

# Assured Guide for Buyers

Gives you a thorough  
overview on the  
mechanical condition  
of vehicles with less  
than 120k miles and  
under 8 years old.

[bca.co.uk/services/assured](http://bca.co.uk/services/assured)





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What is BCA Assured 01

## BCA Assured has been developed to bring you a comprehensive overview on the mechanical condition of a vehicle.

### What is BCA Assured?

30+ point mechanical assessment undertaken by trained inspectors at our network of Remarketing Centres across the UK.

The report gives you a snapshot of a vehicle's mechanical condition at the point in time when the assessment took place. We don't pretend that this is a substitute for a full mechanical inspection or MOT test and it's not a warranty or insurance on the vehicle.

We have now introduced a new assessment – BCA Assured EV / Hybrid – which is specific to self charging / plug-in hybrid and electric vehicles.

Read more about this on Page 15 and 16

### Bid remotely with increased confidence

The report has been devised to give you increased confidence when buying a car, detailing information relating to the mechanical condition of the vehicle, at time of assessment.\*

### Easy to access BCA Assured report information

BCA Assured reports are available to view pre sale online at [bca.co.uk](http://bca.co.uk)\*\*

### Time to check over your purchased vehicle

48 hours or up to 350 miles (whichever comes first) from the vehicle leaving BCA or from vehicle delivery if the vehicle is being delivered by BCA.

### There when you need us

Dedicated customer service team to deal with your questions and claims.

\*Information correct at time of inspection \*\*On eligible vehicles only

**How do we do it?**

It's best to take a few minutes to read this over before contacting us to place a claim, just to be sure the area you want to discuss is covered.

- The **vehicle is assessed while stationary**; the inspectors only drive it 20 meters in 1st and reverse gear.
- When the inspectors look at the engine **no engine covers are removed**.
- The **assessment is carried out at ground level, not on a ramp**, so oil leaks or defects below the vehicle cannot be seen.
- The inspectors **only connect an engine diagnostic code reader to a vehicle if the engine management light is illuminated**.

**Vehicles included in the BCA Assured check\*\*\*:**

- Under 8 years old
- Under 120,000 miles
- Majority of LCVs



Full terms and conditions can be found at [bca.co.uk/terms](https://bca.co.uk/terms) \*\*\*Criteria may vary per vendor, check with the selling centre for more details

## Take a minute to read our Frequently Asked Questions and Key Information, some answers to your questions might be here.

**Will the report tell me if there is a problem with the turbo (where applicable)?**

As we don't road test the vehicles, any gearbox or clutch faults reported have been identified from the 20 metre drive test.

We only report on faults that occur when in 1st and reverse gear, so the report does not cover faults that occur in other gears, or at speed. For this reason, we are unable to note anything about the condition of the turbo (where present).

**Why doesn't the report tell me about oil / fluid leaks underneath the vehicle?**

The assessment is carried out at ground level and the inspectors do not put the vehicles on a ramp. So, although they may note that there is an oil leak (in the Comments section) it will only be because they have observed it from looking at the engine from above, they do not report on the source of any leaks.

**Why does the report sometimes show Other Warning Lights?**

Other warning lights are reported when they are seen. It will be noted in the comments section if any other warning lights (in addition to the ones in the Interior Checks section) are illuminated. Warning Lights indicating general maintenance requirements are not reported on i.e. low fuel, tyre pressure, service indicator lights.



**If any aspect of the report shows Requires Attention/Requires Some Attention, you should not move the vehicle before investigating further or where applicable making a claim**

(this excludes faults with the roof / sunroof / media / sat nav / air conditioning)

**Does the report tell me if the Sat Nav / In Car Entertainment / Air Conditioning system works?**

During the BCA Assured assessment the inspectors will switch the Sat Nav / In Car Entertainment / Air Conditioning on and off. Where any of these areas show OK on the report, the inspectors have noted that power is supplied to the system, they are unable to test the functionality of the system.

