



Chartered Trading
Standards Institute

Vehicle Warranty Products

Audit December 2022

Background information

The Vehicle Warranty Products Code was launched in 2009, and it was later endorsed by the Office of Fair Trading (OFT) in 2011.

The OFT brought in the new Consumer Codes Approval Scheme (CCAS) under the Enterprise Act 2002 following the demise of the OFT. The CCAS is now administered by the Chartered Trading Standards Institute (CTSI).

Businesses accredited to this Code cover approximately 70-

interviews with relevant staff and examining associated documents. The Audit looked at the following areas:

quarterly audit results from the Consumer Codes Approval Scheme which are acted upon for those business found not to be displaying the logo.

Throughout the year TMO issues several press releases to both consumer and trade media, and regularly provides guest articles for trade publications highlighting areas of best practice and industry insights. The success, reach and impact of The Motor

media reach and PR coverage generated.

TMO also has found good success in developing seasonal campaigns to raise awareness amongst consumers and increase engagement and provide value for its accredited business.

TMO has also utilised webinars as a good medium for providing direct and personalised training to businesses who are further afield.

Terms and conditions and other pre-contractual Information

All accredited businesses must have copies of the Code of Practice and Consumer Guides on site, which they confirm as part of their self-assessment, as does ensuring that their certificate is publicly displayed within their reception area.

Additionally, all businesses must have terms and conditions. To assist businesses with ensuring that they have the required items, TMO has a range of products available to buy through TMO. They also have a range of signage and stickers available to purchase, which include the TMO and approved Code logo to allow businesses to promote their accreditation.

TMO requires that accredited businesses display its logo and contact information on their website, and has previously circulated (via their monthly newsletter) best practice for wording which also forms part of the Welcome Pack. To better monitor this coverage, TMO has developed a Smart Badge following guidance from CTSI that provides analytical data on how widely used it is. Another benefit of the Smart Badge is the ability for consumers

This provides consumers with instant peace of mind that they can turn to TMO should the need arise.

Customer service provisions

GDPR requirements have been addressed, as have changes needed by the Consumer Rights Act (CRA) 2015.

TMO has developed e-based training on key legislation such as the CRA and ADR Regulations available to accredited-businesses. These online modules have proved a popular and effective way of training staff92 reWf0.00000(92 reWf0.00000(92 reWf0.00000(92 reA

TMO is certified as an approved ADR body under the ADR Regulations and has been since the Regulations came into force in 2015.

TMO is also validated through the Ombudsman Association.

Customer satisfaction and feedback

Consumers can leave feedback about a vehicle warranty provider on the Vehicle Warranty