

## RVM Auto Assist Ltd (“RVM”) - Ethical Policy

### **Why do we need an ethical policy?**

It is no secret that we are in business to make profit. The way we do this is by charging fees and premiums for our service as well as creating a gross margin between the cost of our services and the price we charge to our customers.

Whilst this seems a simple starting point, it becomes more complex when you consider that the services are supplied to ‘non-fault’ accident victims and our invoices are paid by the Insurance industry.

Additionally we receive income from solicitors for identifying personal injury claimants and helping those solicitors to put together a client file.

The views and concerns of our customers and work-providers have shaped the RVM Ethical Policy and ultimately determine how we trade. We understand that people's views can change, so RVM will continue to ask our customers their opinions, in order to ensure that our policy remains an up-to-date reflection of their concerns.

### **This policy sets us apart from our competition**

On the surface we may look similar to other claims or accident management companies, but what makes us unique is that we guarantee we won't do anything that conflicts with this ethical policy.

### **What about fraud?**

RVM Auto Assist takes fraud seriously and supports all measures being taken by Insurers and Credit Hire Operators to remove its occurrence from our industry. We are active users of the Netfoil system of identifying fraudulent claimants and will share details of all such claims within the credit hire and insurance industries.

### **Treating customers fairly**

RVM Auto Assist is registered and authorised by the Financial Services Authority and takes this aspect of our obligations seriously.

Our customers can be confident the fair treatment of customers is central to the corporate culture of RVM Auto Assist and the products and services marketed and sold by us are designed to meet the needs of our clients.

Additionally, our customers are provided with clear information and are kept appropriately informed before, during and after the claim is settled/closed and our advice throughout the claim process takes account of their circumstances.

The services we provide perform as our customers have been led to expect and RVM Auto Assist does not impose unreasonable post-sale barriers to change product, switch provider, submit a claim or make a complaint.

## THE POLICY

### **Credit Hire and Repair**

- RVM will use its best endeavours to identify genuine 'non-fault' accident victims and bring to their attention the services to which they are entitled
- RVM respect the position of trust in which our clients have placed us and will therefore pursue the recovery of its clients losses assertively
- RVM supports the ABI Third Party Car Hire scheme known as the GTA and recognises the spirit in which it has been created
- RVM will not abuse the spirit of the GTA by misinterpreting the terms of the GTA which may result in inflating claims artificially
- RVM respects the standpoint of the Insurance industry on this subject and its staff and Directors are committed to trading in harmony with Insurers

### **Uninsured Loss Recovery**

- RVM will take reasonable steps to identify and confirm liability with the third party from the day after a new claim is reported to RVM
- RVM will review the amount claimed as presented by the client, advise on recoverability and offer realistic estimates of the time it will take to recover the client's losses
- RVM will bank cheques in respect of clients losses made payable to RVM into a client bank account that is separate to the companys' banking arrangements and issue the same amount to the customer within 5 working days

### **Personal Injury**

- RVM will handle injury referrals within the regulatory framework of the Ministry of Justice guidelines