

## Unaccompanied Demonstrations – Temporary COVID-19 Adjustment

For the purposes of complying with Social Distancing measures and to safe guard our customers and team members, we have undertaken an assessment of accompanied vehicle demonstrations specifically in respect of Health & Safety risks relating to COVID-19 and based on current medical concerns we have deemed accompanied demonstrations to be inappropriate at this time.

Therefore, to assist the Sales Operation and also protect the customer on an unaccompanied Sales Demonstration, new temporary control measures have been implemented.

1. DVLA have agreed to temporarily widen the extent of use of trade plates to customers, however controls are required to minimise theft/counterfeiting of plates.
2. DayInsure have agreed to provide insurance cover for unaccompanied sales demonstrations with the following risk controls implemented to minimise accidents and theft/loss incidents. Failure to comply with these controls may adversely impact on our ability to claim from the insurer and therefore must be strictly adhered to.

### Trade Plates

Reducing risk of Theft or Temper/Counterfeiting

1. Trade plates must be condition checked and photographed.  
Upon the customers return to the business, all Trade Plates must be condition checked and cross matched against the photograph in the customers presence.
2. Any concerns with signs of tamper must be reported to the police with the customer present
3. A loss of any description must be reported to DVLA

### Vehicle, Vehicle Key & Driver Security

1. The safety of Associates is paramount, validating that the customer is genuine and qualifies for DayInsure must be undertaken prior to an unaccompanied demonstration being offered.
2. Associates must not permit or allow customers to sit in vehicles unless there is a genuine intent to buy, customers must never be handed the vehicle keys until the customer's proof of ID has been verified, they have been booked out on the DayInsure system and their driving licence check successfully completed (*on MyLicence*).
3. In order for the ignition key to remain sterile, it must be kept in a plastic bag at all times, and only a single key given to the customer for the purposes of the demonstration.
4. When the customer returns, the key must be checked in the ignition to ensure it is the correct key and hasn't been switched for a dummy key.
5. A pre-determined route will be explained to the customer, the route will be, where ever possible on speed restricted roads.  
The customer will be given a print out of the route as an aide memoir in case they get lost.
6. Identified high value/high performance vehicles will require a portable tracker device installed.

### Vehicle Exclusions

Due to the high-risk nature of certain vehicles, either high performance, high value or a heightened potential for theft customers cannot have an unaccompanied test drive in any of the vehicles listed below if:

- the customer is not already known to the business' Sales department;
- hasn't bought from us in the last 3 years;
- or doesn't already drive one the following or a derivative of

If the customer is already known to the business': -

- has bought from us in the last 3 years
- already drives any of the following or a derivative of
- risk controls detailed in this document are strictly followed
- portable tracker is installed

The customer can have an unaccompanied test drive in the list of vehicles listed below:

Make	Model / Derivative	Tracker Required
All Makes	All Models with a Retail Value in excess of £25,000	Yes
Ford	Mustang 5.0 V8 450ps Fastback & Convertible (Manual & Auto), Ford G 3.5 V6 Eco-boost 700ps 2 Dr Coupe	Yes
Hyundai	I30 N	Yes
Nissan	370 Z All Models, GTR All Models	Yes
Peugeot	308 GTI	Yes
Renault	Megan RS, Clio RS - Sport	Yes
SEAT	Leon Cupra, Ateca Cupra	Yes
Audi	RS3, RS4, RS Q3, R8, S5, TTRS, Quattro A7, SQ5, S6	Yes
Honda	Civic Type R GT	Yes
Lexus	300h F Sport	Yes
VW	Golf 245 GTI Performance, Golf R Line, Golf R32, Toureg R Line	Yes
Aston Martin	All Models	Yes
Porsche	All Models	Yes
Ferrari	All Models	Yes
BMW	M2, M3, M4, M5, M6, M8, I8, I8 Roadster, M Performance, All Above 30 Badge	All with value in excess £40,000
Mercedes-Benz	All Pure AMG Models	All with value in excess £40,000
Mercedes-Benz	A35 AMG, A45 AMG, CLA35 AMG, CLA45 AMG, C43 AMG, C63 AMG, GLA35 AMG, GLA45 AMG, E53/63 AMG, CLS53/400, S63/65/500 AMG, GLE53/63, G350/63 AMG, AMG GT's Coupe, Cab, 4dr, SL400/500/63, SLC43/300, GLS All Models, EQC, GLB35 AMG	All with value in excess £40,000
Mini	JCW, JCW GP, Hatch JCW, Countryman JCW, Clubman JCW, Convertible JCW	All with value in excess £25,000
Jaguar	F-Pace SVR, F-Type All, i-Pace All	All with value in excess £35,000
Land Rover	Range Rover All, Range Rover Sport All, Velar-SVR	All with value in excess £40,000

## Insurance

In order to qualify for DayInsure insurance cover if the vehicle is not taxed, the vehicle must be taxed by way of a Trade Plate.

**Untaxed Used Car sales demonstrations** – Upload the vehicle details onto the DayInsure booking system using the Vehicle Registration Number (VRN). The booking can be made in the usual way, recording the trade plate being allocated for the demonstration in the WIP/Job Number field.

