



# Motor Trade Proposition





## Motor Trade Proposition contents

**“AXA is one of the largest Motor Trade insurers in the UK. We’re delighted to showcase our proposition. With dedicated experts from underwriting to claims you can have confidence in AXA delivering consistent experiences for you and your customers.”**

Louis Rudd – Head of Motor Trade





# About us





## About us

### About the Motor Trade Underwriting team

Our priority is to understand the needs of you and your clients. We recognise that each Motor Trade client is different and we tailor our solutions accordingly.

That's why we have specialists handling Motor Trade clients from underwriting to claims. Utilising our enviable expertise allows us to provide flexible solutions. This means that you'll get the right cover at a competitive price and all serviced to a high standard.

### Underwriting Approach



Motor Trade Specialist Unit offers expertise and consistent experiences, delivered by our national team of experts, with a regional presence.



Ability to customise our offering to incorporate rate stability agreements, profit share and risk management funds.



Significant capacity available to accommodate 100% placements offering solutions for single-site repairers to nationwide dealerships with turnovers exceeding £1bn.

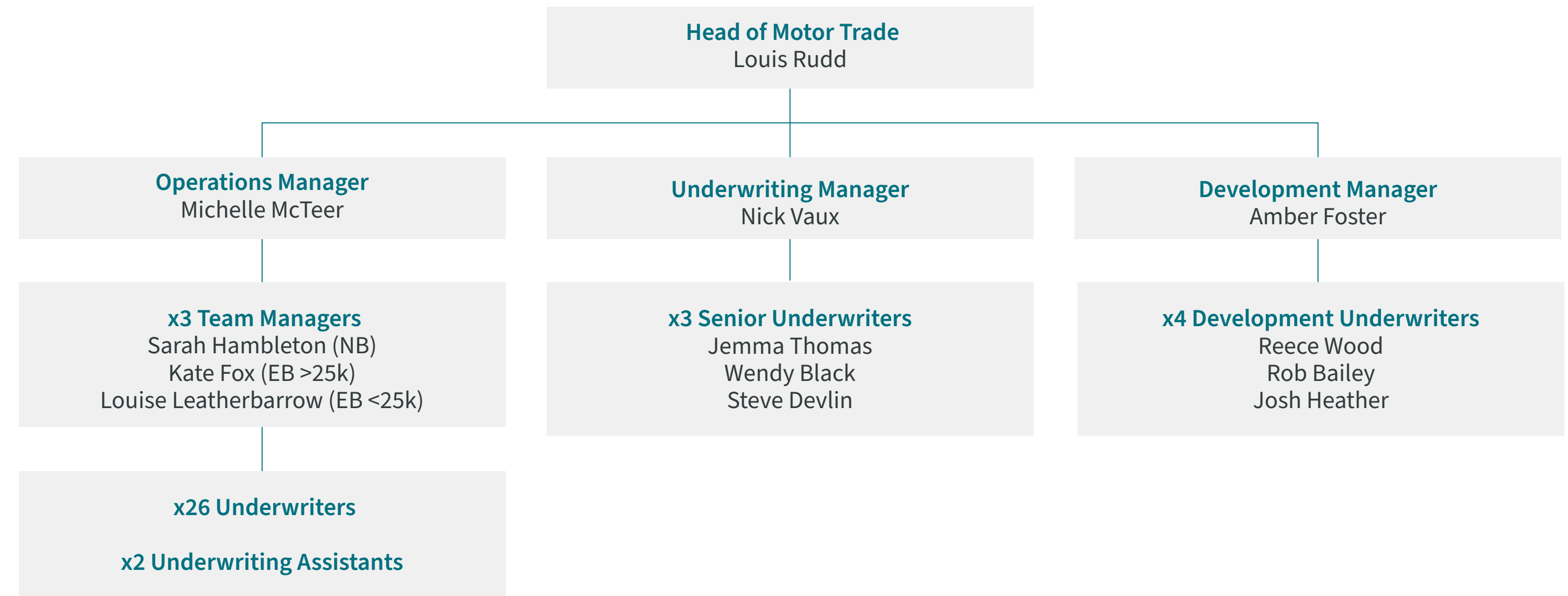


## About us

### Your dedicated specialist team



We pride ourselves on being Motor Trade specialists and our underwriting team has over 150 years of combined experience.





## About us

### What you can expect from your specialist team:



- ✓ An underwriting team that understands your local market and your client's needs. Made up of Regional market-facing Development Underwriters and Regional Renewal Underwriters, they'll deliver a reliable and consistent experience every time.
- ✓ Expertise and experience – we pride ourselves on being specialists in the Motor Trade sector and to that end we'll do the right thing for you and your customers.
- ✓ We are and will continue to invest in our people's knowledge of the sector and ensure we maintain a market-leading level of expertise.
- ✓ A genuine desire to help – we'll consider every risk and do everything we can to help you win and retain customers by offering tailor made solutions.
- ✓ Continuous Improvement – by keeping our knowledge of the marketplace up to date we'll anticipate your customers needs to make sure our products remain relevant.
- ✓ In terms of case handling, once onboarded your regional New Business Underwriter will work in conjunction with the Existing Customer team to ensure a seamless transition and knowledge transfer of your client to ensure a consistent experience for the life of the policy.
- ✓ You'll have access to our dedicated Adjustment Team who'll ensure any mid-term changes are handled efficiently and in line with regulatory requirements.
- ✓ For larger and more complex policies we offer quarterly reviews of your clients policy engaging you (and your client) for a rounded view. We can take any required actions together pro-actively and ensure a smooth renewal process.
- ✓ Consistent experience is key – at regular intervals we'll ask you how we're doing to ensure we're continuing to deliver good customer outcomes.



## About us

### AXA Claims Proposition

- Our Motor Trade Claims Team has over 180 years Motor Trade claims experience, making us well equipped to deal with any type of claim. We pride ourselves on the excellent service we provide to our customers and in exceeding our customers needs.
- All our handlers are based in one location, dealing with Road Risks, Material Damage and Personal Injury claims.
- We have dedicated Motor Trade Engineers with the technical expertise to support quick settlement of repairs and we work very closely with our suppliers to ensure quick payments if a vehicle is deemed a total loss.