**Where can I read the Terms and Conditions for BCA Assured and BCA Assured EV / Hybrid?**

Separate Terms and Conditions apply to BCA Assured and BCA Assured EV / Hybrid. You can find both sets of Terms and Conditions at [bca.co.uk/terms](https://bca.co.uk/terms).

## Claims

### What can I claim on?

You can claim on aspects of the report that have been misreported. You cannot claim for faults in areas that are not covered by the BCA Assured / BCA Assured EV/ Hybrid scheme.

### How do I place a claim?

See section 10 for more information on how to place a claim.

### What happens when I place a claim?

We will validate the claim based on evidence supplied. On many occasions we will arrange an inspection to validate the claim. Once you have registered the claim: you should not move or carry out repairs on the vehicle before it is inspected.

### How long does it take to settle a claim?

It depends on the type of claim. We will work hard to make sure we settle all of our claims as quickly and efficiently as possible. The Customer Service Claims team will keep you updated throughout the process, however if you would like an update on your claim you can contact the team by email: [claimsenquiry@bca.com](mailto:claimsenquiry@bca.com). Please include the vehicle registration number to help us locate your claim.

### Will I be notified once the claim is closed?

Our Customer Service Claims team will keep you updated throughout the process and send you confirmation once your claim is closed.

### If my claim is successful will I be reimbursed for all costs?

If, after investigation we agree to settle your claim, we will not recompense you for any indirect costs you have incurred, unless they are from activities that we have instructed you to carry out. You will not receive a refund of the BCA Assured fee.

### What happens when the tyre tread depth/damage has been reported incorrectly?

Where we find that a tyre tread depth has been reported incorrectly, we will offer a contribution payment towards the cost of replacement tyres.

### When the report shows that the brake pad wear warning lights are illuminated does that mean I am covered to make a claim?

You can expect to see wear and tear on certain areas of vehicles, these are not covered by the BCA Assured assessment i.e. brake pads & discs. These areas are reported for your information only.



**Ok**

These items, whilst not necessarily in an 'as new' or retail condition, are considered to be in a serviceable state or condition, or indicative of such a state or condition.

### Requires some attention

Items that are considered to function in a manner, exist in a state or condition, or indicate a state or condition (as the case may be) that is inferior to 'OK' items and superior to 'Requires attention' items.

### Requires attention

Items that do not function at all, function only in a wholly unsatisfactory or unusable manner, or exist in or indicate a similarly defective, wholly unsatisfactory or unusable state or condition.

### Not applicable

The item does not exist on the vehicle assessed.

### Not tested

The item is inaccessible.

## Four important things to remember:

**The BCA Assured Report is a record of the condition of the vehicle at the time of inspection only.**

### Change of items status from assessment to uplift

Occasionally the condition of items can change from time of assessment to when the vehicle is uplifted. Items marked as Requires Some attention can reasonably and properly be expected to be a sign or warning of an item's imminent decline to Requires attention status, this is why we advise the following...

### Do not drive!





If one or more of the items listed on the report is described as 'requires some attention' or 'requires attention' - **You should not move the vehicle** before investigating further or making a claim. If you do you risk invalidating any claim you may go on to place. (this excludes faults with the roof / sunroof / media / sat nav / air conditioning)

### Warning lights and linked faults






Warning lights denote a fault, if the cause of the fault has been highlighted elsewhere in the report or the cause is not covered by the BCA Assured scheme a claim cannot be made for warning lights or any other symptoms associated with that fault.






We have set out in the next few pages each of the points that BCA Assured covers, how each area is checked and what the report findings mean. We hope that this will help you to understand what the BCA Assured report does and does not cover. It's best to take a few minutes to read this over before contacting us to place a claim, just to be sure the area you want to discuss is covered.






