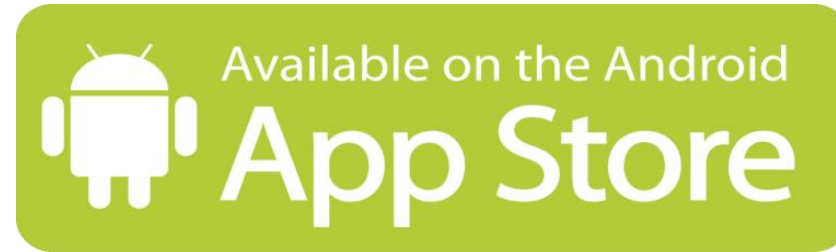
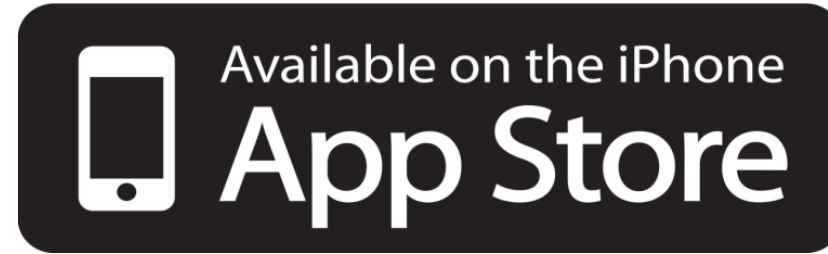
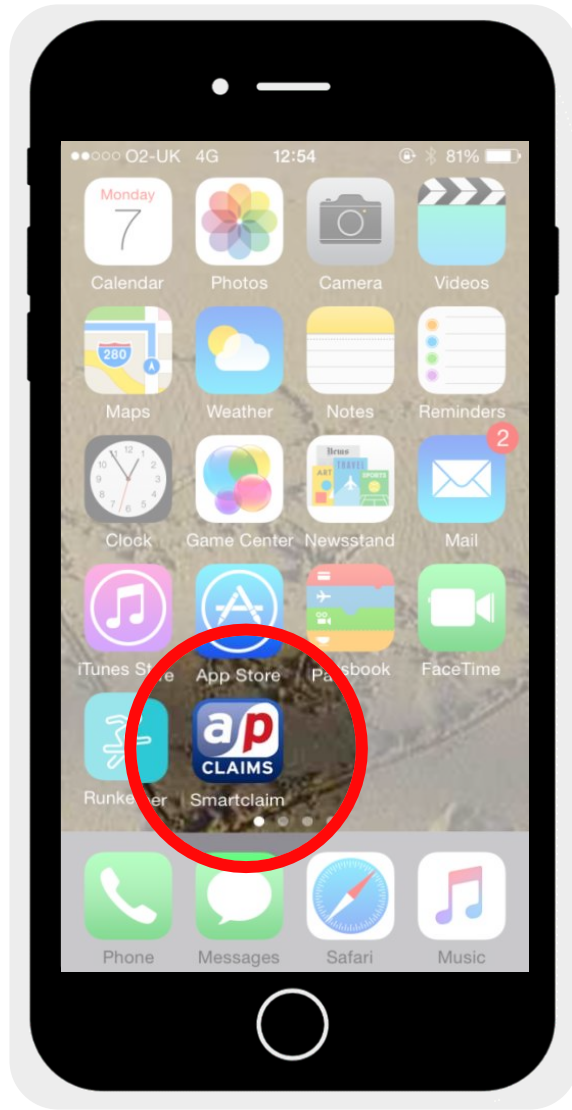




## How To Make A Claim



## Making Claiming Easy – AutoProtect Consumer Claims App



Alternatively the customer can text the word 'APAPP' to 88802 and receives a link to download the free consumer claims app

# Validation Of Details

Enter:

- Vehicle Registration
- Postcode
- Surname

If two out of three are correct the customer can start the CLAIM

If one or none are correct:

- Enter policy number



*Test data: Policy Number: **12987534** Postcode: **cm202eq** VRN: **EA62 234** Surname: **Test4***

# Smart Claim

auto protect

SMART Claim

We're sorry that your vehicle has been damaged.