#### Key Benefits:

##### FRAUD STRATEGIES

Late notified and low speed impact claims are robustly challenged with Third Party representatives, resulting in many of these types of claims being withdrawn or discontinued.

##### COMPLEX AND MAJOR LOSS

We have a team of highly skilled technicians, each with an average of over 20 years claims handling experience. Our technicians have been recognised at industry level. You'll have a dedicated case handler throughout the lifecycle of a complex claim.

##### AXA LOSS ADJUSTER PANEL

If required we'll appoint one of our panel adjusters to support the right outcome for your property claims.



## About us

### AXA Claims Proposition

#### Key Benefits:

##### FIELD SERVICES

Our nationwide team of 45 investigators are AXA employees and operate from their home bases. They investigate matters relating to liability as well as fraud and are highly skilled in all areas of insurance and investigations. They'll work closely alongside you and the AXA handler for the right outcome of a claim.

##### FASTER PAYMENTS

We can ensure customers receive a payment for any type of claim within a few hours up to a value of £250,000.

##### UNINSURED LOSS RECOVERY

For Road Risk claims, in the event that our driver isn't considered to be at fault, panel solicitors will be appointed to manage the recovery of any uninsured losses incurred such as the recovery of the policy excess.

##### WINDSCREEN REPAIRS

We have 3 panel glass repairers to ensure glass is repaired or replaced to get the vehicle back on the road as soon as possible.

##### PANEL SOLICITORS

It will be the intention that, by effective claims handling, less claims will enter the litigation arena. In the event that proceedings are issued one of our specialist panel solicitors will be appointed.

##### ESERVE

This portal enables you to track and view claims online. It's easy to access, simple to use and available 24/7 with real time information. Allowing you and your client access to claims information including a reporting function and direct messaging to our claims team.





## About us

### AXA Claims Proposition

#### Working together

Within the Motor Trade claims team you have dedicated handlers to support you with any complex claims or issues when required. We can work with yourselves and your clients to fully understand your requirements.

We have Claims Relationship Managers to support our larger clients. They can work alongside you and your customers to assist with tailored claims review meetings.

We ensure that our dedicated Claims MI team provide robust, timely reports helping larger clients understand current claim performance. This supports regular discussions to understand trends, and how we can support improved performance.





## About us

### Our Business Resilience offering

#### NATIONAL COVERAGE, GUIDANCE AND SUPPORT

- We employ 45 UK based Business Resilience Managers who undertake all surveys, allowing us to deliver a national coverage with no outsourcing.
- Our team are empowered to make pragmatic decisions and can deliver easy to understand risk improvements.

#### DEDICATED BUSINESS RESILIENCE MANAGER

- You'll have access to a dedicated Senior Business Resilience Manager.
- We'll work to provide support and assistance on property, liability or motor risk exposures and topics.
- We aim to develop bespoke and innovative approaches and methodologies to control and limit adverse exposure to employees, property and reputation.
- We'll work in conjunction with you and your Claims Relationship Manager who can attend quarterly review meetings to provide training and technical advice on specific updates.

#### SUPPLIER PARTNERS

- We have an excellent network of supplier partners to help clients in the management of their risks, providing expert support in specialist areas.



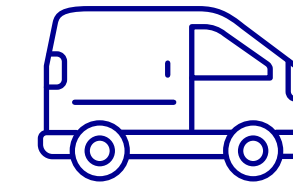


## About us

### Our Business Resilience team

**875**

Combined years  
of experience



15 trained Fleet  
Risk managers

**12**

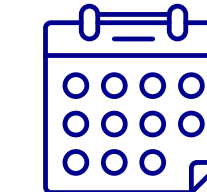
Chartered Safety Practitioner  
Casualty Surveyors



All home based to provide the  
best coverage across the UK

**47**

In-house Business  
Resilience experts



On average 26 years'  
experience of loss prevention

**2**

Engineers holding Business  
Continuity Institute qualifications  
aligned to ISO 22301  
(BC Management)



All surveys completed  
by our in-house team  
– no outsourcing



Specialist Electric Vehicle  
and alternative fuel  
capability experience



## About us

### AXA Suppliers Network

#### Kroll

A Buildings, Critical Plant and Contents Valuation Service to provide an accurate and reliable valuation so clients won't be over or underinsured.

#### Guardian Electrical Compliance

Proven specialists in electrical inspection and test with the added support and confidence of thermography. Guardian combine their superior technical competence with rapid response for early compliance.

#### Slip Safety Services

A leading provider of end-to-end floorcare services and maintenance which improve floor safety and standards that ultimately reduce the risk of slip accidents.

#### A P Safe Transport

Offers expertise in a variety of services to ensure your drivers are kept safe when driving for work.

#### DriverCheck

Provides driving licence checking services for businesses, including instantly checking their drivers' records against the DVLA database.

#### First Response Group

Offers a wide variety of solutions to protect against fire and security risks. Providing permanent and temporary protection for occupied and unoccupied premises or within a construction site environment.

#### ROBUST

A free of charge software program that helps to create an effective Business Continuity Plan for businesses.

#### VUE motor

In-vehicle CCTV and Telematics to help minimise incidents from fleet vehicles and increase defensibility.



## About us

### AXA Suppliers Network

#### DriverMetrics®

The world's leading behavioural driver safety programme.

#### Brightmile

A software-based fleet risk management solution that helps clients to reduce fleet claims and operational costs.

#### E-Training World

This online driver profiling system enables clients to see a profile of risk across their company drivers quickly and easily.

#### Pod Point

Electric Vehicle Charger installation and maintenance services.

#### Ignition

Bespoke fleet risk management, enhancing driver safety, compliance and peace of mind.

#### rradar

We're pleased to offer you a range of business resilience services provided by rradar ltd (a specialist legal services provider for AXA). Our long-term relationship with rradar is unique within the marketplace.

Available with the purchase of a Management Liability policy, rradar delivers legal risk management advice and services through smart, innovative digital tools and business solutions. rradar's tools can help to identify, manage and minimise potential legal or risk issues before they ever become a problem. Communication, collaboration, education and innovation are at the core of rradar's support as they create digital tools, dynamic apps, platforms, communication channels and more which help support risk understanding.





## About us

pod POINT

Which?

WHATCAR?



### The 7kW Solo 3S

Includes standard installation and a 5-year warranty.

### Fast, Safe and Smart

#### Universal

Connects to all electric cars.  
No cable included.