**Key**





-  - OK
-  - Requires some attention
-  - Requires attention
-  - Not applicable
-  - Not tested

Explanation of process	What the findings mean
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Explanation of process	What the findings mean
<p> <b>Engine Oil Level</b></p> <p>Pull out dipstick (where applicable), check fluid level.</p> <p>Oil below Min - oil will be added.</p> <p>Oil above Max - will be noted.</p> <p><b>(NB</b> No check is made for leaks.)</p>	<ul style="list-style-type: none"> <li> Oil level is between Min and Max OR less than 2L added.</li> <li> 2L to 2.5L oil added OR above Max.</li> <li> Oil level is below Min after more than 2.5L oil added.</li> <li> Oil reservoir / dip stick not accessible / not fitted.</li> </ul>





Explanation of process	What the findings mean
<p> <b>Oil / Coolant Contamination</b></p> <p>Remove oil / coolant filler cap and pull out dip stick.</p> <p>Any indication of impurities noted.</p>	<ul style="list-style-type: none"> <li> No impurities noted.</li> <li> /  Evidence of contamination.</li> <li> Oil reservoir / dip stick not accessible / not fitted.</li> </ul>






Explanation of process	What the findings mean
<p> <b>Brake Fluid Level, Power Steering Fluid Level &amp; Coolant Level</b></p> <p>Look at fluid reservoirs to ensure above Min and below Max fill level.</p> <p>Fluid below Min - fluid will be added.</p> <p>Fluid above Max - will be noted.</p> <p><b>(NB</b> No check is made for leaks.)</p>	<ul style="list-style-type: none"> <li> Fluid level is between Min and Max OR less than 2L of coolant added.</li> <li> 2L to 2.5L coolant added OR any amount of Power Steering / Brake Fluid added OR above Max.</li> <li> Fluid level is below Min after more than 2.5L coolant added.</li> <li> fluid reservoirs not accessible.</li> </ul>


Explanation of process	What the findings mean
<p> <b>Battery State of Health</b></p> <p>Attempt to start vehicle engine.</p>	<ul style="list-style-type: none"> <li> engine starts.</li> <li> requires charging.</li> <li> battery should be replaced.</li> </ul>






For more information see our full Terms and Conditions at [bca.co.uk/terms](http://bca.co.uk/terms)





Explanation of process	What the findings mean
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<p> <b>Starts</b></p> <p>Attempt to start vehicle engine.</p>	<ul style="list-style-type: none"> <li> engine starts.</li> <li> starts when aided.</li> <li> problems starting engine.</li> </ul>
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<p>  <b>Engine Running</b></p> <p>While engine running look for abnormal internal engine noise. Check for engine running smoothly.</p> <p><b>(NB</b> This test is a static test, not carried out on a ramp, no covers are removed from the engine and no parts are dismantled.)</p>	<ul style="list-style-type: none"> <li> engine running smoothly.</li> <li> /  evidence of engine running issues.</li> </ul>
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<p> <b>Engine smoking</b></p> <p>While engine running, look for smoke coming from engine bay / exhaust.</p> <p><b>(NB</b> This test is a static test, not carried out on a ramp, no covers are removed from the engine and no parts are dismantled.)</p>	<ul style="list-style-type: none"> <li> no smoke seen coming from engine bay or exhaust.</li> <li> smoke visible from exhaust / engine bay.</li> <li> excessive smoke visible from exhaust or engine bay.</li> </ul>
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<p>  <b>Exhaust (no leaks &amp; secure)</b></p> <p>While engine running, listen for any noise coming from the exhaust.</p> <p>Check if exhaust secure.</p> <p><b>(NB</b> This test is not carried out on a ramp.)</p>	<ul style="list-style-type: none"> <li> no noise noted, exhaust secure.</li> <li> exhaust noise / loose / leaking.</li> <li> exhaust is not present.</li> </ul>
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<p> <b>Aux Belt / Pulley Noise</b></p> <p>While engine running, listen for any unusual noises coming from belts or pulleys.</p>	<ul style="list-style-type: none"> <li> no unusual noise noted from auxiliary belts / pulleys.</li> <li> undue belt / pulley noise.</li> <li> excessive belt / pulley noise.</li> </ul>
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-  Visual Check
-  Physical Check
-  Listening Check




Explanation of process

What the findings mean

 Check all 4 tyres in 3 places

Each tyre measured in 3 places with tyre tread depth gauge.

