

MOTOR INSURANCE POLICY - KEY TERMS EXTRACT

Insurer: Britannia Motor Insurance plc

Policy Number: BMI-2023-774829

Effective: 1 June 2023 to 31 May 2024

SECTION A: CREDIT HIRE PROVISIONS

A.1 Temporary Replacement Vehicle: Where the policyholder is not at fault and their vehicle is undriveable or undergoing repair, they are entitled to a temporary replacement vehicle of similar make, model, size, and specification to the insured vehicle (like-for-like replacement). The replacement must be reasonable and proportionate to the insured vehicle.

A.2 Duration of Hire: The hire period shall not exceed the reasonable repair period as determined by an approved engineer, or in the case of a total loss, a reasonable period to source a replacement vehicle (generally not exceeding 14 working days from notification of total loss). Any extension beyond these periods must be justified in writing.

A.3 Rate Assessment: Hire rates will be assessed against published Basic Hire Rates (BHR) and Guideline Hourly Rates (GBR) current at the date of hire. Rates exceeding the 75th percentile of comparable market rates may be subject to reduction. The insurer reserves the right to use independent rate databases (including but not limited to Whichrate, Autofocus, and HPI) to verify the reasonableness of claimed rates.

SECTION B: CLAIMS PROCEDURE

B.1 Notification: All claims must be reported within 48 hours of the incident. Late notification may result in additional scrutiny or reduction of ancillary charges.

B.2 Documentation Required: Claimants must provide the following within 14 days of claim notification: (a) completed claim form, (b) police report reference number where applicable, (c) photographs of damage to all vehicles, (d) independent engineer's report, (e) credit hire agreement (if applicable), (f) repair invoice or estimate from approved repairer, (g) medical report for personal injury claims.

B.3 Fraud Prevention: Britannia Motor Insurance plc participates in the Insurance Fraud Bureau (IFB) and shares claims data with industry databases. Claims exhibiting fraud indicators including but not limited to: excessive hire duration, inflated rates, staged accidents, or phantom passengers, will be referred to our Special Investigations Unit.

SECTION C: RATE TABLES (EFFECTIVE 1 JANUARY 2024)

Maximum allowable daily credit hire rates by insurance group:

Insurance Group	BHR Max	GBR Max	Example Vehicles
1-5	35.00	48.00	Fiat 500, Toyota Aygo
6-10	45.00	62.00	Ford Fiesta, VW Polo
11-15	55.00	75.00	Ford Focus, VW Golf
16-20	65.00	85.00	BMW 1 Series, Audi A3
21-25	75.00	98.00	BMW 3 Series, Mercedes C-Class

26-30	90.00	118.00	BMW 5 Series, Audi A6
31-40	120.00	155.00	Range Rover, Porsche Cayenne
41-50	180.00	230.00	Ferrari, Lamborghini, Bentley

SECTION D: DISPUTE RESOLUTION

D.1 Where the insurer and claimant disagree on the reasonableness of credit hire charges, either party may request an independent rate assessment from a recognised database provider. The cost of such assessment shall be borne by the party whose position is found to be unreasonable.

D.2 For claims below 10,000 in total value, disputes shall be referred to the Small Claims Track of the County Court. For claims between 10,000 and 25,000, the Fast Track applies. The parties are encouraged to engage in Alternative Dispute Resolution (ADR) before issuing proceedings.