#### Tethered

Has a cable attached  
(Type 2 – 5m).



#### Solar integration

Harness the full benefits of zero-cost and zero-carbon charging with our easy-to-use solar integration.



#### 5 Year Warranty Included

Covering product and installation.



#### Charge Scheduling

Optimise the charging of your car on your EV tariff, exclusive access to our EDF tariff.



#### Charge Activity Reporting

View and export charging data including kWh and cost (£).



#### Over-the-Air updates & Auto Power Balancing

Connect to Wi-Fi to unlock remote updates.  
Charge your EV in harmony with your home.



# Proposition





## Proposition

### General Acceptance

Our target customers are established and experienced Motor Trade businesses operating in sectors as identified by our trade appetite guide.

- Directors, Principals or Partners aged 25 and over.
- Established and trading for a minimum of 2 years.
- Minimum Premiums apply dependent upon trade.
- Operate from purpose built Motor Trade premises.
- Core compulsory sections must be insured:
  - Material Damage
  - Road Risks
  - Public & Products Liability
  - Legal Expenses







## Proposition

### General Acceptance



#### We have two Motor Trade Insurance Products:

**1**

Our core Motor Trade product offers a competitive package of covers suitable for the majority of customers, operating across the sector as detailed within the trade appetite section of this guide.

**2**

Our Vantage product offers a range of additional and cover enhancements reflecting the needs of larger businesses, and/or operating in the sectors as detailed within the trade appetite section of this guide.



## Proposition

### Motor Trade offering

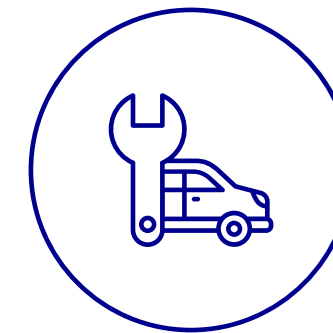
Our dedicated and competitive Motor Trade products are designed to meet the needs of your clients, which offers a broad and flexible range of covers.

As one of the UK's leading insurers operating in the Motor Trade market, we take great pride in our offering. We have a wide acceptance criteria and offer tailored Motor Trade insurance solutions to clients that provide a varying range of services and specialisms.

### Compulsory and standard covers include:



Material Damage, covering all risks including theft subject to forcible violent entry or exit plus full theft options available. Road Risks with a £10m Third Party property damage limit as standard, plus a range of optional driving extensions to facilitate demonstrations and courtesy vehicles.



Public and Products Liability standard limit of indemnity at £5m including defective workmanship with optional limits that range from £2m to £25m.



Equipment breakdown (including computer equipment up to £500k) and commercial legal expenses covers up to £50k included as standard.



## Proposition

The key product features and optional covers are detailed below:

### MATERIAL DAMAGE

- All risks cover including theft
- Theft cover for vehicles stolen with keys
- New vehicle replacement cover (including road risks)
- Automatic seasonal increase for vehicles during peak registration periods
- Financial losses on damaged new vehicles\*\*
- Cover for the Motor Trade customer's commercial loads up to £100k as standard
- Contents of customer's vehicles (including road risks)\*\*
- Property in Transit\*\*
- Employees tools\*\*
- Munitions of war cover
- Electric vehicle charging points, cables and equipment\*\*
- Exhibitions cover\*\*

### ROAD RISKS

- Unlimited legal liability for death or injury to others
- £10m limit for damage to other people's property
- A complete range of driving and use options with discounts for restrictions
- Competitive and flexible excesses
- Automatic unlimited EU cover for social, domestic & pleasure use
- Uninsured loss recovery and motor prosecution defence as standard up to £100k any one event
- Contract sale price (includes material damage)
- Option to extend cover to include vehicles privately owned by Directors, Principals and Partners
- Electric Vehicle charging points, cables and equipment extensions
- Leased Vehicle extension for the difference in value and lease settlement\*\*
- Hotel expenses or alternative transport if vehicle isn't roadworthy following loss or damage\*\*

### PUBLIC & PRODUCTS LIABILITY

- Standard limit of £5m (options range from £2m to £25m)
- Defective Workmanship cover
- Environmental clean up cover\*\*
- Loss of use following loss or damage to a customer's vehicle\*\*
- Employers Liability standard limit of £10m (option to increase up to £25m)
- Business Interruption including loss of profit following damage to vehicles on the road
- MOT loss of licence cover option
- UK, EU\* and Worldwide\* Suppliers extension as standard\*\*

\*Limited by loss caused by fire, aircraft or explosion.  
\*\*Loss limits may apply.



# Proposition

## Motor Trade Product Comparison

PROPOSITION	MOTOR TRADE	VANTAGE MOTOR TRADE
<b>MATERIAL DAMAGE - COMPULSORY</b>	✓	✓
Contract Sale Price for damaged motor vehicles undelivered by you	✓	
Contract Sale Price for damaged motor vehicles undelivered by you and your motor trade customers		✓
Debris Removal Recycling cover	x	£10,000
Environmental Protection cover	x	✓
Exhibitions cover for vehicles	£100,000	£250,000
Financial Loss - New Vehicles cover	£5,000	£10,000
Fire Extinguishment expenses cover	£10,000	£50,000
Freezer Contents cover	x	£5,000
Inadvertent Omissions cover	x	£100,000
Involuntary Betterment cover	x	£100,000
Landscaped grounds - £10,000	✓	
Landscaped grounds and trees - £25,000		✓
Metered Water or Gas	£10,000	
Metered Services (Water, Gas & Electric)		£25,000
New for Old Vehicle Replacement including customer goods carrying vehicles up to 4t GVW	✓	
New for Old Vehicle Replacement including customer goods carrying vehicles up to 7.5t GVW		✓
Property in Transit cover	£5,000	£15,000
Public Relations Expenses cover	x	£5,000
Reduction in Value of Customers Vehicles cover	x	£10,000
Replacement locks and keys cover	£25,000	£50,000
Seventy Two Hour cover	x	✓
Theft of Motor Vehicles by Deception	x	£10,000
Trace and Access cover	£10,000	£25,000



