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## The Motor Ombudsman adds Centurion Warranties to its Vehicle Warranty Code Portfolio

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Centurion Warranties joins The Motor Ombudsman's portfolio of businesses accredited to the Motor Industry Code of Practice for



## Vehicle Warranty Products...

*They tell us:*

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- The Motor Ombudsman adds Centurion Warranties to its growing portfolio of businesses accredited to the Motor Industry Code of Practice for Vehicle Warranty Products
- A total of 17 vehicle warranty providers adhere to The Motor Ombudsman's long-established Code, which is designed to drive up industry standards in the provision and administration of extended vehicle warranties
- Code accreditation offers many benefits to today's vehicle warranty providers, including access to The Motor Ombudsman's expert automotive-specific Alternative Dispute Resolution (ADR) service, valuable marketing exposure, and industry insight



London, 14 February 2023 The Motor Ombudsman, the Ombudsman dedicated to the automotive sector, is pleased to announce that Centurion Warranties has gained accreditation to its Chartered Trading Standards Institute (CTSI)-approved Motor Industry Code of Practice for Vehicle Warranty Products. The latest addition brings the total number of accredited businesses to the long-established Code to 17 – a portfolio which covers around 75% of the extended vehicle warranty products sold annually, providing consumers with additional protection when taking out a policy with an accredited business.

Unveiled in 2009, the primary objective of The Motor Ombudsman's comprehensive Vehicle Warranty Products Code is to drive up standards beyond those required by law when consumers purchase an extended warranty for a vehicle, and make a claim should a failure arise during ownership. By signing up to the Code of Practice, the Kent-based Centurion Warranties is the latest business to demonstrate a drive to go above and beyond their legal obligations in the provision and administration of their warranties.

As part of adhering to the best practice guidelines stipulated by the Code, businesses commit to the publishing of clear, concise, jargon-free and accurate communications, product literature and advertising, to offering tailored advice and information to vehicle owners according to their requirements, and to operating an in-house complaints process which allows the swift and fair resolution of customer disputes should these occur.

In instances where an issue cannot be concluded directly to the customer's satisfaction, accreditation to The Motor Ombudsman grants Centurion Warranties the ability to signpost a consumer and call on expert assistance from the body's motor industry-specific Alternative Dispute Resolution (ADR) service to help bring the dispute to a close in an impartial setting. Another significant benefit of engaging in The Motor Ombudsman's ADR process is that it is completely free of charge for consumers from beginning to end.



Additional advantages of vehicle warranty providers being signed up to the Code, include the opportunity to attend The Motor Ombudsman's exclusive and sector-specific round tables, webinars and events, to be profiled on The Motor Ombudsman's popular website ([www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org)), and to have the opportunity of entering The Motor Ombudsman's Customer Service Star Awards. The annual accolades provide public recognition of those businesses that have gone beyond the call of duty to provide the very highest level of service to vehicle owners.

Bill Fennell, Chief Ombudsman and Managing Director of the Motor Ombudsman, said: "Continuing to expand the coverage to consumers provided by each of our four Codes of Practice remains a core objective for The Motor Ombudsman. We are therefore pleased to start the year by welcoming Centurion Warranties to our growing portfolio of accredited vehicle warranty providers, which once again reinforces the significant value that businesses in this sector place on being a part of our organisation."



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Geoff Baker, Managing Director at Centurion Warranties, commented: "Gaining accreditation to The Motor Ombudsman clearly demonstrates our core philosophy of providing first-class service to customers, and a market-leading range of products that deliver coverage tailored to the needs of today's motorists."

Geoff added: "As well as offering valuable marketing opportunities and important industry intelligence, our customers also have the peace of mind that when they purchase an extended vehicle warranty agreement, we have the benefit of calling on The Motor Ombudsman. As an independent and impartial automotive authority, they will help ensure that any unresolved disputes are always concluded fairly, thereby giving the best chance of delivering an outcome that helps to maintain a positive long-term relationship with customers."

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For more information about The Motor Ombudsman, visit [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).