Warranty Solutions Group joins Vehicle Warranty Code portfolio of The Motor Ombudsman

Published: January 18, 2022

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Online version:

https://www.wheels-alive.co.uk/warranty-solutions-group-joins-vehicle-warranty-code-portfolio-of-the-motor-ombudsman/

Warranty Solutions Group welcomed into The Motor Ombudsman’s Warranty Code portfolio…

• Warranty Solutions Group is the latest business to join the growing portfolio of organisations that are accredited to The Motor Ombudsman's Chartered Trading Standards Institute (CTSI)- approved Motor Industry Code of Practice for Vehicle Warranty Products

• The principal aim of the long-established Code of Practice is to drive up standards in the provision of extended warranty products to enhance consumer protection

• Businesses accredited to the Code enjoy many benefits, including access to The Motor Ombudsman's fully impartial and motor industry-specific Alternative Dispute Resolution (ADR) service to help conclude an unresolved dispute with a customer

London, 18 January 2022 The Motor Ombudsman, the Ombudsman dedicated to the automotive sector, is pleased to start the new year by welcoming Warranty Solutions Group to its Chartered Trading Standards Institute (CTSI)-approved Motor Industry Code of Practice for Vehicle Warranty Products. The Buckinghamshire-based extended warranty provider offers motorists a suite of products for used vehicles, and is the latest organisation to join the growing portfolio of businesses accredited to the long-established and comprehensive Code. Unveiled in 2009, the primary objective of the Code of Practice is to drive up standards beyond those required by law when consumers purchase and make a claim against an extended warranty agreement in the event of a mechanical issue. Today, the Vehicle Warranty Products Code represents around three quarters of the industry's major providers that administer over two million vehicle warranty products annually to consumers.

Vehicle warranty suppliers that become accredited to The Motor Ombudsman Code of Practice commit to abide by a series of guidelines, which include the publishing of clear, concise, jargon-free and accurate communications, product literature and advertising, to offer advice and information to consumers in line with their needs, and to go beyond their legal obligations when supplying additional protection to customers.

Accreditation to the Code of Practice gives Warranty Solutions Group access to information and expert assistance from The Motor Ombudsman's fully impartial and motor industry-specific Alternative Dispute Resolution (ADR) service, if the business is initially unable to resolve an issue to the customer's satisfaction via their own in-house complaints process. Other advantages of being signed up to the Code include the invitation to attend exclusive Motor Ombudsman meetings, webinars and events, as well as the opportunity to enter The Motor Ombudsman's prestigious Customer Service Star Awards later this year. 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.

Similarly, the accreditation of Warranty Solutions Group to the Vehicle Warranty Products Code gives their customers all-important peace of mind that they have a neutral third party and a free-of-charge dispute resolution service to turn to if they are unable to reach an agreement directly with the business in the first instance. This thereby avoids the need to resort to the courtroom as the next port of call.

Bill Fennell, Chief Ombudsman and Managing Director of the Motor Ombudsman, said: “We are delighted to get 2022 off to a strong start by welcoming Warranty Solutions Group to our Motor Industry Code of Practice for Vehicle Warranty Products. It remains our continued ambition to grow our portfolio of accredited businesses over the course of the coming year to provide today’s motorists with an even greater level of coverage by accredited businesses when taking out an extended warranty agreement for their used vehicle.”

Steph Newbery, Group Director at Warranty Solutions Group, explained: “We are very pleased to be joining the Motor Industry Code of Practice for Vehicle Warranty Products. Accreditation provides our customers with the confidence that our products are administered and managed in line with the guidelines stipulated by the Code, that we are committed to providing the highest levels of service, and that we have the ability to consult and use the expertise of The Motor Ombudsman should the need ever arise. Satisfied, loyal and happy customers are our highest priority, so we will always endeavour to do whatever we can to make sure that their requirements are met at all times.”

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

About The Motor Ombudsman

The Motor Ombudsman is the fully 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.

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

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

Unveiled in 2009, 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 currently represents about 70% of the industry's major providers that administer over two million products to consumers.

For more information on The Motor Ombudsman's Vehicle Warranty Products Code, visit warranty-products-code.