# Proposition

## Motor Trade Product Comparison

PROPOSITION	MOTOR TRADE	VANTAGE MOTOR TRADE
<b>BUSINESS INTERRUPTION AND LOSS OF LICENCE - OPTIONAL</b>	✓	✓
Failure of Selected Public Supplies	x	£1,000,000
Murder, Suicide or Disease cover	x	£25,000
UK Suppliers	£1,000,000	£2,500,000
EU Suppliers - (Fire, aircraft & explosion perils only)	£500,000	£1,000,000
Worldwide Suppliers - (Fire, aircraft & explosion perils only)	£100,000	£250,000

PROPOSITION	MOTOR TRADE	VANTAGE MOTOR TRADE
<b>ROAD RISKS - COMPULSORY</b>	✓	✓
Contract Sale Price for damaged motor vehicles undelivered by you	✓	
Contract Sale Price for damaged motor vehicles undelivered by you and your motor trade customers		✓
Excess definition amendment	x	✓
Financial Loss - New Vehicles cover	£5,000	£10,000
Loss of use (customers vehicles) cover	£50,000	✓
Medical Expenses cover	x	£500
New for Old Vehicle Replacement including customer goods carrying vehicles up to 4t GVW	✓	
New for Old Vehicle Replacement including customer goods carrying vehicles up to 7.5t GVW		✓
Reduction in Value of Customers Vehicles cover	x	£10,000
Replacement locks and keys cover	£25,000	£50,000

PROPOSITION	MOTOR TRADE	VANTAGE MOTOR TRADE
<b>PUBLIC AND PRODUCTS LIABILITY - COMPULSORY</b>	✓	✓
Defective workmanship to vehicles cover	✓	x
Defective workmanship to vehicles and Rectification cover	x	£5,000
Environmental Clean Up cover	£100,000	£1,000,000
Loss of use (customers vehicles) cover	£50,000	✓
Reduction in Value of Customers Vehicles cover	x	£10,000





# Trade Appetite





# Trade Appetite

## Trade Appetite Comparison by product

MOTOR TRADE (£3,500 MINIMUM PREMIUM)		
We're very keen to write more of these		
Body Repairs (cars, light vans and motorcycles)	Car/motorcycle and van sales & repairs	Classic Car Specialists
Commercial vehicle signwriting	Mechanics/ Auto-Electricians (with premises)	MOT Testing Stations
Specialist fitters (clutch, gearbox, brakes and exhaust)	Tyre, Battery and Exhaust fitters	Vehicle sales
We're interested but need more detail		
Car cleaning and valeting (own premises)	Coachbuilders	HGV Sales, Service and Repair
Motor Conversion Specialists	Petrol Filling Station (with connecting motor trade business)	
Prestige Vehicle Specialists	Vehicle Alarm and Security Specialists	Windscreen Specialists (non-mobile)

\*Includes motor sports by Directors/Partners/family members involving support from the business or active sponsorship with service support or vehicle ownership.

\*\*Vehicle breakdown & recovery and agricultural trades have a £25,000 minimum premium.

VANTAGE MOTOR TRADE (£10,000 MINIMUM PREMIUM)**		
We're very keen to write more of these		
Bodywork Repairs (cars, light vans and motorcycles)	Car Supermarkets	Car/motorcycle and van sales and repairs
Classic Car Specialists	Commercial vehicle signwriting	Franchised Dealers
Mechanics/Auto-Electricians (with premises)	MOT Testing Stations	Motorcycle Dealers
Specialist fitters (clutch, gearbox, brakes and exhaust)	Tyre, Battery and Exhaust fitters	Vehicle Alarm and Security Specialists
Windscreen Specialists		
We're interested but need more detail		
Agricultural and mechanical plant specialists	Breakdown Recovery Specialists	Car cleaning and valeting
Caravan and Motorhome specialists	Coachbuilders	HGV Sales, Service and Repair
Motor Conversion Specialists	Petrol Filling Station (with connecting motor trade business)	Prestige Vehicle Specialists
Sports and High Performance (excl. Motor Sport preparation or support*)	Taxi Servicing and repair specialists	Vehicle Auctioneers
Vehicle collection and delivery specialists		



## Trade Appetite

Specific Trades





## Trade Appetite

### BREAKDOWN RECOVERY SPECIALISTS



Activities here can range from the relatively low-risk roadside breakdown, rescue, or routine new vehicle deliveries to recovering vehicles on motorways, major thoroughfares, contraflow/multi-accident rescue or river recovery.

Due to the complex nature of the trade good risk selection is essential. Whilst the types of vehicles recovered will vary, we'll consider more favourably where the majority work is weighted towards private car, motorcycle and light commercial vehicles.





## Trade Appetite

We'll have no appetite for business where there's any specialist recovery involvement with:



Vehicles used for the carriage of hazardous goods, such as petrochemical tankers



Heavy Goods Vehicles



Public service vehicles/  
double decker buses or  
transporters

Some recovery operators carry out Scene of Crime (SOCO) recovery work for the Police under contract, including the storage of scene of crime vehicles. This carries an increased arson risk.

In circumstances where we're prepared to consider such risks there will be a minimum enhanced level of security required by us that must be complied with relating to electronic and physical protections of the premises. Please therefore ensure that a comprehensive view of your client's security is provided for our review.



## Trade Appetite

### KEY UNDERWRITING FEATURES AND INFORMATION REQUIRED:



- Confirmed claims experience essential (3/5 years prior to binding cover).
- Confirmation of lifting equipment inspection programme in place and up to date.
- Vehicle schedule including GVW/GTW, value, vehicle carrying capacity (if greater than 2).
- Where appropriate low bridge warning devices in vehicle cabs.
- Turnover/wage breakdown between:
  - Car and light commercial vehicle breakdown
  - HGV breakdown
  - Specialist activities including SOCO
- For larger customers we'll want to cost against the experience and for that we'll need prior year exposures i.e., driver and vehicle numbers, wages, and turnover for each of the 3 or 5 years.
- Hours of operation and logistics deployed to service recovery including whether employees retain vehicle assets at their home or if strictly held at their premises.
- Driver details, including their use.
- Types of vehicles recovered, including details of any incidental services/recoveries, examples could include:
  - Tanker/chemical recoveries
  - HGV Recovery
  - Hazardous Locations (outside of motorways) i.e., river, airside etc.
  - Double decker or high sided vehicle recovery
- Risk Management i.e.
  - Licence Check (how often, actions if poor outcomes identified)
  - Post claim process i.e., driver training etc.
  - Fire/theft protections at site





## Trade Appetite

### OTHER ACCEPTANCE CONSIDERATIONS:



- Minimum premium - £25,000 plus tax.
- Minimum 2 years trading and confirmed claims experience.
- All Directors, Partners, and Proprietors must be over 25 years of age and operate from purpose built commercial premises.
- No young or inexperienced drivers (21 and under or held a driving licence for less than 2 years).
- Own vehicle schedules should largely consist of vehicles less than 5 years old.
- Membership of a recognised recovery organisation, such as AVRO, the AA or RAC.
- Compliant and operating to PAS43 standards.
- No adverse financial history relating to bankruptcies, insolvencies, CCJ's etc. in the last 5 years involving Directors, Partners or anyone with a significant role in managing or organising the business.
- Minimum £500 excess.





