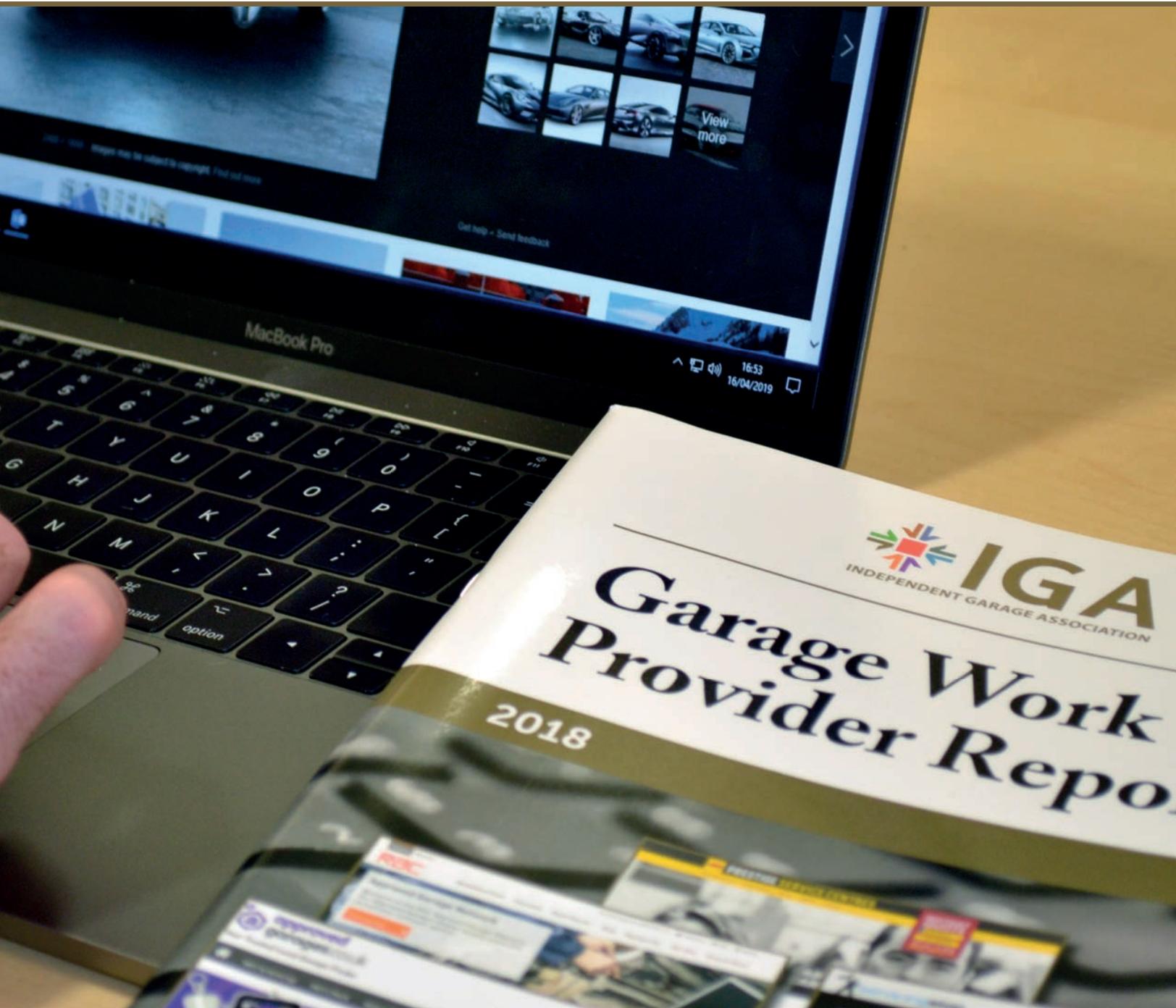


Garage Work Provider Report 2019



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Executive Summary

This report has been produced by the Independent Garage Association to follow on from the “2018 Garage Work Provider Report” and offers a deeper level of analysis into the operating practices of garage work providers.

We understand that many independent garages choose to use the services of work providers and the aim of this report is to provide the information these garages need to make the best decision on which work provider to contract with.