3 measurements reported per tyre, shown in mm.

-  tread over 3mm.
-  tread over 2mm and less than 3mm.
-  tread of less than 2mm.

 Tyre Observations

Look for any cuts in outside facing tyre wall / unusual wear patterns / punctures / canvas exposed.

Any damage noted.

- Side Wall cut(s).
- Side Wall Bulge.
- Abnormal shoulder wear.
- Canvas showing.
- Punctured.

**(NB** Perished tyres are not covered. Wheels are not removed to undertake checks. Checks are undertaken on outside facing tyre walls and tread only.)



Visual Check



Physical Check



Listening Check

For more information see our full Terms and Conditions at [bca.co.uk/terms](http://bca.co.uk/terms)




Explanation of process

What the findings mean

 Engine Management Light




Check if engine management light illuminated.

If illuminated - diagnostic machine connected and result noted.

-  light not illuminated.
-  illuminated amber.
-  illuminated red.




 ABS Warning Light

Check if ABS light illuminated, (where applicable).

-  light not illuminated.
-  illuminated amber.
-  illuminated red.




 Brake Wear Indicator Light

Check if brake wear indicator light illuminated, (where applicable).

-  light not illuminated.
-  illuminated amber.
-  illuminated red.




 Oil Warning Light

Check if oil warning light illuminated.

-  light not illuminated.
-  illuminated amber.
-  illuminated red.





 Airbag Warning Light

Check if airbag warning light illuminated (where applicable) - area noted.

-  light not illuminated.
-  illuminated amber.
-  illuminated red.



 Glow Plug Light

Check if glow plug warning light illuminated.

-  light not illuminated.
-  illuminated amber.
-  illuminated red.
-  does not apply to this vehicle.

 Other Warning Light

Check if any warning lights illuminated (See Key Information, page 11)

-  illuminated amber.
-  illuminated red.




Warning lights are only reported if they remain illuminated following engine start up. No check is made on a missing / removed warning light.

Explanation of process

What the findings mean


 **Steering Noise**

While vehicle is stationary steering wheel is turned to full lock, left and right, any unusual noises are noted.  
(NB Vehicle remains stationary throughout this check.)

-  steering column turns, full lock left and right with no unusual noises noted.
-  steering heavy / juddering, unusual noise noted.
-  fails test and needs urgent attention before driving.




 **Handbrake / Parking Brake Test**

Handbrake / parking brake is applied and car put into 1st gear.  
Throttle applied to check for vehicle movement.  
Same test applied with reverse gear.  
(NB Vehicle remains stationary throughout this check.)

-  operates as expected.
-  doesn't operate as expected.







 **Static Gear Selection (engine running)\***

With engine running:  
Manual transmission - selection of each gear while handbrake / parking brake is applied.  
Semi / Automatic transmission - selection of each gear indicated on the gate as being available for manual selection.  
(NB This test is carried out during the first and reverse test drive.)

-  operates as expected.
-  /  fault found.




 **First & Reverse Test Drive & Clutch Slipping (static test)\***

1st gear selected, throttle applied, vehicle moves off and brake applied to come to a halt within 20 meters.  
Same test applied for reverse gear.  
Check for clutch slipping

- 1st & reverse test drive
-  vehicle drives in 1st and reverse gear on 20m track.
-  /  fault found.
- Clutch / Autodrive take up.
-  all gears can be selected.
-  /  fault found.

 **Brake Efficiency Test**

Check for brake efficiency and any unusual operation noted.  
Meter used to measure g forces when braking.  
(NB Carried out as part of the First & Reverse Test Drive.)

-  passes brake efficiency test.
-  fails break efficiency test
-  fails brake efficiency test and needs urgent attention before driving.