## Trade Appetite

### FRANCHISED DEALERS



Target business for AXA where we'll consider single site franchises to multiple location and multi-vehicle franchise businesses operating nationwide, including those with turnovers in excess of £1bn where the focus is private cars, motorcycles and light commercial vehicles.

Activities typically covering retail sale, servicing and mechanical or body repairs sometimes including in-house or on-site bodywork and paint spraying activities plus a range of other incidental services.



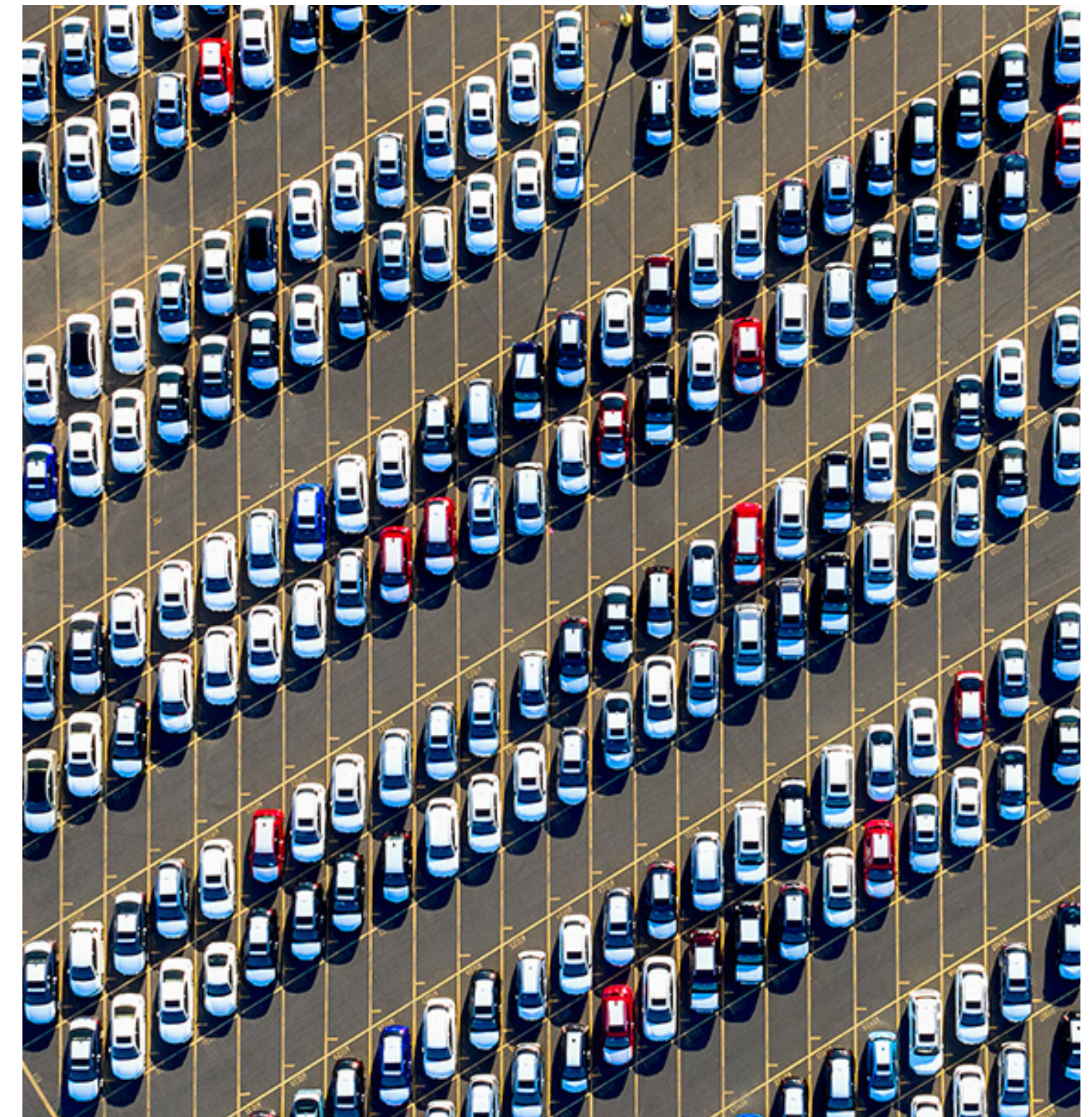


## Trade Appetite

### KEY UNDERWRITING FEATURES AND INFORMATION REQUIRED:



- Profile of vehicles generally worked upon or held for sale – we'll consider almost all vehicle models ranging from light commercial vehicles and the everyday car to the more prestigious and valuable.
- We'll have a limited appetite for supercars or limited high end luxury marques or private collections unless incidental.
- We'd have no appetite for vehicle racing, rallying or motor sports by Directors/Principals/Partners/family members including vehicle race preparation, support or sponsorship or performance enhancing engine re-mapping services.
- We can consider privately owned vehicles belonging to Directors, their spouses or civil partners, or the spouses or civil partners of Principals or business Partners but these must be disclosed and agreed by us in advance.
- Profile and mix of driving including young drivers to be insured, their employment status including position and driving use requirements.
- Extent of any collection and delivery including vehicle recovery for existing customers or any mobile operations undertaken.
- Any other more specialist activities.