To help us arrange a repair we need you to provide:

- Details of the incident.
- Images of the damage.

Then, before submitting your claim please check your policy terms and conditions to confirm the damage fits within the size (cms) and limits described. These were supplied when you purchased the product/s.

Then press continue.

CONTINUE

auto protect

SMART Claim

I confirm that all the details provided within this claim are in-line with my policy terms and conditions

Note, providing inaccurate information may result in a delay in your claim.

By continuing you promise the information provided is true and correct.

When did you notice the damage?

17

Feb

2020

18

Mar

2021

SUBMIT

auto protect

SMART Claim

Please select the type of damage.

Choose

Scuff

Chip

Dent

Dent with Broken Paint

Scratch

auto protect

SMART Claim

Please tap to indicate the location of the damage.

SEND PHOTOS

auto protect

SMART Claim

Nearly there, we just need you to upload some photos showing your vehicle's damage.

WE REQUIRE 2 PHOTOS TO SUCCESSFULLY PROCESS YOUR CLAIM.

1 CLOSE-UP

1 FURTHER AWAY

Close Up

Full Damage

UPLOAD/TAKE PHOTO

MANAGE PHOTOS

SUBMIT

Scan me for our Smart Claim App demonstration video



auto protect

SMART Claim

Please provide the postcode of your preferred repair location.

Postcode

LOOK UP

Or provide the address here:

House number/name

Street name

Town/City

Postcode

SUBMIT

auto protect

SMART Claim

Thank you.

Your claim has been approved subject to the information you have provided.

In order for us to safely carry out your repair we will require:

- Home or work address.
- A safe location i.e. driveway or private off-street parking.
- Space for your vehicle and the technician's medium-sized van.
- Supply parking permits where required.

Does your location meet the requirements above?

YES

NO

auto protect

SMART Claim

Thank you for your patience.

The next available date for your repair is:

27-Apr-2021 PM

Arrival time between 11:30 and 15:30

Do you wish to accept this date and time?

YES

NO

# Alloy Wheel

auto protectFAQs

Alloy Wheel Claim

We're sorry that your alloy wheels have been damaged.

To help us arrange the repair or replacements as quickly as possible you will now need to answer some short questions and upload a few pictures.

Continue

auto protectFAQs

Alloy Wheel Claim

Please confirm the damage fits within the limits described in your terms and conditions as supplied to you when you purchased the product/s.

I confirm

auto protectFAQs

Alloy Wheel Claim

When did you notice the damage?

25September2017

Submit

auto protectFAQs

Alloy Wheel Claim

Please enter a brief description of how the damage occurred.

Scuff on alloy

Submit

auto protectFAQs

Alloy Wheel Claim

Please select the type of damage.

Scuff

Scrape

Kerb

Chip

auto protectFAQs

Alloy Wheel Claim

Please select the type of wheel.

Diamond cut

Painted

Standard

Don't know

auto protectFAQs

Alloy Wheel Claim

Please tap an image to indicate for which alloy wheel you're claiming.

Front passenger's sideFront driver's side

Rear passenger's sideRear driver's side

auto protectFAQs

Alloy Wheel Claim

Please take photos of your **front passenger's side** wheel damage.

Examples

Add your photos here

Full Wheel

Close Up



# Tyre Claim

auto protectFAQs

Tyre Claim

Please confirm the damage fits within the limits described in your terms and conditions as supplied to you when you purchased the product/s.

I confirm

auto protectFAQs

Tyre Claim

Please select the type of damage.

Punctured


Damaged


Don't Know


auto protectFAQs


Tyre Claim


Please tap an image to indicate for which tyre you're claiming.


