

FAQ for dealers

Who is Lloyd Latchford?

Based in Princes Risborough Buckinghamshire, Lloyd Latchford is an award winning FCA registered specialist insurance broker with over 30 years' experience of providing innovative solutions to the corporate, commercial and private sectors. The Company is notable for having pioneered partnerships within the vehicle sector that provide a 'one stop shop' approach to all aspects of vehicle acquisition, insurance and motoring services including joint ventures with the Fiat UK Group and Jaguar / Land Rover.

Do you have a contract, with whom and how is it processed?

Yes. Terms of Business with Lloyd Latchford are on the screen and on your first visit you must 'tick' to accept before being allowed to proceed. A hard copy of the Terms of Business Agreement will be sent to you by Lloyd Latchford and you should sign and return a copy.

Who is the underwriter?

Aviva

How do you log on?

www.hpdriveawaydealerlogin.co.uk – You will need your dealer code AND password (you will be asked to select your own password on the very first login session. Please advise your colleagues of your company password).

How do you recover a 'lost' or forgotten password?

There is a 'forgotten password' link. If you click this your existing password will be sent to the email address registered on the system (this is the email address that has previously been used to send cover notes to).

How do you Log on to the system?

There are 2 websites:

Customers – www.hpdriveaway.co.uk – allows an application to be made. The customer needs the URL and your hpi code. The URL is on the Customer leaflet and there is space to write your dealer code.

Dealer Back Office – www.hpdriveawaydealerlogin.co.uk – needs your dealer code AND password. This allows you to complete an application while the customer is present and to access and manage cover notes.

How will you know that the customer has completed the application?

You will receive an automated email from Lloyd Latchford informing you that the customer has completed the application and the cover note is ready to issue. You can find it in your Back Office (and there is a link to it in the email).

What is the 'Dealer Back Office' and what can you do in it?

The 'Dealer Back Office' is where quotes and policies are stored and where cover notes can be completed and printed.

How do you retrieve your cover note?

Customers who have successfully applied for a policy will be set as pending in your Back Office. In the Back Office you can issue the cover note by setting the time and date needed.

How will the customer pay? (If applicable)

When the customer has applied and been accepted, the on screen instructions will ask the customer for payment by either debit or credit card. It's an easy system to follow and confirms to the customer at the end of the process that the payment has been successful and the policy has been issued.

Can you input customer details?

Yes – but the customer must be present.

Where can the customer complete the application?

They can be completed anywhere. Showroom / Home / Mobile. All they need is the web address (on the leaflet) your hpi code and the car registration number (if known).

Will the customer be offered an annual policy?

Yes – the quote will be given to them via email and shown on screen during their application. There will be a list of options and the customer can buy on-line or over the phone if they wish.

How long does the cover last?

5 Days.

What is the excess?

£500.

Will the customer have to make a phone call?

No..

Will the customer get a phone call and when?

Unless incorrect contact details are given or the person is a very poor risk, Lloyd Latchford will call them at some point. It is their job to convert customers. This could be within an hour of the application or a later date depending on time of proposal / propensity of customer / call queue.

Is the site open 24/7?

Yes.

I am having trouble getting access to the web sites – what should I do?

Some dealer IT systems (especially if you are part of a larger group with central IT support) need to 'release' or 'White Label' your web sites in order that you can access the site. This is for IT security. If you are having any problems please consult your IT department and ask them to White Label the following;

www.hpdriveawaydealerlogin.co.uk

www.hpdriveaway.co.uk

www.instantdriveaway.co.uk.

Is there a dealer Help Line?

Yes. Please call 0870 844 8440

What Point of Sale material will there be?

A Customer Leaflet. If you need to re-order please email driveawaystationery@hpi.co.uk – and remember to tell us who you are..

What are the key benefits to the new service?

- A wider acceptance criteria, so customers are less likely to be refused a driveaway policy.
- No waiting for the cover note to be e-mailed, instant access to the cover note in your online back office.
- You can now control the start date and time of the cover note.
- Brand empathy, Aviva is one of the UK's largest general insurers.
- Quicker and easier customer and dealer journey – new system is both informative and intuitive.
- Ability to re-visit and re-print the driveaway cover note.
- You can add the registration number at a later date – ideal for private plate swaps and unregistered cars.
- Whilst the DVLA recently allowed dealers not to see insurance before taxing a car it is still good practice to see a valid policy to fulfil a duty of care towards the customer. In addition, ensuring that valid insurance exists will prevent any 3rd party claims against yourself (as the last insurer) under your Motor Trade Policy..

How do I register for the first time?

- Go to www.hpdriveawaydealerlogin.co.uk
- Your Username is your 7 digit hpi dealer code (e.g. 0123456).
- Your first password is 'password'.
- You will then be invited to generate your own password. Ensure this is at least 7 characters long and includes one upper case letter and one numeric.
- This is the password for the whole dealership so please inform your colleagues..

How do I activate and print out a cover note?

- Go to your Back Office.
- Select the appropriate application from the 'Cover notes to be issued' tab.
- Select 'Issue Cover Note'.
- Complete the start date that you require. You have control over this and it depends on taxation / delivery date – please remember that you cannot start in the past.
- Complete the Registration Number (if not yet filled in)
- Tick the 'Please confirm you have read the above box'.
- Insert any free text you may wish to in the box provide. This is merely to help you pass messages onto your colleagues or keep notes.
- Click 'Save'.
- A secondary box is displayed offering access to the policy and other key documents. You can open and print them from here.
- Please remember that it is good practice to print two copies, one for your customer and one for your files.