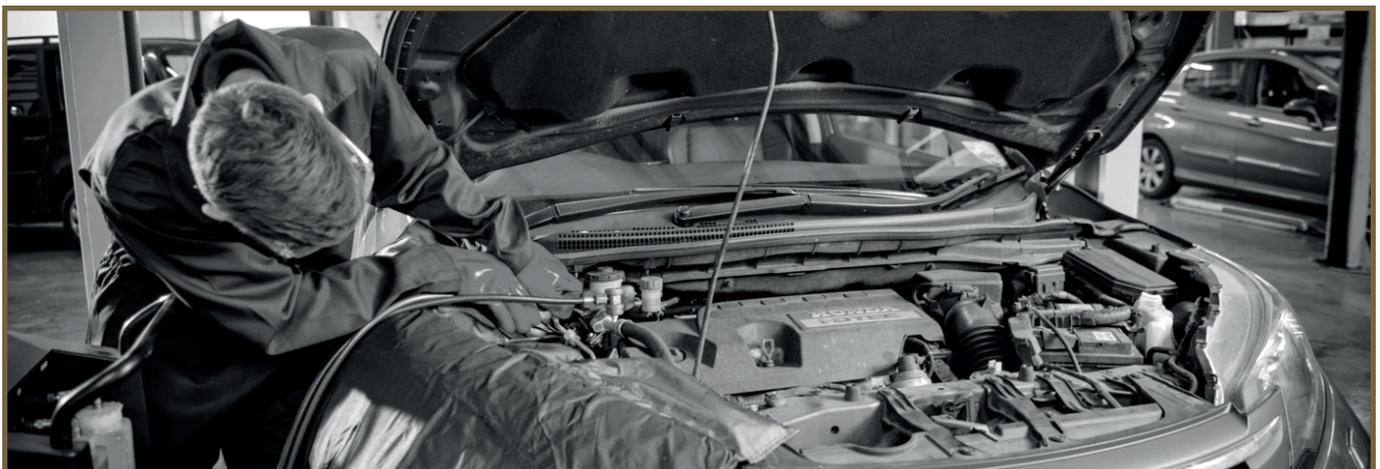
All work providers have the same aim: To make money from selling garage services to consumers. This is achieved by attracting consumers by various means of advertising such as TV, internet, social media, press and publications.

The IGA’s concern with these work providers (sometimes called disruptors or skimmers) is that they are third party companies that position themselves between a garage and its customers. Often work providers ensure that their branding is paramount which can smother individual garage brand identities. They vary widely in size and reputation and apply a number of costs and conditions which are not always clear or explained. Whilst work providers often prefer their own branding, liability for any work generally resides with the garages concerned.

The majority of work providers reviewed failed to provide any details of what checks, if any, they carried out on a garage before adding them to the website. Some of the providers accept mobile mechanics as garages.

We believe only garage schemes that have been approved by the Chartered Trading Standards Institute (CTSI) under the Consumer Code Approval Scheme (CCAS) can genuinely claim to be “Approved”.

In compiling this report the IGA has found the business models involved can be complex, from bidding sites that are just a race to the bottom on price, comparison sites that show a selection of prices, booking sites that use a set price, to membership-based work providers that are selective.



While most make their money from charges direct to the garage we have seen a rise in work providers that get paid direct from the consumer, charging the customer a retail rate while paying the garage a lower trade rate. One of these work providers even charges 6% of the invoice value as an admin fee that is paid directly by the consumer.

On the back of last year's report, we have contacted over 400 of our members who have told us of their experiences. We could not include all their comments but a selection of our members' experiences have been included in the body of the report.

The IGA has contacted every company featured in this report and asked them to supply their terms and conditions of business and charging structure. The level of response varied significantly and not all work providers chose to provide the information requested. The companies featured in the report represent the larger players in this field, although there are many others.

We advise that any garage business intending to engage with any of the providers listed in this report should follow the recommendations contained at the end of this report and carefully check all contract terms and conditions, seeking legal advice where necessary before signing any contracts.

The IGA will continue to monitor feedback from this report and survey the marketplace to ensure that garage businesses are not subject to any detriment as a result of the activities of consumer work providers.

This report has been compiled by the Independent Garage Association from a combination of meetings with providers and direct research by the IGA team. The information contained is, to the best of our knowledge, correct at the time of going to publication.



A handwritten signature in black ink, appearing to be "S. James".

Stuart James,
IGA Director

Glossary of Terms

Credit Rating: Information from CreditSafe UK as of 11th March 2019. Rating based on the company's latest industry classification.

Financials Filed/Established

Rating	Description
71 - 100	Very Low Risk
51 - 70	Low Risk
30 - 50	Moderate Risk
21 - 29	High Risk
0 - 20	Very High Risk
Not Rated	See report for description

Credit Limit: The CreditSafe recommended credit limit is calculated using a formula that analyses information from a company's financial accounts and payment record. The Ltd company credit limit is the recommendation of the total amount of credit that should be outstanding at any one time.

Type of Work Provider:

- Bidding site:** Work request goes to garages to bid on.
- Comparison site:** Customer can see/contact garages to get a price for work.
- Booking site:** Fixed price, only option is to book.
- Membership based:** You have to be a member to have access to garages.

How it Works: What the customer has to do to get a quote and make a booking.

Exclusivity of Provider: How many garages the work provider has listed, and the limits to the number of garages in an area.

Subscription Fee: The cost of getting work from this provider.

Garage Visibility: Are the garage details visible to the customer on the provider's website?

Customer Feedback: Can customers feed back their experiences on the work providers website?

ADR Provision: Have the work provider or garages signed up to a Alternative Dispute Resolution (ADR) provider?

Additional Qualifying Criteria: What does the garage have to do to join this work provider?