## Trade Appetite

### POLICY COVER CONSIDERATIONS:



- We have high-capacity acceptance and will consider most programmes.
- We can consider Employers Liability and Public Liability limits of indemnity up to £25m.
- We offer driving restrictions from named driving to open driving for any driver with the Policyholder's permission.
- Experienced in-house surveyor and business resilience team can work with you and your clients on how best to secure your most valuable assets in terms of vehicle stocks and sites.
- Loan and Hire cover offered for courtesy and demonstration cars, either on full policy cover or contingent only basis if insured by your customers (numbers and details of cover required) – but limited appetite to support non-incident self-drive vehicle hire and where this is a feature full details will be required for further consideration.
- Semi-comprehensive cover available for road risks – this is best suited to businesses with the scale and expertise to repair damage to their own vehicles. This cover will pay for parts and sundries needed for repair with the policyholder providing the labour. Full comprehensive cover remains for Third Party and customer vehicles.
- AXA Vantage customers benefit from a range of additional covers and increased limits as standard, plus a redefined excess, which means a single excess per incident (even if loss crosses multiple sections or vehicles under road risks).
- We can offer solutions for Employee Car Ownership Schemes, subject to qualifying criteria being met.
- We can offer a range of trading tools, i.e.:
  - Risk Management Fund
  - Low Claims Rebate
  - Rating Agreements (2 or 3 years)





## Trade Appetite

### ADDITIONAL ACCEPTANCE CONSIDERATIONS:



- Minimum premium £10,000 plus tax.
- Minimum 2 years trading and confirmed claims experience.
- All Directors, Partners and Proprietors must be over 25 years of age and operate from purpose built commercial premises.
- Excellent management controls – evidenced by low frequency of loss confirmed by claims experience.
- No adverse financial history relating to bankruptcies, insolvencies, CCJ's etc. in the last 5 years involving Directors, Partners, or anyone with a significant role in managing or organising the business.







## Trade Appetite

### HEAVY COMMERCIAL VEHICLE SPECIALISTS



Where the majority focus relates to commercial vehicles exceeding 7.5t GVW and includes new and used vehicle sales, servicing, and repairs.

Due to the increased risks associated with such vehicle types, considering size, values involved and the propensity potential for larger Third Party property damage or injury losses we take a selective approach, with a key focus on a proven positive claims experience, Health & Safety policy, good risk management including site security.

**The types of vehicles can vary but we'll have no appetite for business where there's any specialist involvement with:**



Vehicles used for the carriage of hazardous goods, such as petrochemical tankers



Own vehicle haulage for reward



Multi-deck vehicle transportation, or public service vehicles



## Trade Appetite

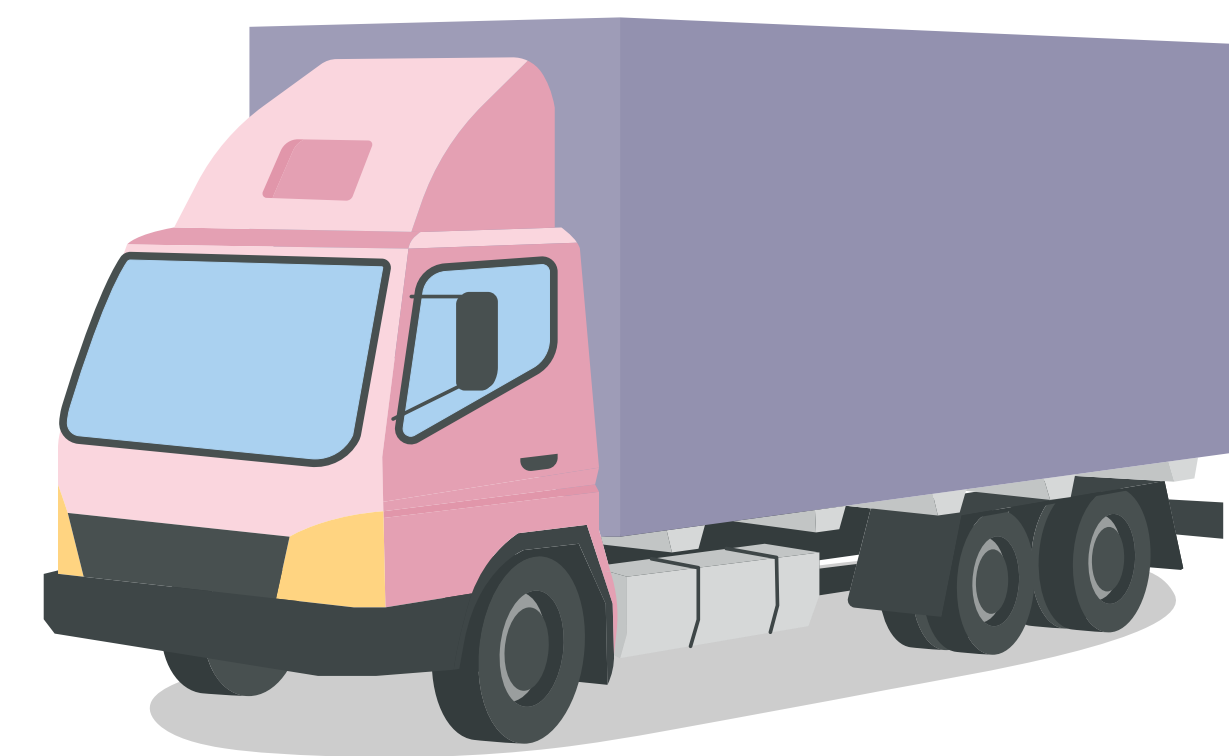
### KEY UNDERWRITING FEATURES AND INFORMATION REQUIRED:



- Vehicle types – profile and mix of vehicles worked upon including average and maximum typical values.
- Site Security - normally cover large areas to occupy such vehicles plus yards and compounds, premises to be very well protected with good quality layers of physical protections (palisade type fencing/gates and security posts) plus alarms with confirmed technology appropriate to the premises and exposures.
- Other deterrents – good lighting and CCTV covering entry/exit, yards, and compounds.
- Quality of site – purpose built with hard standings, control around vehicle movement to reduce the risk of impact with good signage, road markings including with separate pedestrian access/walkways.
- Other activities – vehicle collection, delivery including recovery, use of demos or loan and hire or any mobile operations undertaken.
- Driver age profile – including details of any young/inexperienced employees or use of agency or casual drivers.

- Health & Safety policies – must be fully documented with distribution throughout the workforce and training to cover risk assessments, manual handling, use of heat, driver training and regular licence checks etc.