For more information see our full Terms and Conditions at [bca.co.uk/terms](http://bca.co.uk/terms)



\*Applies to BCA Assured, see pg 15 for BCA Assured EV / Hybrid specific check

Explanation of process

What the findings mean





 **Suspension ride height (static check)**


Suspension ride height noted when vehicle is stationary.  
(NB. Excludes air suspension)

-  no unusual operation noted.
-  noisy / unbalanced, doesn't operate as expected.




 **Aircon receives power (ex. gassing), S-Nav receives power (ex. functionality), ICE receives power (ex. functionality)**

Attempt to switch on the system, check if it receives power.  
(NB - no attempt is made to operate the systems.)

-  item receives power, power indicator light illuminated / screen illuminated.
-  /  fault found.
-  no Air Conditioning / Sat Nav / ICE present.





 **Central Locking (excluding Key Fob)**

Car is locked and unlocked using the main key supplied.  
Doors and boot door all lock and unlock.  
Any abnormal operation noted.

-  central locking functioning, all doors lock and unlock using main key, all doors open and close.
-  central locking not functioning, key present but incorrect type / inoperative OR key missing.
-  no central locking system present.



 **Convertible / Sunroof Electrics**

Convertible roofs / sunroofs opened and closed.  
Any noises or unusual operation is noted.  
(NB check does not include roof blind presence or operation.)

-  convertible roof / sunroof operates
-  /  fault found.
-  no convertible roof / sun roof present.

 **Horn**

Attempt is made to sound horn.

-  horn sounds.
-  horn sounds intermittently / does not operate as expected / no sound

All findings are correct at time of inspection.

This list has been provided to help you understand how we conduct our BCA Assured assessment.



Visual Check



Physical Check



Listening Check

# It's Here!

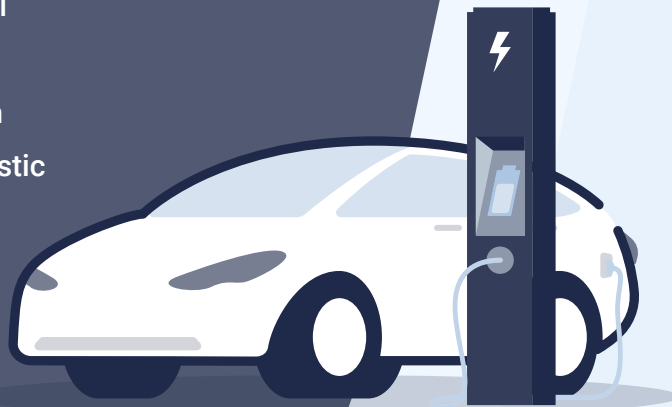
# BCA Assured

# Ev / Hybrid

The first electric / hybrid vehicle specific assessment for the UK market.

It's BCA Assured, including electric / hybrid specific checks:

- Charging Cable
- Inverter Coolant Level
- Charging Status
- Charge Port Condition
- Traction Pack Diagnostic





Only £5.00 + VAT in addition to BCA Assured standard fees.\*

\*BCA Assured fees vary dependant on MyBCA Card level, Includes self charging/plug-in hybrid and electric vehicles. Terms and Conditions apply.

Introducing BCA Assured EV / Hybrid. With the market for EV / Hybrid vehicles steadily increasing, we recognise you need for more information on this market segment.

We have developed checks that have been added to the BCA Assured assessment that deliver detail on areas that are specific to electric, hybrid and self charging vehicles.

You will see the following on our BCA Assured EV / Hybrid reports.