Work Provider Summaries

AA Garage Guide

Website: garageguide.theaa.com

Owned By: Part of AA PLC

Credit Rating 2019: 51

Credit Rating 2018: 79

Credit Limit 2019: £100,000

Credit Limit 2018: £100,000



Garage Guide

Type of Work Provider: Comparison/booking site.

How it Works: The customer enters their car registration number, postcode and type of work required to find a list of local garages. AA Certified garages are shown first. Where "Service" is selected the system takes the mileage from the last MOT and recommends the service required.

Customers can get a price directly from some garages, or get a quote and book via the website. The website gives garage details, including services offered, facilities and contact details, and each garage has its own specific page.

Exclusivity of Provider: UK network of 4,900 garages.

Subscription Fee: There are 2 levels of engagement: A free to list Garage Guide, where you pay for bookings, and an Certified level with a yearly subscription. The difference between the 2 are often confusing to garages.

Listing on the Garage Guide is free, and garages only pay for confirmed bookings.

- £5 + VAT per Diagnostic booking
- £7 + VAT per MOT booking
- £12.50 + VAT per Servicing booking
- £15 + VAT per combined MOT and Servicing booking

AA Certified subscription is a fixed amount at £95 per month, on a 12 month term, payable via direct debit. The fee includes provision of the physical and digital branding materials, annual inspection, and dedicated account management. Your subscription will commence on the day of the first payment.

Payment Model: Customer payments are made directly to the garage.

Garage Visibility: Garage details are provided when a customer searches via the website - name and full address, and distance from customer as well as garage type e.g. independent/franchise.

Customers are able to filter their search results to show only garages who are affiliated to schemes if they choose to, so we recommend making sure your profile reflects any accreditations you have or schemes you are part of.

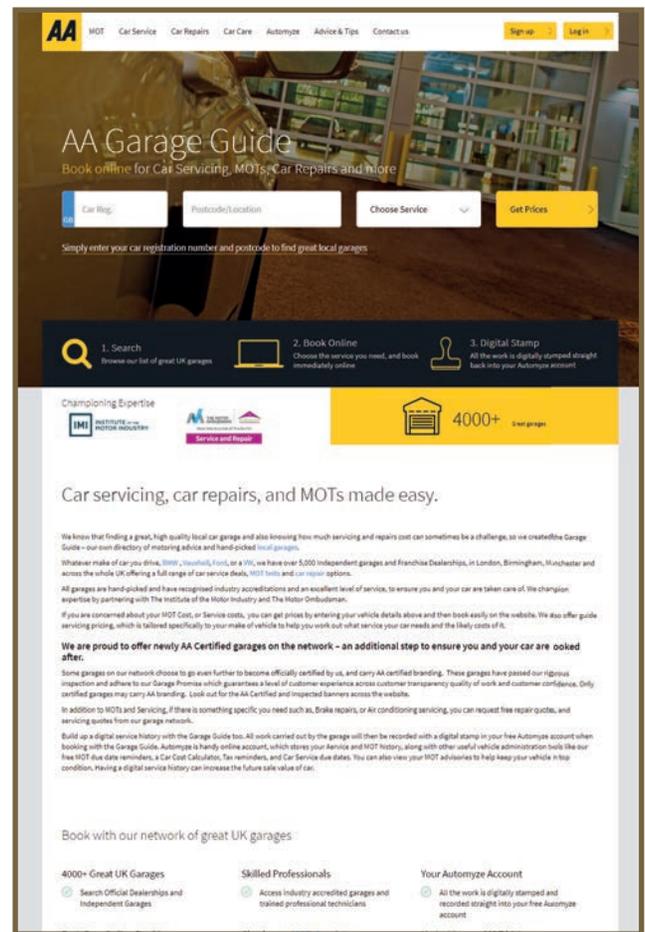
Customer Feedback: The website states: "The Garage Guide provides our active garages with customer



reviews following a booking. Our aim is to provide you with a traceable, valuable review from each and every booking. Our customers are motivated to leave a review for you because following submission of their review, our system adds the work you have completed to their AA account – which helps them keep track of their vehicle's service history in one online place.

"How this works: Our review system removes the risk of receiving false reviews by ensuring that only our motorists who have actually booked in and visited your garage can then leave a review. They are obliged to review your garage in order to receive the digital verification of work to their AA account. It works like this:

- Once you have completed the work to the vehicle, you will confirm the work via your Garage Guide dashboard
- We hold onto this entry until the customer has rated and reviewed their experience at your garage
- Once they have left their review, we credit the work completed into their AA account



"You can respond to reviews – which gives you the opportunity to thank customers for their kind words or address and resolve any issues that may crop up. More and more customers are relying on recommendations to help them make a decision on the car maintenance and repair needs. Our Garage Guide helps you build and manage your reputation – which in today's digital world is essential for maintaining and growing your business.

"Receiving a less-than-favourable review does not mean disaster. In most cases, the issue can be worked out and you have the opportunity to turn the potential negative into a real positive. Any reviews that are submitted which are 3/5 or lower, will be flagged to us and we will not publish this until you have had a chance to respond and address any issue that may need resolving."