  
Front passenger's side

  
Front driver's side


  
Rear passenger's side


  
Rear driver's side






Add your photos here

  
Full Wheel

  
Close Up

  
Tread


Submit


auto protectFAQs


Tyre Claim

Please take photos of your **front passenger's side** tyre damage.

Examples







Add your photos here

# GAP Claims Part One

auto protectFAQs

GAP Claim

## Welcome to GAP Claims.

We're sorry you're without your vehicle at this time. To speed up your claim and make the process quick and easy we need some details from you.

Later will we need some documents but for the moment let's start with some questions.

CONTINUE

auto protectFAQs

GAP Claim

To help us to assist you can you please provide us with some information about the claim you have made with your road risk insurer.

Provide us with the date the insurer declared your vehicle a total loss\*

22 September 2017

Is your vehicle financed? ☒ Yes ☐ No

Have you accepted any settlement figure offered by your Insurer? ☐ Yes ☒ No

*That's good we really need to discuss any offer with you and your insurer before you accept it.*

auto protectFAQs

GAP Claim

MILEAGE AT TIME OF INCIDENT (IF KNOWN).

10000

Incident date

22 September 2017

Choose incident

CHOOSE INCIDENT\*

Submit

auto protectFAQs

GAP Claim

Ok, nearly done. We just need you to confirm the information below and we'll then email you with a link to a web page where you can upload all the documents we need to complete your claim and achieve a settlement as quickly as possible.

Name:	Leah Zdsurname
Contact number:	0796942126
Email:	Lblake@autoprotect.co.uk
Mileage:	10000
Incident date:	22 September 2017
Type of incident:	Fire
Insurer's total loss date:	22 September 2017
New for old?	Yes
Settlement figure accepted?	No