These risks present a heightened liability exposure, our experienced Business Resilience Management team are keen to work with you and your customer to ensure that adequate management controls and effective Health & Safety policies are in place.





## Trade Appetite

### OTHER ACCEPTANCE CONSIDERATIONS:



- Minimum premium - £10,000 plus tax.
- Minimum 2 years trading and confirmed claims experience.
- All Directors, Partners and Proprietors must be over 25 years of age and operate from purpose built commercial premises.
- Excellent management controls – evidenced by low frequency of loss confirmed by claims experience.
- No adverse financial history relating to bankruptcies, insolvencies, CCJ's etc. in the last 5 years involving Directors, Partners, or anyone with a significant role in managing or organising the business.
- Minimum £500 excess.





## Trade Appetite

### MOTOR VEHICLE SALES, SERVICE AND REPAIR



Motor Trade risks whose core activities relate to sales, servicing and repair of private cars, motorcycles and light commercial vehicles represents target business for us, where we partner with single site locations to nationwide operations with significant turnover, wages, and exposures.





## Trade Appetite

### KEY UNDERWRITING FEATURES AND INFORMATION REQUIRED:



- Profile of vehicles generally worked upon or held for sale – we'll consider vehicle models ranging from light commercial vehicles and the everyday car to the more prestigious and valuable.
- We'll have limited appetite for supercars or limited high end luxury marques or private collections unless incidental.
- We'd have no appetite for vehicle racing, rallying or motor sports by Directors/Principals/Partners/family members including vehicle race preparation, support or sponsorship or performance enhancing engine re-mapping services.
- We can consider privately owned vehicles belonging to Directors, their spouses or civil partners, or the spouses or civil partners of Principals or business Partners but these must be disclosed and agreed by us in advance.
- Profile and mix of driving including young drivers to be insured, their employment status including position and driving use requirements.
- Extent of any collection and delivery including vehicle recovery for existing customers or any mobile operations undertaken.
- Use of heat on site or away from the premises and the controls in place to mitigate these risks.
- No appetite for any specialist activities connected to vinyl wrapping other than for commercial vehicle types.





## Trade Appetite

### POLICY COVER CONSIDERATIONS:



- Engineering equipment breakdown is included as standard.
- Engineering inspection services available.
- Loan/Hire cover is available for courtesy/demonstration vehicles (numbers and details of cover required) – but limited appetite to support non-incident self-drive vehicle hire and where this is a feature full details will be required for further consideration.
- We can consider Employers Liability & Public Liability limits of indemnity up to £25m.
- Semi-comprehensive cover available for road risks – this is best suited to businesses with the scale and expertise to repair damage to their own vehicles. This cover will pay for parts and sundries needed for repair with the policyholder providing the labour. Full comprehensive remains for Third Party and customer vehicles.
- AXA Vantage customers benefit from a range of additional covers and increased limits as standard, plus a redefined excess, which means a single excess per incident (even if loss crosses multiple sections or vehicles under road risks).
- Business Interruption cover follows losses under road risks – therefore, if a specialist vehicle that's generating revenue is involved in an incident revenue is potentially protected.





## Trade Appetite

### ADDITIONAL ACCEPTANCE CONSIDERATIONS:



- Minimum premium £3,500 plus tax.
- Minimum 2 years trading and confirmed claims experience.
- All Directors, Partners and Proprietors must be over 25 years of age and operate from purpose built commercial premises.
- Excellent management controls – evidenced by low frequency of loss confirmed by claims experience.
- No adverse financial history relating to bankruptcies, insolvencies, CCJ's etc. in the last 5 years involving Directors, Partners, or anyone with a significant role in managing or organising the business.





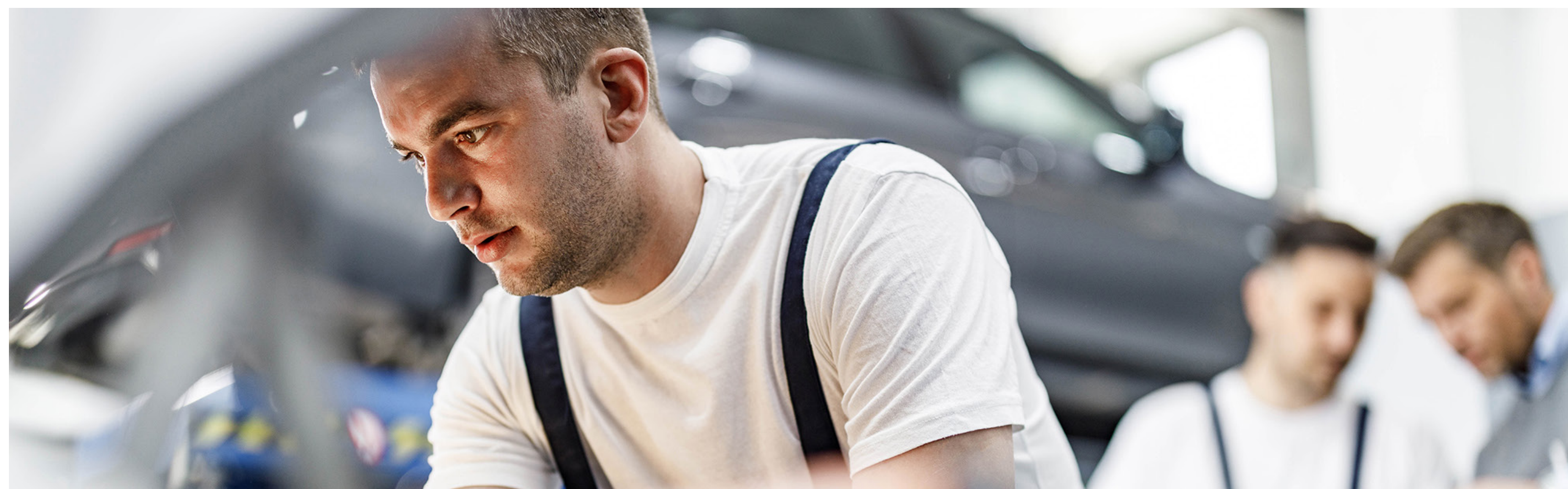
## Trade Appetite

### COACHBUILDERS



Coachbuilders play a vital part in the semi-manufacture of specialist vehicle bodies using other manufacturers rolling chassis. The products they're commonly involved in are quite wide, including:

