



# Protecting your customer's car for Keyless Car Theft





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Here are some key considerations to help ensure the security of their vehicles:



## Understanding Keyless Car Theft

Explain the concept of keyless car theft, also known as relay theft, where thieves intercept the signal between the key and the vehicle to gain unauthorised access. Emphasise the vulnerability of keyless entry cars and the risk of theft, even for non-keyless cars.



## Protecting Keyless Fobs

Advise customers to store their keyless fobs in a location that can block the signal between the fob and the car to prevent hackers from gaining access. Recommend investing in a Faraday pouch or box as a practical and effective solution to safeguard keyless fobs.



## Bluetooth and Wi-Fi Management

Encourage customers to turn off Bluetooth and Wi-Fi when not in use to prevent attackers from exploiting vulnerabilities in the car's wireless connections, which could lead to unauthorised access and control of the vehicle.



## Software Updates

Highlight the importance of keeping the car's software up to date to prevent potential vulnerabilities that hackers could exploit. Recommend regular checks for software updates and prompt installation as required.



## Visual Confirmation

Emphasise the importance of visually confirming that all car doors are locked, rather than solely relying on the key fob, to ensure the vehicle's security.



## Physical Deterrents

Highlight the effectiveness of physical deterrents such as steering locks in preventing thieves from driving off with the car, even in the event of successful unauthorised access.



## Tracking Devices

Explain the potential benefits of investing in a tracking device to increase the chances of locating and recovering a stolen vehicle.



## Valuables Protection

Advise customers to avoid leaving valuable items on display in the car and instead store them in the glove box or remove them from the vehicle, especially overnight.



## Insurance Coverage Review

Remind customers to review their car insurance policy to understand the coverage provided in the event of keyless car theft and ensure it meets their needs.



By providing comprehensive guidance on protecting against keyless car theft, you can help your customers take proactive measures to safeguard their vehicles and minimise the risk of unauthorised access and theft.