

Keith Good response to Provisional Findings report

I'm a member of the public, and I thought my experience of car insurance might be helpful, though may be too late!

I damaged the front wing of my car a couple of years ago. I visited a local vehicle body repair business, and they quoted me £500 for the repair. I rang my insurer told them of the quote, and they told me I had to use their nominated repairer in Norwich, 22 miles away. (I now know I could have insisted on using my garage of choice).

I drove my vehicle to their repairer and they gave me a car to use during the works. I subsequently discovered (when I renewed my insurance) that the repair cost £1200. The hire car would have been unnecessary had I used my local garage, as we have two cars in the household.