ADR Provision: The terms state: "To be part of our Garage Guide Service Network you must maintain a registration with an authorised ADR provider. If you are not registered with an authorised ADR provider you must become registered within 3 months of accepting these Terms of Use."

Additional Qualifying Criteria: Certified garages will need to pass an audit on entry and will have a yearly audit inspection.

Additional Information: We requested a copy of the AA's full terms and conditions. These are fully visible on the AA Garage Guide website.

AA Garage Guide continued

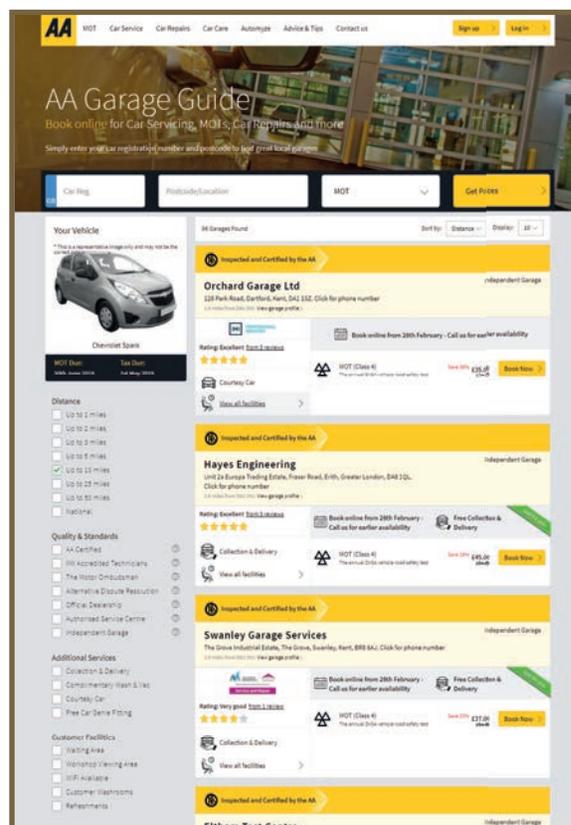
Website from Customer Perspective:

- Focuses on the simplicity of utilising one system to book “Car Servicing, MOTs, Car Repairs and more”
- Uses the IMI and Motor Ombudsman/CTSI logos
- The webpage details a 3-step process for consumers to request the required work:

1. Search - Browse our list of great UK garages
2. Book Online - Choose the service you need, and book immediately online
3. Digital Stamp - All the work is digitally stamped straight back into your Automyze account

- Clear use of AA branding

- Specifies “4000+ Great garages”, highlights wide network: “We have over 5,000 Independent garages and Franchise Dealerships, in London, Birmingham, Manchester and across the whole UK offering a full range of car service deals, MOT tests and car repair options.”



- Links to garage list with descriptor: “We know that finding a great, high quality local car garage and also knowing how much servicing and repairs cost can sometimes be a challenge, so we created the Garage Guide – our own directory of motoring advice and hand-picked local garages.”
- Highlights their own certification process: “We are proud to offer newly AA Certified garages on the network – an additional step to ensure you and your car are looked after. Some garages on our network choose to go even further to become officially certified by us, and carry AA certified branding. These garages have passed our rigorous inspection and adhere to our Garage Promise which guarantees a level of customer experience across customer transparency quality of work and customer confidence. Only certified garages may carry AA branding.”
- Allows customers to create a digital service history via an Automyze account – offers click through links with clear description of how it works



IGA Member Feedback:

"Only been using them for 3 months. We have to pay them monthly but have not received any work yet."

"Pointless exercise as the only recoveries it brought in were existing customers. I got email invoices and processed them which was a fairly easy process, however 12 months later I am getting reminder emails regarding payment as they haven't completed their end of the work. They send out emails hassling us. I feel like they are desperate for members as they put on deals for 'this month' etc."

"We have two AA Certified garages. If you want to benefit from displaying the badge, you have to promote it. It brings in customers and has increased our business by 15-20%."

"I signed up to the AA before Christmas - we can be charged either a % or a fixed amount, £12 or 10% (of the total bill), the garage can choose. We haven't received any work from them yet but hopefully it will be okay, and we have been told we can opt out at any point with no charge."

'We are listed on the AA Garage Guide. We rarely get work, but you only pay if you get a job from them so it works okay for us. "

Tried the AA and they were a waste of time. No jobs out of it, they charge different charges for different jobs, and they even charged £14 for the privilege of having a towing job brought to us. Used them for a year and they charged £115 a month, and didn't get any jobs at all.

'We have joined the AA recently, monthly subscription of £95 + VAT. All the local towing within our area will come to me, but I'm not sure how many of those are through the AA. One of the main reasons I joined them is not because of the jobs, it's for the sign on the door and the comfortability for the customers. Sometimes they bring me problems, but the public know that the garage is AA appointed.'



Approved Garages

Website: approvedgarages.co.uk

Owned By: Part of Group Auto Union UK

Credit Rating 2019: 72

Credit Rating 2018: 79

Credit Limit 2019: £4,200,000

Credit Limit 2018: £3,850,000



Type of Work Provider: Comparison/booking site.

