

A-Plan in Chelmsford offers Sense Check Service following FCA review of Insurance Comparison Sites

Following a review of insurance price comparison websites by the Financial Conduct Authority which found that websites did not always ensure that consumers were given the appropriate information to help them make informed decisions, A-Plan, the high street insurance broker in Chelmsford is providing a free Sense Check Service to local residents and businesses who have searched for an insurance product online and want some peace of mind before they proceed. The review by the FCA found that some comparison sites did not offer clear information on the level of cover or excess.

Ben Hatt, Branch Manager of A-Plan in Chelmsford said: "We can understand why people might want to get price indications from comparison sites, but there is much more to insurance than just price. The challenge with buying insurance online is that there is very little (or no) human interaction. Policies are very often bought purely on price, and because everything is online, very often the customer is unable to have the policy properly explained. We see many, many examples where people do not understand their cover, from policy exclusions, bigger excesses or other elements of a policy like bonus protection or permitted uses of the vehicle, which can lead to disappointment in the event of a claim.

"Getting the right cover in the first instance can help avoid a potentially painful claims process. That's where a local broker should earn their keep. They should ensure the policy is properly arranged, carefully gathering the right information from the policyholder. They should then explain the main elements of the cover and any exclusions in a way that is understandable, and does not leave scope for disappointment in the event of a claim. In addition, some brokers such as A-Plan will have a specialist claims manager who acts as a single point of contact for clients, and looks after each claim from beginning to end.

"If local residents in Chelmsford are searching for a new policy, whether that's for home, car, van or work, they can contact us to arrange a Sense Check Service to look at the insurance cover they are considering.

Brian Stickney, who recently bought his van insurance from A-Plan, said: "I am no expert on insurance so would rather talk to someone who is. I can explain what I want and how much I can afford and let them do the work. I just like having that peace of mind and knowing that if I do need to make a claim, there's someone I can contact who will look after me, rather than having to deal with an anonymous call centre. That's why I use A-Plan."

A-Plan's Comparison Site Sense Check

- Have you checked the excess you would need to pay if you needed to make a claim?
- Consider how you would fund the excess if it is a large sum as this could affect the progress of your claim.
- Have you checked the exclusions? These are often in the small print of the policy.
- If there is anything non-standard about your car or home a comparison site may not provide the right level of cover, so be wary.
- Are you choosing to pay by instalment? Do you know what interest rate you will be charged?

Ends

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*<http://www.fca.org.uk/news/price-comparison-websites-failing-to-meet-fca-expectations>