Our approach to credit hire

Avoid. Contact the third party early, manage their repairs and keep them mobile through our trusted partners.

Accommodate. When credit hire can't be avoided, we manage it through tailored agreements that keep costs controlled and claims moving.

Argue. Challange costs that are unreasonable, unjustified or fall outside agreed terms.

Avoid

Early Intervention

The most effective way to prevent credit hire is to reach the third-party early and provide hire and repair support immediately. This is known as intervention.

If we can arrange a replacement vehicle straight away, through our trusted suppliers, the claimant doesn't need to turn to a credit hire organisation (CHO).

To make this possible, it's essential that all motor claims are reported to us as soon as possible, and no later than 24 hours.

How intervention works

- **Early contact – We aim to reach the third party quickly, ideally within 24 hours**
- **Hire and repair arranged** – a suitable vehicle is provided at pre-agreed rates through our trusted partners
- **CHO involvement avoided** – early support prevents the third party being referred into a credit hire route.

The result

- A credit hire claim is prevented
- A straightforward claim process
- Lower claims costs

The role of customers and brokers

To intervene successfully, speed and accuracy at First Notification of Loss (FNOL) are crucial. The sooner we receive:

- Full third-party details
- Clear, detailed information about the incident

the sooner we can make contact and arrange support.

Bilateral agreements

We have multiple bilateral agreements in place with like-minded insurers. Under these agreements, both insurers agree not to refer customers into credit hire, when they are not at fault for an incident. Instead, a 'like-for-like' vehicle is arranged through approved hire partners at pre-agreed rates and hire periods are aligned with repair time frames - helping ensure vehicles are returned as soon as repairs are complete.

This helps control costs while still meeting customer's transport needs.

We remain open to new bilateral agreements where they provide clear value for customers.

Accommodate

Protocol Agreements with CHOs

Where credit hire can't be avoided through early intervention or bilateral agreements, we also have protocol agreements in place with a number of reputable CHOs to help manage costs and keep claims moving.

These agreements help us to:

- Secure better hire rates
- Avoid unnecessary extensions to hire periods
- Reduce delays and disputes
- Lower the risk of litigation
- Move claims forward more quickly.

We only enter protocol agreements where they clearly benefit customers and help control claims costs.

We retain the ability to challenge claims where we don't believe our customer is at fault or where there are concerns around claim validation or potential fraud.

Argue

Non-Protocol Credit Hire

Not all CHOs operate under protocol agreements with insurers, and late or incomplete claim notification can mean we're unable to reach the third-party before credit hire begins.

Should we be presented with a claim where this is the case, we carefully review costs to ensure they are reasonable, proportionate and supported by evidence, challenging any that are not. We do this by:

- Checking whether other suitable transport options were available to the third-party
- Checking that the hire rates charged are in line with the wider market
- Ensuring the length of hire reflects genuine need and repair timescales
- Proactively managing cases where hire is ongoing.

Taking a firm approach helps manage costs and protect our customers' interests.

Get in touch

For any questions or support, please contact your Claims Relationship Manager or your usual AXA representative.