How it Works: The customer enters their location or postcode to find a list of local garages, where they can view garage details, services offered, and any set prices. Each garage has its own specific page. When the customer clicks 'make a booking' they can contact the garage directly to get a quote.

Exclusivity of Provider: 875 active garages.

Subscription Fee: Approved Garages is the lead generating website for AutoCare network garages and United Garage services.

The annual fee is £1500, or £1872 with the Autowork Online garage management system.

Payment Model: Customer payments are made directly to the garage.

Garage Visibility: The website states: "Approved Garages is not a faceless chain. Instead, we are a national network of independent local garages. By using an Approved Garages' member you are supporting a local business at the heart of your community, and one you know you can trust."

"You can place your trust in the hands of any of our Approved Garages, safe in the knowledge that you will NOT invalidate your vehicle warranty. All Approved Garages can service or repair any make or model of vehicle in accordance within the block exemption regulation that states you are not obliged to take your vehicle back to a main dealer."

Approved Garages allows customers to select a garage based on rating or distance, but all garage

A screenshot of the Approved Garages website. The header includes the logo, navigation links (MOT & Servicing, MOT Check, News & Media, Helpful Advice, Leave a Review), and social media icons. The main banner features a robot character and a search bar with the text 'Find your local Approved Garage' and 'Book a Service, MOT or Repair in February for a Chance to Win a £100 Love2Shop Voucher!'. Below the banner are sections for 'Reasons to use an Approved Garage...' (listing benefits like 800+ garages, trained technicians, competitive pricing, and a £100 voucher) and 'Quick steps to selecting your Approved Garage...' (a 4-step process: 1. Enter postcode, 2. Select garage, 3. Contact mechanic, 4. Sit back). The bottom section, 'Garages you can trust', includes a testimonial and a list of service guarantees like 'Maintained to manufacturers specification' and 'Quality parts fitted'. At the very bottom, there are four star ratings and short testimonials.

information is provided and customers can return to a garage of their own volition.

Customer Feedback: The website provides feedback on homepage of four reviews, pictured below. They are not dated and are all 5 stars. Reviewers have first and second names and town/area but no further details, and the garages are not referenced by name in the review itself or the description.

Negative reviews are investigated and if deemed fair, published to the garage profile. When searching for a garage in a specific area they are displayed by default as review rating highest first, so feedback is actively encouraged with freepost sealed forms and prize giveaways for customers and garages.

Reviews disappear from website after 12 months to keep ratings up-to-date.

ADR Provision: Both garage programmes and Approved Garages are members of the National Conciliation Service (NCS).

Additional Qualifying Criteria: No audit needed but has to be an independent garage - no mobile mechanics.

Additional Information: We requested a copy of Approved Garage's full terms and conditions, but did not receive one.

Garages you can trust

You can place your trust in the hands of any of our Approved Garages, safe in the knowledge that you will NOT invalidate your vehicle warranty. All Approved Garages can service or repair any make or model of vehicle in accordance with the block exemption regulation that states you are not obliged to take your vehicle back to a main dealer.

You have the choice and can legally take your vehicle to be repaired or serviced at any of our Approved Garages. All Approved Garages provide parts and fluids of Original Equipment (OE) or matched quality used in accordance with manufacturer's service schedules and are often less expensive than main dealer and franchised networks.

What more, Approved Garages and their mechanics have access to the best industry training and have the equipment to deal with your vehicle.

★ ★ ★ ★ ★

My faith in garages is restored

Salma Miah
Milton Keynes

★ ★ ★ ★ ★

It's the first time that we've used the website. They found us a local garage whose team were friendly, efficient and in addition to the service helpful with advice.

Tracy Rhodes
Bradford

★ ★ ★ ★ ★

I have just moved into the area and the website was a great tool to find a suitable garage that was nearby!