Confirm and Submit

auto protectFAQs

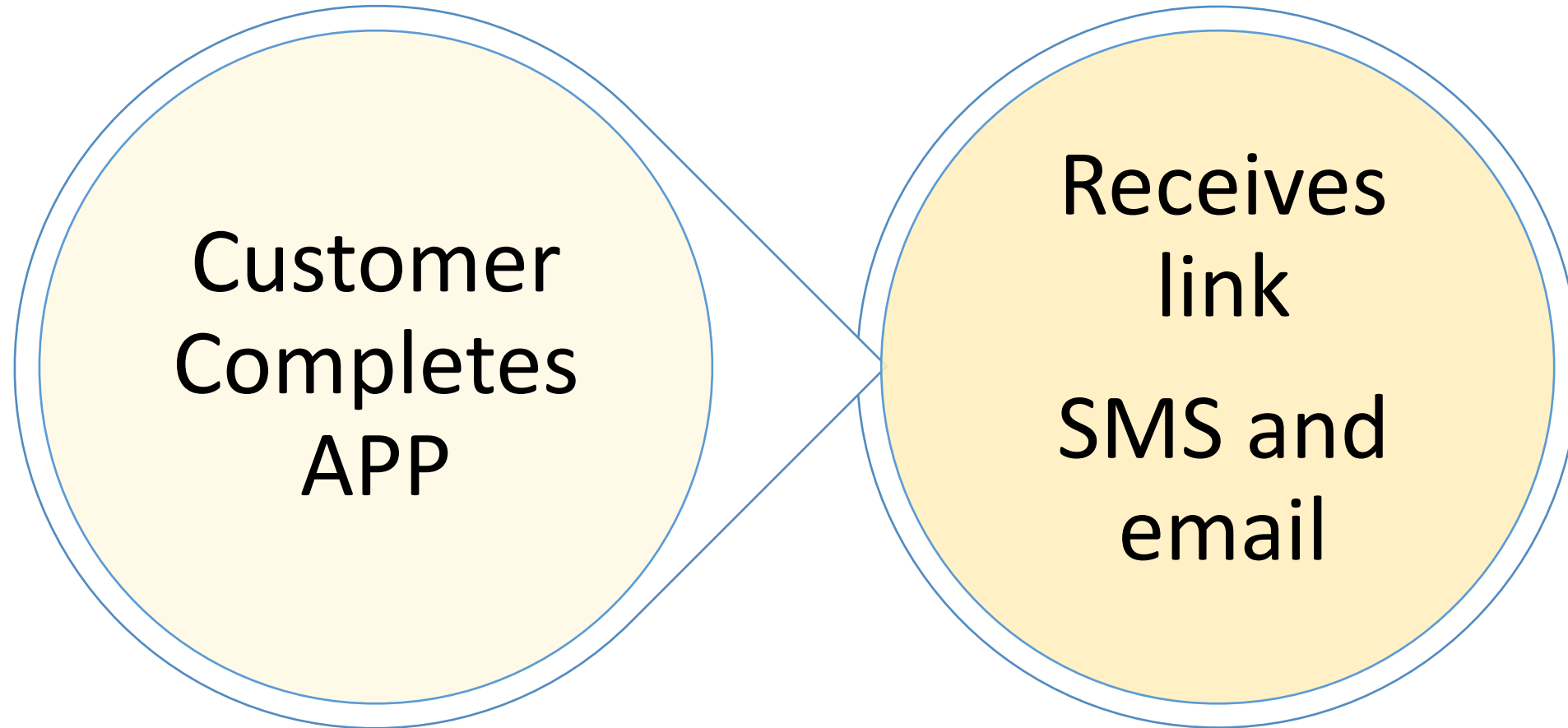
GAP Claim

## Claim Commenced

Thank you for providing the information we need to get your claim underway. Please look out for an email from XXXXX and remember to check your spam or junk mail folder. This email contains a link to a secure web page where you can upload the important documents we require to process and finalise your claim. You can check our FAQs section on the app to find out what these are.

Return to Menu

## Gap Claims Part Two





# Gap Claims Part Two



Wed 11/10/2017 16:43

Nick Saunders

FW: AV03CKK - GAP Claim ACTION REQUIRED

To Vince Brand

Thank you for providing the information we need to get your GAP claim underway. For your records, this is a note of the information we have:

Vehicle registration: AV03CKK  
Total Loss Date: 02/10/2017  
Is your vehicle financed: True  
Mileage at incident: 90000  
Incident date: 11/10/2017

## IT'S IMPORTANT THAT YOU ACT NOW TO COMPLETE YOUR CLAIM

As we mentioned when you answered the questions in the app, we now need you to upload some documents for us via our **secure** website.

Everything you need to know can be found here:

### [COMPLETE YOUR CLAIM](#)

If you have any questions, please drop us an email to [gaprtclaims@autoprotect.co.uk](mailto:gaprtclaims@autoprotect.co.uk) quoting your vehicle registration number: AV03CKK

AutoProtect (MBI) Limited, Warwick House, Roydon Road, Harlow, Essex CM19 5DY.

GAP Insurance products are administered by AutoProtect Administration Limited.

AutoProtect (MBI) Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register No. 312143. AutoProtect(MBI) Limited is a Credit Broker not a Lender.


You have been provided with this email as you used the AutoProtect app to submit a GAP Insurance claim.

Your data is treated in accordance with the provisions of the Data Protection Act 1998, as amended from time to time. To set up and administer your Agreement we will hold and use information about you supplied by you. Your information will be disclosed to companies who may perform part of the administration necessary to fulfil our service.

#### Disclaimer

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# Gap Claims Part Two




Wtg Cust | Wtg Cust | Wtg Cust | Wtg Cust | Wtg Cust | Wtg Cust | Wtg Cust | Wtg Cust | Wtg Cust | Wtg Cust | Wtg C

## SUCCESS

### Step 2 of 3

We want to be able to process your claim as quickly as possible. For us to achieve this we need all of the following.


PLEASE NOTE: WE ARE UNABLE TO PROGRESS YOUR CLAIM IF WE AREN'T SUPPLIED WITH ALL THE DOCUMENTS WE REQUIRE.

We've included some helpful notes on the information we're looking for and why we need it. Examples of the documents can be seen by clicking .


