# Motor Ombudsman adds MotorPlan to expanding Vehicle Warranty Products Code

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## The Motor Ombudsman tells us...

- The Motor Ombudsman has welcomed MotorPlan to its growing portfolio of businesses accredited to the Vehicle Warranty Products Code
- Committing to the comprehensive Code of Practice demonstrates MotorPlan’s continued

drive to deliver high standards of customer service, and to following industry best practice in the provision and administration of its suite of warranty products

- Accreditation to the Code allows MotorPlan to benefit from The Motor Ombudsman's extensive expertise as an authority in the automotive sector, and to call on its Alternative Dispute Resolution (ADR) service should they be unable to resolve a complaint directly in the first instance to a customer's full satisfaction

London, October 2026 The Motor Ombudsman, the Ombudsman dedicated to the automotive sector, has started the fourth quarter of the year by announcing that MotorPlan has gained accreditation to its Chartered Trading Standards Institute (CTSI)-approved Motor Industry Code of Practice for Vehicle Warranty Products. The addition of the Leicestershire-based business further strengthens The Motor Ombudsman's growing portfolio of businesses accredited to the long-standing and comprehensive Code, which is adhered to by around 70% of the automotive sector's major warranty providers.

Signing up to the Code of Practice underlines MotorPlan's drive to go beyond its legal obligations to deliver high standards of service to customers, and to following recognised industry best practice in the provision and administration of its warranty products. The Code sets out a series of commitments by warranty providers in relation to the customer journey, spanning advertising and promotional material, and point-of-sale information, to the provision of insured products, agency sales, and internal complaints management.

For MotorPlan planholders, accreditation gives important added reassurance that they are dealing with a business that is committed to providing clear, concise and jargon-free information, helping motorists understand the scope of cover available, and to offering support that is tailored to individual needs. It also demonstrates MotorPlan's focus on having effective processes in place for dealing with customer enquiries and claims in a transparent and timely manner, while ensuring that any complaints are handled effectively.

In addition, being accredited to the Vehicle Warranty Products Code means that MotorPlan can call on The Motor Ombudsman's extensive expertise via its Business Information Line, and signpost planholders to its free-of-charge, independent and impartial Alternative

Dispute Resolution (ADR) service, should a complaint not be resolved directly to a customer's satisfaction. This brings an additional layer of protection and peace of mind for consumers that there is a free-of-charge, independent and impartial body that can assist with bringing any outstanding disputes to a swift and fair conclusion.

Signing up to the Code equally grants several exclusive privileges to MotorPlan. These are namely, a profile on The Motor Ombudsman's popular website (TheMotorOmbudsman.org), the opportunity to participate in The Motor Ombudsman's Vehicle Warranty Products Code committee and industry insight meetings, as well as access to bespoke webinars, training initiatives and events.

Furthermore, from next year, MotorPlan and its staff members will be eligible for nomination by planholders for a Motor Ombudsman Star Award – an annual contest launched in 2020 to provide public recognition of businesses and individuals who have gone the extra mile in the eyes of consumers.

Andrew Brown, Subscriber Operations Manager at The Motor Ombudsman, said: "We are delighted to welcome MotorPlan to our Vehicle Warranty Products Code. This reflects a clear commitment to putting customers first and upholding the highest standards expected of those operating in today's highly competitive vehicle warranty sector."

Andrew added: "Accreditation to the Code therefore provides an important and clear point of differentiation for MotorPlan, demonstrating to customers that they are choosing a business committed to responsible practices, transparent information and fair outcomes. We look forward to working closely with MotorPlan as they continue to grow their presence in the vehicle warranty market."

Emma Motley, Operations Director at MotorPlan, explained: "We are very proud to have achieved accreditation to The Motor Ombudsman's Vehicle Warranty Products Code. This marks an important step for our business and reflects our ongoing ethos to strive for high standards for our customers, while operating in line with recognised industry best practice.

We are looking forward to building a close relationship with The Motor Ombudsman team, and drawing on their specialist knowledge and sector insight as we continue to evolve our product portfolio."

For more information about The Motor Ombudsman, visit www.TheMotorOmbudsman.org.

About The Motor Ombudsman

The Motor Ombudsman is the independent and impartial Ombudsman dedicated solely to the automotive sector, and self-regulates the UK's motor industry through its comprehensive Chartered Trading Standards Institute (CTSI)-approved Codes of Practice. Thousands of businesses, including vehicle manufacturers, warranty product providers, franchised dealers and independent garages, are accredited to one or more of the Codes, which drive even higher standards of work and service, and give consumers added protection, peace of mind and trust during the vehicle purchase and ownership experience. ownership experience.

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About The Motor Ombudsman's Motor Industry Code of Practice for Vehicle Warranty Products

Unveiled in 2009, and celebrating its fifteenth anniversary this year, the Motor Industry Code of Practice for Vehicle Warranty Products aims to provide guidelines for the supply of automotive warranties, including coverage of both insured and non-insured products. The Code 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.

For more information on The Motor Ombudsman's Vehicle Warranty Products Code, visit www.TheMotorOmbudsman.org/consumers/our-codes-of-practice/vehicle-warranty-products-code.