Explanation of process	What the findings mean
<p> <b>Traction Pack Diagnostics</b></p> <p>Vehicle is plugged into diagnostic machine and result recorded.</p>	<p>✔ no faults shown / fault free.</p> <p>⚠ minor fault/s found.</p> <p>❌ major fault/s found</p>
<p> <b>Inverter Coolant Level</b></p> <p>Look at fluid reservoir to ensure above Min and below Max fill level.</p>	<p>✔ fluid level within Min / Max levels.</p> <p>⚠ fluid level below min or above max.</p> <p>🚫 fluid reservoir not accessible.</p>
<p> <b>Charging Status</b></p> <p>Vehicles plugged into electrical supply to ensure charging system functions correctly. Regenerative charging checked under braking conditions.</p> <p>Checked under 20m drive test conditions. (NB Individual cell voltage not tested.)</p>	<p>✔ capable of receiving a plug-in charge while static / regenerative braking functioning.</p> <p>⚠ plug in charge capability may need attention / regenerative braking may need attention.</p> <p>❌ no battery charge registering on vehicle.</p>
<p> <b>Charge Port Condition</b></p> <p>Check condition of charge port door and connector.</p>	<p>✔ item looks to be in serviceable condition.</p> <p>⚠ port displaying signs of abnormal wear and tear.</p> <p>❌ port not working / door broken / charging port broken.</p> <p>🚫 cannot open charging port door</p>



Visual Check



Physical Check



Listening Check

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Explanation of process





What the findings mean

 **Charge lead 1 condition /Charge lead 2 condition**

Charge lead is inspected and condition of lead end / plugs / cable fraying / exposure of cables checked.

Report will show if cable is OEM or not.




(NB Cable is not plugged into the vehicle.)

-  item is present and no visible damage.
-  item is present with some level of visible damage.
-  item is present and unusable.
-  item not present.

  **Drive test, take up and deceleration**




Vehicle started, gear selected, vehicle moves off and brake applied to come to a halt within 20 meters.

Same test applied for reverse gear.

-  vehicle drives in 1st and reverse gear on 20m track.
-  fault found.
-  no battery charge registering on vehicle.

  **Static ready to run selection**

Attempt to start vehicle and select all gears on gate while hand/parking brake applied.

-  vehicle enters ready mode.
-  fault found when entering ready mode/starting.
-  problems engaging ready mode.

These additional checks are provided for information only.





Explanation of process

What the findings mean

  **Electric Window Movement**

Check for operation of electric windows from driver's door panel.





(NB No check is made for one shot, window lock, anti-trap or auto close functionality. No check is made on manual windows.)

-  windows operate as expected.
-  windows do not operate fully, as they should.
-  windows do not operate at all.
-  no operable windows present.

  **Wiper Arm Movement and Washers**

Attempt to switch on front / rear window wipers and window washers.





(NB No check is made on automatic functionality / variable speed of wipers or noise / condition of wiper blades. Fluid level is not checked. Headlight washers not checked.)

-  wipers / washers operate as expected.
-  wipers operate, not smoothly. Washers do not operate as expected, not all jets working.
-  wipers / washers do not operate at all.
-  wipers / washers not present to check.

  **Headlights Illuminate**





Attempt to switch on head lights, check high beam and low beam.

(NB Directional, adaptive or level adjustment functionality is not checked.)

-  headlights illuminate.
-  headlights do not illuminate as expected eg high / low beam only.
-  1 or more headlights do not illuminate.
-  no headlight present.

  **Brake lights Illuminate**

Apply foot brake and check brake lights illuminate.

-  brake lights illuminate.
-  brake lights do not illuminate as expected / only part of high level light illuminates.
-  brake lights do not illuminate.
-  no brake lights present.



Visual Check



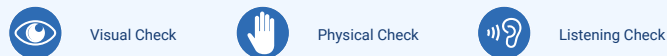
Physical Check



Listening Check

These additional checks are provided for information only.

Explanation of process	What the findings mean
<p> <b>Side Lights Illuminate</b></p> <p>Attempt to switch on side lights illuminate.                      (NB Auto dimming of side running lights not checked when indicator activated.)</p>	<ul style="list-style-type: none"> <li> side / running lights illuminate.</li> <li> side / running lights do not illuminate as expected.</li> <li> side / running lights do not illuminate.</li> <li> no side / running lights present.</li> </ul>
<p> <b>Fog Lights Illuminate</b></p> <p>Attempt to switch on front and rear Fog lights illuminate (where present).                      (NB Left / right turn functionality not checked.)</p>	<ul style="list-style-type: none"> <li> fog lights illuminate.</li> <li> fog lights do not illuminate as expected.</li> <li> fog lights do not illuminate.</li> <li> no fog lights present</li> </ul>
<p> <b>Indicators Illuminate</b></p> <p>Attempt to indicate right / left and switch on hazard lights.                      (NB No check is made on automatic indicator cancellation or lane change indication.)</p>	<ul style="list-style-type: none"> <li> indicator / hazard lights illuminate.</li> <li> indicator / hazard lights do not illuminate as expected.</li> <li> indicator / hazard lights do not illuminate.</li> <li> no indicator / hazard lights present.</li> </ul>



