

Annex to BIPAR's response

UK Signposting Agreement for Older Motorists and Older Travellers between BIBA, the ABI and the UK Government. Similar agreement to be put in place for consumers who are struggling to find flood insurance for properties in high risk flood areas.

Under the agreement, which came into force on 6 April 2012, if an insurer or insurance broker is unable to offer cover to an older motorist or traveller due to the fact that their age is above any upper age limits they have, then they will automatically refer them to an alternative provider who can meet their needs or to a dedicated signposting service, such as BIBA's not for profit 'Find a Broker' service or website.

Since the launch of the signposting agreement, new figures show that there has been a 200% increase in calls and web-hits to the 'Find a Broker' service during its first year, with more than 43,000 enquirers put in touch with a specialist broker for the type of policy they're looking for.

BIBA are delighted that the first 12 months of the signposting agreement saw healthy growth, starting off at around 2,282 queries a month and increasing month on month.

In the 12 months from April 2012 to March 2013 inclusive we helped 43,691 older motorists and travellers find cover from a specialist insurance broker. Ensuring they continue to remain mobile in a legally insured car and are able to take trips abroad with suitable travel insurance.

The split in year one is Motor 23,298 and Travel 20,393.

The real test was how April 2013 compared to April 2012 and the figures were up 294% from 2,282 in April 2012 to 6,698 in April 2013 and continue to rise with May at 6,060 up 230% on equivalent month last year and June 6,420 up 238% on equivalent month last year.

BIBA remain committed to helping older customers access Motor and Travel Insurance and will continue to liaise with Government and the ABI to ensure that a similar agreement is put in place for consumers who are struggling to find flood insurance for properties in high risk flood areas along with younger drivers who face difficulties in obtaining motor insurance.

Examples of where we have been able to help consumers who have had difficulty finding insurance include:

Travel

- Travel – Mr A – male aged 79, female aged 73, 22 days to Canada. Male high cholesterol and blood pressure, stroke, pace maker fitted, angina, prostate removed due to malignant tumour, under-active thyroid. Female high blood pressure and cholesterol.
- Travel – Mr B male aged 85 and female aged 90 latter with type II diabetes, going to Miami 12th March - 26th March for 14 nights.

- Travel - Mrs C – female aged 76, annual policy, going cross country skiing in Norway then to Scotland and on to Canada for sea kayaking. Takes meds for high cholesterol and blood pressure.
- Travel – Mr D – male aged 91, single trip to New Zealand for 6 weeks. Had heart attack 10 years ago.
- Travel – Mr F – male aged 91 wanting 104 days worldwide cover. Non malignant prostate gland, gout, eye drops for glaucoma
- Travel – Mr M – male aged 74 and female aged 95 travelling for 3 weeks to Israel 13th March to 4th April. Female with type II diabetes, 1988 had triple bypass, on medication, ramaprol, ventilin for asthma.
- Travel – Mr I, male aged 84 and female aged 86. Travelling to Europe for cruise. Male; cataracts removed, basal cell carcinoma removal, vascular stroke/dementia, vasovagal infarction. Female; high blood pressure, mini stroke 4-5 years ago, takes medication.
- Travel – Mrs W – female aged 95, single trip to South Africa, max 21 days, meds for atrial fibrillation, asthma, high blood pressure. Going with paid carer.
- Travel – Mrs S – female aged 87, 14 nights to Turkey. Osteoporosis, Diabetes 2, COPD, Bowell cancer clear, tumour on lung that hasn't been cleared yet.

Motor

- Motor – Mr C – male aged 90, Seat Ibiza 2005 1.2. Full UK licence, no points
- Motor – Mr G – male aged 88 with 2ltr BMW X3, 1 yr old. No points, convictions.
- Motor – Mr C – male aged 89 Mercedes C2 20 CDI, no points, convictions.
- Motor – Mrs M – female aged 86 with 3 points for speeding.

So if signposting was adopted for flood than we believe more customers could access insurance from insurance intermediaries.