- A range of heavy commercial vehicle body types from box units, curtain sided, bespoke drop sides to tippers
- Vehicle and plant transporters, with winches and cranes added to a chassis
- Horseboxes
- Temperature controlled vehicles
- Purpose built motorhomes







## Trade Appetite



The extent and scope of work undertaken can vary but we'll have no appetite for business with involvement in any of the following areas:



Extending the vehicle chassis or trailer beyond the manufacturer's specification



Altering the wheelbase and moving/ adding additional axles which could exceed the GVW (Gross Vehicle Weight) or other works that increase the GVW or Gross Train Weight of the vehicle beyond the manufacturer's specification



Cutting any section of the chassis mid-section or any area prior to the rear axle



Increasing seating capacity of the vehicle beyond the manufacturer's specification



Changing the handling characteristics of the vehicle





## Trade Appetite

### KEY UNDERWRITING FEATURES AND INFORMATION REQUIRED:



- Design/specification – vehicles are normally built to a certain requirement, and it's necessary to know who's responsible for the design/specification and whether there are any hold harmless agreements in force.
- What's being built – earlier vehicle types are just examples but can include all sorts and understanding the end product and target market is key.
- Exports – we can consider but need to understand past and forthcoming turnovers including location of customers i.e., North America including logistics and local territory representations.
- Work processes involved – this is a semi-manufacturing risk, different to a normal motor trade risk and need to understand the work processes and materials involved i.e., plastics or glass fibre, woodworking or any paint spraying undertaken together with any other trade process that requires the use of other hazardous machinery such as power/panel presses.

### OTHER ACCEPTANCE CONSIDERATIONS:



- Minimum premium - £10,000 plus tax.
- Established minimum of 2 years.
- All Directors, Partners, and Proprietors must be over 25 years of age and operate from purpose built commercial premises.
- Excellent management controls – evidenced by low frequency of loss confirmed by claims experience.
- Liability Survey required.



## Trade Appetite

### AGRICULTURAL SPECIALISTS



Businesses operating within this sector of the industry will range from smaller independents to larger franchise dealer operations offering the full range of agricultural vehicle services in terms of sales, servicing, and repair.

Often occupying larger sites in out-of-town rural areas which are typically more difficult to protect.

Vehicles and agricultural implements will be large, of high value and more dangerous given the multitude of moving parts capable of causing serious injury.

Other incidental services offered might also extend to include agricultural contracting on behalf of local councils, loan and hire of vehicles or equipment as well as mobile on-site or recovery activities.

However, we won't have appetite for risks where a high proportion of turnover relates to second-hand sales and only minimal repair work or where the average age of vehicles, machinery or equipment sold is more than 5 years old.





## Trade Appetite

### KEY UNDERWRITING FEATURES AND INFORMATION REQUIRED:



- Plant repairs – it's important that permanent warning notices are displayed in prominent positions within or on the plant/vehicle and the premises. The notice should state that the engine must be turned off before any work on the vehicle is undertaken including warnings regarding the removal of safety guards.
- Guards and Safety Devices - machinery and vehicles must have all guards and safety devices fitted in accordance with the manufacturer's specification before being released to a customer and represents a standard condition of the cover provided.
- Heat work away – it's necessary to establish how much of the turnover relates to heat work away from the premises and ensure compliance with the heat precautions condition as set out in the policy. We have a tolerance for only a very minimal exposure to heat work away.
- Plant hired out – it's not uncommon for high value plant to be loaned or hired to local farmers and insured by the farmer's own policy under the Construction Plant Hire Association (CPA) or equivalent conditions. The Insured should ensure that the person hiring in the plant is fully aware of operating procedures and that all safety equipment/guards are fitted.
- Exports – risks involved in product exports represents a significant risk within this sector and will normally be avoided. However, if we are to consider we need to understand several factors and full details will be required.
- Agricultural contracting – full details of all agricultural contracting work undertaken is required. If this represents a small part of the overall business activities, cover under a motor trade policy can be considered, otherwise it's necessary to establish that cover for agricultural contracting is arranged elsewhere.
- Security – due to some of the remote locations, there can be an increased risk from theft or malicious damage. In addition, the locations can be extensive in size and difficult to protect. It's important to be aware of the security at the premises and the type of plant/vehicles being sold and their value. These items can be extremely expensive and therefore attractive to thieves stealing to order.
- Restricted cover – parts of the premises can be in a poor state of repair. Cover availability may therefore be limited to wet perils or theft where this may be the case.



## Trade Appetite

### OTHER ACCEPTANCE CONSIDERATIONS:



- Minimum premium - £25,000 plus tax.
- Minimum 2 years trading and confirmed claims experience.
- All Directors, Partners, and Proprietors must be over 25 years of age and operate from purpose built commercial premises.
- Excellent management controls – evidenced by low frequency of loss confirmed by claims experience.
- No adverse financial history relating to bankruptcies, insolvencies, CCJ's etc. in the last 5 years involving Directors, Partners, or anyone with a significant role in managing or organising the business.
- Minimum £500 excess.





**Get in touch**





## Get in touch

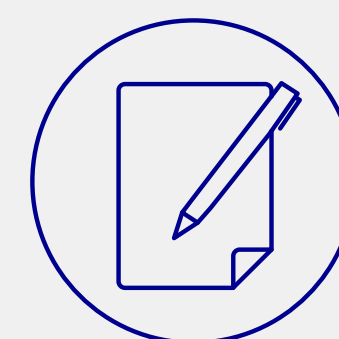


**“We are delighted to showcase the combined expertise of our Motor Trade Specialist Unit and Dedicated Motor Trade Claims Team. Our broker focussed service model will bring the best of AXA to market, assuring confident and consistent experiences for our brokers and customers. Deploying a wide appetite ensures brokers can rely on AXA to be the number one choice for their Motor Trade needs.”**

**Sarah Mallaby - Distribution and Trading Director**



Our Motor Trade team are here to help you trade. You can contact us on **0345 602 2675** or send an email: [axamtp.ins@axa-insurance.co.uk](mailto:axamtp.ins@axa-insurance.co.uk)



For our Contact sheet please visit [here](#).



Alternatively please contact your local Business Development Manager