We'll be available during working hours (Mon – Fri 9am – 5pm, Sat 9am – 1pm, excluding Bank Holidays) to answer any questions or email us at [gaprtclaims@autoprotect.co.uk](mailto:gaprtclaims@autoprotect.co.uk) out of hours.

*Note: You can leave and return to this page at any time. Any documents already uploaded will be stored until you have finished and submitted your claim.*

### Road Risk insurance certificate and schedule



Road Risk Insurance (car insurance) is the insurance you have to take out as a legal requirement before driving. It is separate to any policy you have with AutoProtect and will have its own certificate and schedule.




Upload

It must show:

- Your name
- Vehicle details
- Level of cover, i.e. comprehensive, third party etc.
- Policy cover dates (which should be within date of the vehicle loss)

This document should indicate comprehensive cover, which is a requirement of your AutoProtect policy. Please ensure the insurance is in your name and the dates of insurance indicate cover on the day of vehicle loss.

# Cancellations & Pro Rata Refund






Cancellation

Sorry you wish to leave us. Please note the following:

- There is a £35 cancellation fee per product
- We require your bank details so any applicable refund can be processed.
- Upon cancellation, the product benefits you currently have will stop.

If you would still like to proceed please select continue.

Continue



Cancellation

Please select the reason for your cancellation.

Buying a new car




No longer required

Found better cover

Found cheaper cover

Sold my car

Other






Cancellation

As per your terms and conditions, there is a cancellation fee of £35 for this product.

This fee will be taken out of your pro-rata refund. The amount due will then be paid directly into your bank account.

Refund:	£328.00
Fee:	-£35.00
<b>Amount due:</b>	<b>£293.00</b>

Submit



Cancellation

Please enter your bank details to allow us to process your refund.

We will contact you within two working days if we require further information. Otherwise, your refund will be processed in three to five working days.

Account name

Test




Sort code

123456

Account number

00112233

☒ I confirm that the bank details are correct and my refund should be paid to this account.



Cancellation




Thank you, we have received your cancellation request.

We will contact you within two working days if we require further information. Otherwise, your refund will be processed in three to five working days

Cancel another product

Return to main menu

# Claims App – New Edit Details Feature






WELCOME

← GO BACK

Please let us know if you're the agreement holder.

YES

NO



VEHICLE CONFIRMATION

← GO BACK

From the details you have provided, we believe your enquiry is regarding the following vehicle.


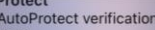

Make: SEAT Ibiza 1.0 ...

Registration: \*\*\*\*NBB

Dealer: Maxi Fast Motors (Insured)

YES

NO



AUTOProtect

Your AutoProtect verification code is 532696

AUTHENTICATE

← GO BACK

We have sent an SMS to the number we have for you, ending XXXXXX1361.

Enter the code below.

Code




SUBMIT

Not received a code? [Click here to resend](#)

Still not able to receive your code after clicking the resend link above?

Contact customer services.

Office opening hours:  
Mon – Fri 9am to 5pm  
Closed Weekends and Bank Holidays.



YOUR OPTIONS




← GO BACK

Please select.

PERSONAL DETAILS

VEHICLE DETAILS

SMART CLAIM



PERSONAL DETAILS

← GO BACK

The details we hold about you are below. Please click the edit buttons to submit updated details.

Name

Smart SMART

EDIT

Address

Warwick House Roydon R...




EDIT

Email

no@email.net

EDIT

RETURN TO MAIN MENU



VEHICLE DETAILS

← GO BACK

The details we hold about your vehicle are below. Please click the edit buttons to submit updated details.

VRN

EF68NBB

EDIT

RETURN TO MAIN MENU

Please note, this VRN amendment is for a personalised plate changes or a correction of the original VRN only. If you are requesting to transfer your vehicle to a new vehicle, please refer to your terms and conditions that outline the process and e-mail your request to [customersupport@autoprotect.net](mailto:customersupport@autoprotect.net).