Gareth Bamford
Nottingham

★ ★ ★ ★ ★

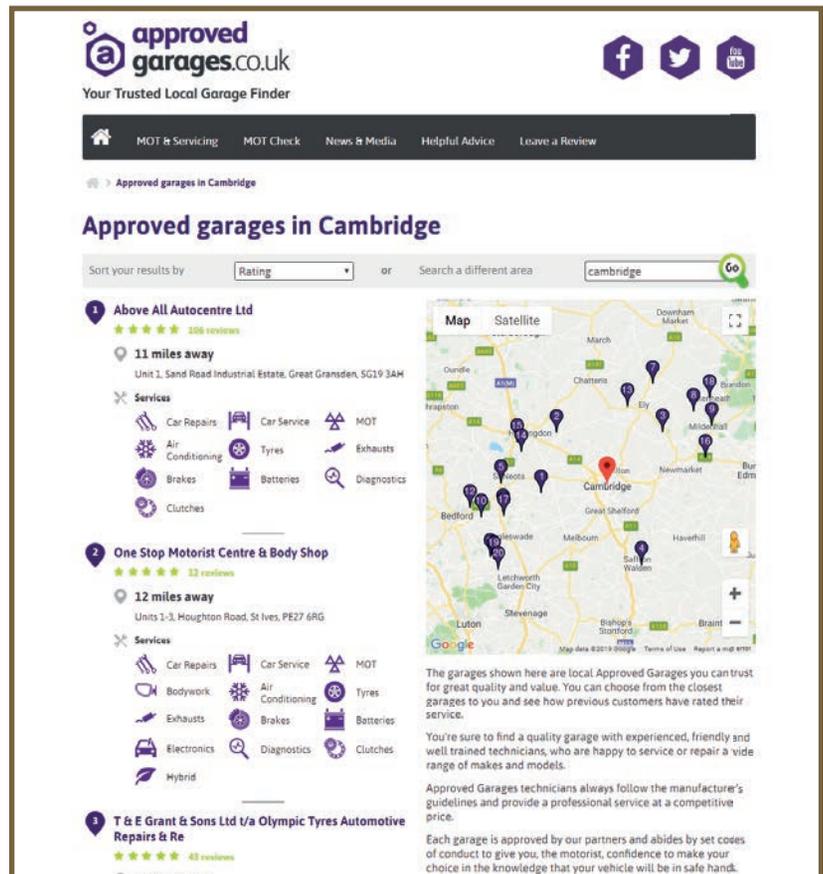
"The website was easy to use and extremely helpful"

Richard Beck
Norfolk

Approved Garages continued

Website from Customer Perspective:

- Slogans clearly displayed to consumer: "Your trusted local garage finder"
- Incentivises usage with "win £100 lifestyle/Love2Shop vouchers" offer
- "Over 2000 garage technicians trained every year"
- Links to "News and Media" with up-to-date news articles
- Offers MOT check on same site to encourage MOT bookings – also states: " You may receive an MOT reminder prior to your due date via e-mail. The use of information shall not be shared with any third party companies."
- Reasons to use listed:
 - "Reasons to choose an Approved Garage for your MOT check:
 - Fully vetted garages that you can trust
 - Chance to win £100 lifestyle vouchers if you book online
 - No online payment required for booking
 - All garages use original equipment or matching quality parts so your warranty is not affected"
- Clear social media and YouTube links for customers to see online presence
- Easy "leave a review" tab where customers can name the garage used for work
- Good reviews listed on homepage when scrolling down, including comments complimenting ease of use for website



IGA Member Feedback:

"Been good for us, we get a bit of work from this. It runs along with Auto Care and they do a good amount of campaigns."

"I am happy with the work I am getting from them, and I get good reviews."

"Happy with the work, Group Auto also provide training. You appear on their website, and we have to spend a set amount on parts a month to gain other things for free. We receive approximately 2-3 enquiries a month. Group Auto association hold 2 regional meetings a year - as far as we are aware there is no pressure."

"We don't spend money advertising and have a lot of garages in my area, so it works ok for us. We get a bit of work from it."

"We don't get much new work from it, all our work is from local customers we know."

"We currently use Auto Care. We pay a yearly subscription for training and everything as well. Part of Approved Garages, £149 a month, in return you get advertising, courses, signage and a few jobs too. Invoicing software as well, at the same time they do give work through Approved Garages."

Quick steps to selecting your Approved Garage...

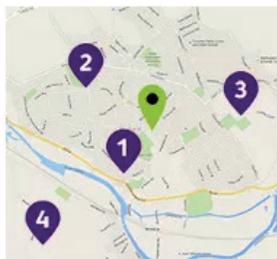
1

Firstly, pop in your postcode or town



2

Select a garage near your location



3

Speak to a trusted mechanic, send an online enquiry or book online



4

Then, sit back in the knowledge that your vehicle is in safe hands



- Maintained to manufacturers specification
- Quality parts fitted
- Completed by top technicians



Auto Butler

Website: autobutler.co.uk

Owned By: Part of Auto Butler APS Denmark



Credit Rating 2019: 75

Credit Rating 2018: 75

Credit Limit 2019: £228,482 (converted from Danish Krone on 11/03/2019)

Credit Limit 2018: £426,246 (converted from Danish Krone on 30/01/2018)

Type of Work Provider: Bidding site.

How it Works: The customer enters their car registration number and work required along with their postcode and email address to receive 3 quotes from local garages. They can compare quotes based on price, distance, and ratings and then book. Alternatively, the customer can simply search by postcode to return a list of garages which can be contacted directly.

Exclusivity of Provider: The website states: "Find trusted garages in your local area." It does not say how many they have.

