities supported by a team of more than 400 employees based across the six locations. Car Care Plan knows motor protection products inside-out, so clients and customers can rest assured knowing they will be dealing with top-quality products, services and support.

What do we offer?

Car Care Plan offers a wide and ever-expanding range of products. From Warranty to Service Plans, Tyre and Alloy to Cosmetic Warranty, GAP, Roadside Assistance and MOT Test Insurance, the range of products is designed to suit motorists' varied needs. Products are also tailored to each client, so both client and customer can find satisfaction with Car Care Plan's products.

Alongside the motor protection

products, Car Care Plan has a team of knowledgeable and highly trained claims and call-handling specialists, who ensure that all claims and queries are dealt with quickly and professionally. Car Care Plan is highly customer-oriented, striving to create the best customer experience possible.

The range of services that Car Care Plan offers includes professional marketing support, e-commerce services, account management and training, and auditing. These services help provide essential support to dealers and manufacturers, whether large or small, so that aftersales products need not be daunting or complicated.

Take e-commerce, for example. A sales channel fully branded to the necessary identity, and open 24/7, Car Care Plan's e-commerce services offer an efficient sales process for dealers to register products and for customers to renew. Safe, quick and flexible, these e-commerce services, and indeed all the services offered by Car Care Plan, are vital aspects of aftersales support.

How do we offer it?

Car Care Plan's products are underwritten in-house, and all aspects

“Car Care Plan prides itself on championing quality and customer experience”



Car Care Plan has retained its AM Dealer Recommended status. Car Care Plan is proud that dealers and customers recognise the value of its products.

Car Care Plan's clients can benefit from either the white-label or umbrella brand approaches that Car Care Plan offers. Creating a tailored experience for each client is important to Car Care Plan as it ensures that they are comfortable with the products, and that products will be relevant to customers. For the white-label experience, clients can find their name and branding on all product and marketing materials. The umbrella brand approach means clients are able to use one of Car Care Plan's professional and respected brands to represent the aftersales products. Either approach sees Car Care Plan essentially act as an extension to clients' business, taking the hassle out of aftersales as they oversee policy administration, claims management and retention campaigns, as well as offering essential support regarding the sales of motor aftersales products.

Why Car Care Plan?

Choosing Car Care Plan makes for a

straightforward approach to aftersales characterised by knowledge, expertise and efficiency. The range of products cover a vast amount of customer needs and are all developed to be exemplary. Car Care Plan prides itself on championing quality and customer experience, as aftersales products need not intimidate. Customers should find an open, transparent approach to business and a continued excellence in service as Car Care Plan strives to enhance what it offers.

Products will help drive footfall back into dealerships, building essential trust between dealer and customer and contributing towards customer retention. New revenue streams will be opened up as dealers cater to different customer needs, protecting motorists should the worst happen. More than 40 years' experience gives a wealth of expertise, and has developed Car Care Plan's philosophy that a hassle-free, honest and friendly approach to motor protection is the way to go. Car Care Plan is the natural choice for vehicle warranty, asset protection and aftersales motoring programmes, and it isn't difficult to see why.



But don't just take our clients' word for it! Find out what Car Care Plan can do for your business by visiting www.carcareplan.com