**New Car sales demonstrations** – Upload the vehicle details onto the DayInsure booking system using the Trade Plate instead of a VRN, noting the chassis number in the relevant field. Then proceed to book the vehicle out in the usual way.

Once a New Car sales demonstration has completed and been returned on the DayInsure system, contact the DayInsure Customer Services team on 0344 499 8323 who will assist in de-fleeting the Trade Plate so that it can be used again against a different vehicle.

- a) The Day rate remains the same regardless of the period of time the vehicle is booked out for.
- b) It is essential the vehicle is booked back in on the system in readiness for the vehicle being re-booked and also to ensure unnecessary additional charges are not made against the booking.
- c) It is essential for dealerships to contact DayInsure Customer Services after New Car sales demonstrations if they wish to use the Trade Plate against a different vehicle.
- d) For high value / high performance vehicles detailed below where the customer is not known to us, a swipe of the customer's Credit Card will be taken and held in lieu of damage or theft/theft damage. The transaction will be cancelled after the Sales Demonstration is completed. Deposit will either be £250 or £500 dependent on the policy excess. Or £1,000 if they fail to return the vehicle.
- e) The DayInsure insurance fee will not be charged to customers

If any of the following risk control measures cannot be implemented and strictly adhered to, the unaccompanied demonstration must not go ahead and an alternative “virtual” demonstration should be considered.

## Risk Controls

1. Young and/or inexperienced customers must not be offered a demonstration in high performance, high value vehicles.  
Note - High Performance is classified by Insurance Group.  
Insurance criteria for young driver as follows:  
Cars  
Aged 18-20 capped up to and not exceeding Insurance Group 1-20  
Aged 20-24 capped up to and not exceeding Insurance Group 1-43  
Motorcycles  
Aged 18-24 capped up to and not exceeding Insurance Group 1-29
2. The current criteria for DayInsure bookings remain the same and no flexibility on these controls are permitted.
3. An increased policy excess for young drivers applies, determined by DayInsure booking system.
4. The customers' ability to purchase must be qualified by the Sales executive, sense checked by the Sales Leader/Controller.  
All Sales Demonstration **MUST** be signed-off and approved by the HoB or in their absence the designated Leader, this can be the Sales Leader or Business Manager.
5. Where ever possible avoid “walk-in” customers asking for a demonstration without prior notice. It is preferable to pre-arrange appointments to allow time for due diligence checks to be made before confirming a sales demonstration.

6. If the customer does not meet the appropriate criteria for DayInsure;
  - a. Held a full licence for at least 12 months
  - b. Aged 18 or over subject to vehicle insurance group limitations
  - c. No motoring offences involving: drink, drugs, careless driving, dangerous, reckless driving in last 3 years.  
NOTE: Offence Codes on a driving licence: CD, DD, DR & IN codes.
  - d. Not been convicted in the last 5 years of any offence involving fraud, robbery, theft or handling stolen goods (including prosecutions pending)
  - e. Not been disqualified from driving in last 3 years
  - f. Not been involved in more than 2 accidents in the last 3 years
  - g. Have not currently accumulated more than 9 penalty points
  - h. Have no adverse medical conditions disclosable to DVLA
  - i. Not employed as a professional actor or entertainer or semi-professional sports person

A sales demonstration must not be offered without first sense checking with and gaining approval from the DayInsure Customer Services team.  
Their contact telephone no. 0344 499 8323.

7. Proof of ID will be copied and retained for evidential purposes.
8. The customers Driving licence will be checked on *MyLicence* via the DayInsure booking system and a copy of their licence retained for the duration of the demonstration.
  - a. If a licence check is adverse, the Sales Demonstration must not go ahead.
  - b. Non-UK driving licence holders must be checked against the criteria listed on the DayInsure system.
9. The customers address must be checked against a current (within 3 months) utility bill.  
If the proof of ID does not match or is of poor quality, the demonstration must not proceed until additional ID checks are carried out to complete satisfaction.
10. If the customer arrives at the dealership in a vehicle that they intend to part exchange, ownership of the vehicle must be verified, the customer must present their V5. The vehicle must also be HPI'd and any adverse markers or results discussed with the customer, these checks must be made prior to the sales demonstration drive. If there are any doubts, the sales demonstration must not proceed.
11. It is preferable that only one customer is permitted to drive the vehicle, no passengers unless acting as advisor, a parent or guardian.
12. The demonstration route must be explained to the customer, journey time and expected return time to the dealership, a print out of the route must be provided to the customer to take away with them in case they are not familiar with the local area
13. The vehicle being demonstrated must be condition appraised prior to the customer going out (preferably by video) and repeated when the vehicle is returned in the presence of the customer.

In the event of an RTA or other insured event, the customer booking must be noted immediately and a claim form comprehensively completed and submitted to DayInsure without delay. The DayInsure Customer Services team will help with questions regarding a customer booking or incident arising. If in any doubts about any part of this booking process, please call DayInsure Customer Services team 0344 499 8323 for assistance.

## Head of Business responsibilities

The Head of Business, or in their absence their designated Leader will be responsible for ensuring the customer has been validated in full and all criteria met without exception.

Final sign-off and approval rests with the Head of Business, or in their absence their designated Leader and must be evidenced with a signature approval that the Sales Demonstration meets the required criteria.