Subscription Fee: There are three packages with increasing annual fees paired with decreasing commission rates:

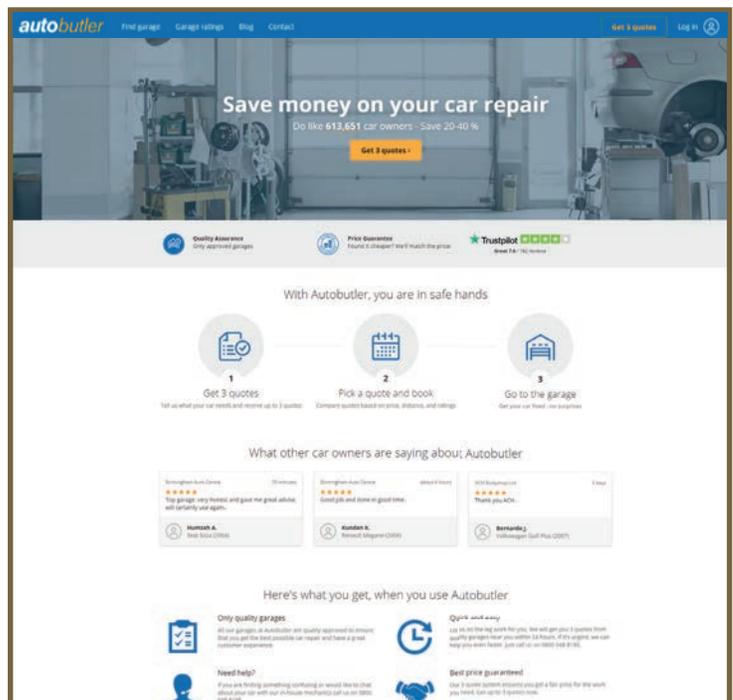
- Start package - Free with 15% commission
- Standard package - £199 pa with 10% commission
- Premium package - £499 with 8% commission

The Repair Workshop pays an annual subscription charge in advance of each year. The subscription is automatically recurring.

The garage will be billed every 14 days in arrears for the tasks carried out via autobutler.co.uk.

Payment Model: Customer payments are made directly to the garage.

Garage Brand Identity Retention: Limited garage details are listed. You cannot contact directly to get a price through the website. No phone details are listed.



Customer Feedback: Homepage displays 3 recent reviews which are all 5 star and positive. Details include customer name, vehicle type and the garage name.

Homepage also shows TrustPilot review score of 7.6/10. (20/03/2019)

Feedback is listed on the garage information page and is garage specific.

ADR Provision: There is no stipulation to have ADR - The terms state: "The Company does not and cannot be involved in Vehicle Owner's dealings with the Repair Workshop (or any of its Sub-Contractors), and in the event that a Vehicle Owner has a dispute with one or more Repair Workshops (or any of its Sub-Contractors), the Repair Workshop hereby releases the Company (and its agents and employees) from any and all claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way connected with such disputes."

Additional Qualifying Criteria: No audit needed.

Additional Information: We requested a copy of Autobutler's full terms and conditions, but did not receive one. Autobutler did not meet with the IGA in advance of the compilation of this report.

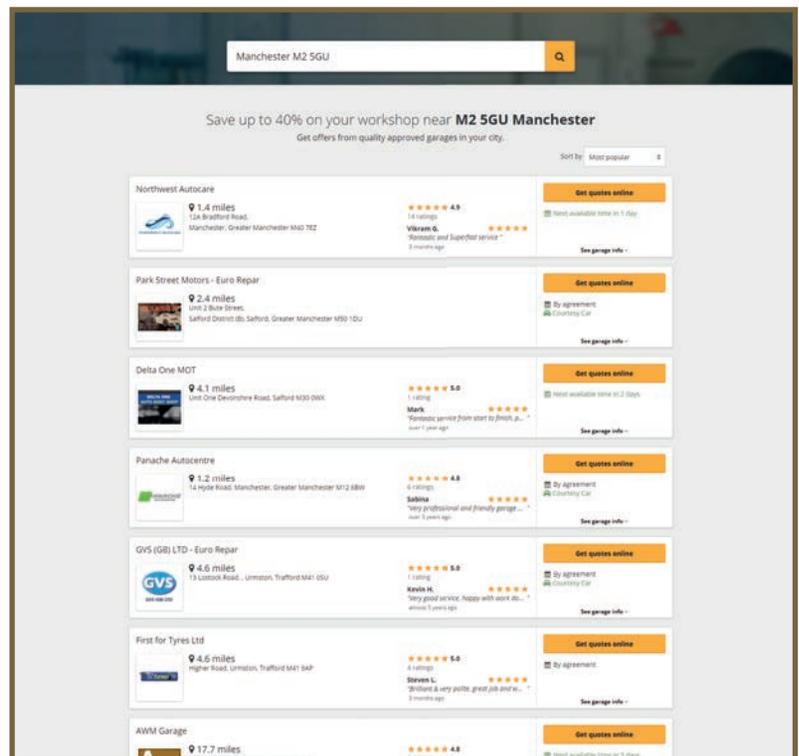
Here's what you get, when you use Autobutler

 <p>Only quality garages All our garages at Autobutler are quality approved to ensure that you get the best possible car repair and have a great customer experience.</p>	 <p>Quick and easy Let us do the leg work for you. We will get you 3 quotes from quality garages near you within 24 hours. If it's urgent, we can help you even faster, just call us on 0800 048 8195.</p>
 <p>Need help? If you are finding something confusing or would like to chat about your car with our in-house mechanics call us on 0800 048 8195.</p>	 <p>Best price guaranteed Our 3 quote system ensures you get a fair price for the work you need. Get up to 3 quotes now.</p>