For more information see our full Terms and Conditions at [bca.co.uk/terms](http://bca.co.uk/terms)

## Our commitment to you

At BCA we are committed to giving customers the best possible buying experience, may wish to raise a complaint or issue after purchasing a vehicle.

### We promise to:

- Make it clear and simple if you wish to raise a claim or if you have an issue.
- Carry out our claims process in an open and responsive way.
- Be objective, consistent and systematic in how we work to resolve claims.
- Constantly review our claims processes so they are relevant and up-to-date with any changing needs.

### You can make a claim on a vehicle sold with a BCA Assured report if the following criteria have been met;

- 48 hours (or up to 350 miles whichever comes first) of the vehicle leaving BCA.
- 48 hours (or up to 350 miles whichever comes first) from vehicle delivery if the vehicle is being delivered by BCA.



**Note - Any issue with a vehicle potentially within the scope of the Scheme indicates a symptom. For a claim to be considered the cause of that symptom must be covered under the Scheme.**

Please ensure before you make a claim that you have read the Terms and Conditions specific to BCA Assured or BCA Assured EV/Hybrid. They can be found [bca.co.uk/terms](http://bca.co.uk/terms).

We have a team of time served technical advisors who have an in depth knowledge of all aspects of the BCA Assured reporting and inspection process and a dedicated Customer Service team who process BCA Assured / BCA Assured EV/Hybrid claims.

So, even if you aren't sure about any faults or discrepancies, you can still get in touch to check, we will be happy to answer your questions.

### Claim Process

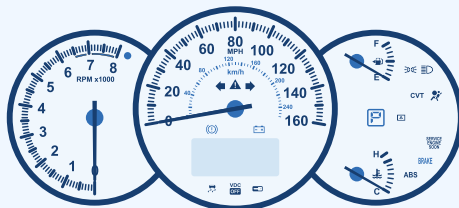


The quickest and most efficient way to register your claim is to visit [bca.co.uk/customerclaims](https://bca.co.uk/customerclaims) and complete the online form.

If you would prefer, you can call us on **0330 102 8461**, our lines are open Monday - Friday 8.30am to 5.30pm.

In all cases we will need the following information to progress your claim:

- ✓ BCA Buyer Account number OR full address
- ✓ Registration number of vehicle
- ✓ Sale date of vehicle
- ✓ Current mileage (image of dashboard showing current mileage will be required)
- ✓ Any supporting documents including: images of faults or repair diagnosis



A member of the Customer Services Claims team will review your claim, along with any supporting documents you have submitted and contact you within **2 working days** to discuss the next steps.

If you haven't already sent anything in, we may ask you to send us images of any faults or any other documentary evidence to support your claim



Once your claim has been reviewed our technical team will assess all the documentation.

They will then be in touch to advise if your claim is valid and to discuss the best way to reach a resolution

### Existing Claims

To find out the progress of an existing claim please respond to any previous emails relating to the claim, alternatively email [claimsenquiry@bca.com](mailto:claimsenquiry@bca.com)

You can also call our Customer Services Claims team on **0330 102 8461** between 9am - 4pm Monday - Friday.

Any queries relating to an existing claim, outside of these opening hours should be emailed to [claimsenquiry@bca.com](mailto:claimsenquiry@bca.com)



### When emailing

Put the vehicle registration number in the subject line and this will help us locate your claim as quickly as possible.



[bca.co.uk/services/assured](https://bca.co.uk/services/assured)

