

# Click4Warranty fully behind new car warranty code of practice

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Leading UK car warranty provider, Click4Warranty, has welcomed the decision of regulatory body, Motor Codes, to launch a Vehicle Warranty Products code of practice for buyers of car warranties approved by the Trading Standards Institute.

The publication of a new set of customer guidelines comes after the original warranty code of practice was suspended by Motor Codes in 2011 after it failed to protect consumers when online motor retailer Autoquake went into administration.

The new code regulates the advertising and sale of policies, outlines exactly what customers should expect from the claims process and obliges code subscribers to produce clear and jargon-free policy documentation.

It also protects customers of approved code subscribers against the use of high-pressure sales tactics.

More than half of the UK's warranty providers have already signed up to the voluntary code of practice. Motor Codes says this brings instant protection to around three million policy holders of products, such as MoT test insurance, roadside assistance and extended warranties.

Discussions continue between Motor Codes, the Trading Standards Institute and all remaining warranty providers in a bid to expand the number of signatories to the code and ensure consistently high consumer protection levels within the car warranty sector.

Motor Codes' new guidelines bolster the security afforded to motorists, adding to their previous New Car and Service and Repair Codes. They are all recognised by the Trading Standards Institute and supported by a free-to-access advisory service backed by Citizens Advice.

Consumer minister Jenny Willott MP said: "This new code should give peace of mind to consumers that when something goes wrong they will be dealt with fairly and transparently by those businesses which have signed up."

It signifies a final and lasting achievement for Motor Codes managing director, Chris Mason, who is leaving the organisation to join European trade body FISITA on August 1.

As the UK's specialist insurer for the car warranty sector (<http://www.click4warranty.co.uk/>), Click4Warranty has backed the work of Motor Codes in strengthening customer understanding of car warranty cover and helping them to make more informed choices.

A spokesman for the company said: "This new code of practice will do a great deal to guide customers through the process of what to look out for when purchasing car warranty cover and making claims. "The fact that so many providers have already committed to following the code's guidelines shows just how much support there is for it. Customer confidence in products is all important, and this is what we at Click4Warranty have built our reputation on for many years, which has led us to become the most

respected car warranty provider on the market,” he added.

Click4Warranty is recognised as the nation’s original and best warranty provider. Highly respected and trusted, the UK based firm has delivered thousands of innovative products over the past 20 years to a profile of very satisfied customers. Click4Warranty is the only online provider focused on providing quality, flexible insurance products to our consumers. As well as being FCA registered the company is also a member of the Financial Ombudsman service (FOS) and the Financial Services Compensation Scheme (FSCS).