Auto Butler continued

Website from Customer Perspective:

- Focus on cheaper costs – huge title of “Save money on your car repair” with subheading “Do like 623,573 car owners - Save 20-40%”
- Emphasis on 3 quote system to give customers choice of work costs
- Price match guarantee: “Found it cheaper? We’ll match the price!”
- Trustpilot score displayed as 7.6 at 162 reviews (20/03/2019)
- Booking system:
 - “Get 3 quotes - Tell us what your car needs and receive up to 3 quotes
 - Pick a quote and book - Compare quotes based on price, distance, and ratings
 - Go to the garage - Get your car fixed - no surprises”
- Reviews on homepage from other users of website with dates as of “1 day ago” (20/03/2019) – does specify which garages were used and what vehicles users had
- “Find garage” and “Garage ratings” tabs seem small comparative to large saving money header
- Chatbot option in lower right corner
- Locations shown as active garages: London, Manchester, Birmingham, Leeds, Glasgow
- Postcode search provides list of garages “in your area”
- Blog tab looks to have not been updated in over a year – last post is dated 03/01/2018 and post prior is 30/11/2015
- All buttons on homepage drive customers to “get 3 quotes”



IGA Member Feedback:

"We have not been with them long, and the first job we got in was messed up by them. We have quoted for a few jobs but got nothing back as of yet."

"Only got rubbish – we get emails coming through a few a week, but it's jobs like fixing towbars, not what we are after"

"We are mainly car sales with service and MOT, we have only had a couple of service MOT jobs come through."

"Used them for a year, you spend a lot of time quoting. For every 10 jobs I quote, I might get 1 job."

With Autobutler, you are in safe hands



1

Get 3 quotes

Tell us what your car needs and receive up to 3 quotes



2

Pick a quote and book

Compare quotes based on price, distance, and ratings



3

Go to the garage

Get your car fixed - no surprises



Book My Garage

Website: bookmygarage.com

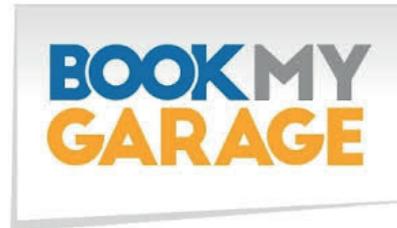
Owned By: Part of The Motorist's Organisation Ltd

Credit Rating 2019: 91

Credit Rating 2018: 50

Credit Limit 2019: £25,000

Credit Limit 2018: £10,500

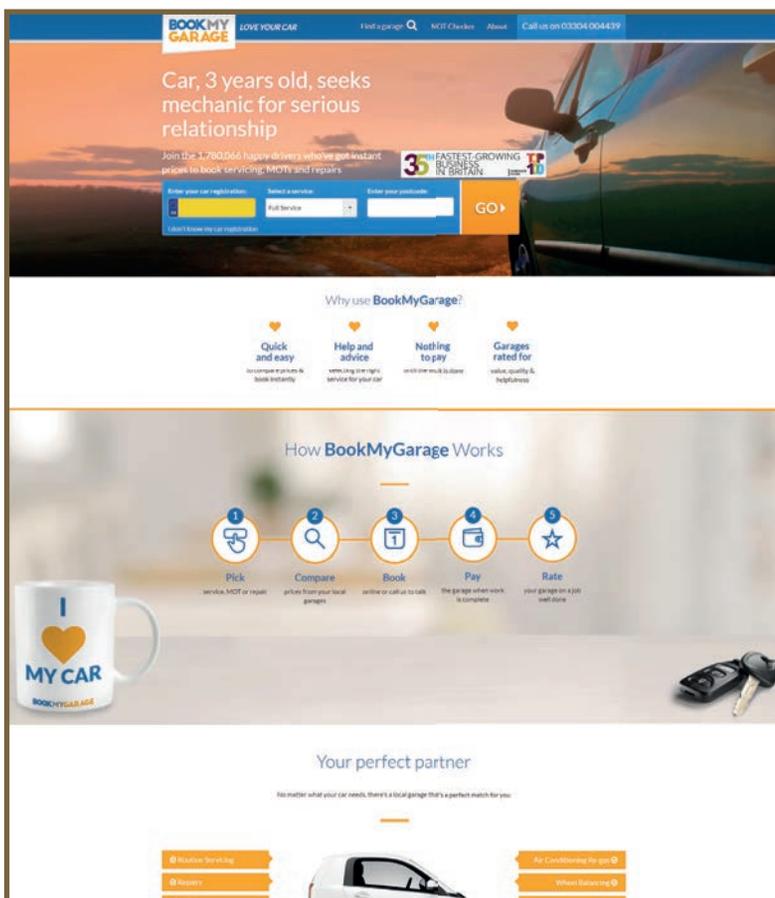


Type of Work Provider: Comparison/booking site.

How it Works: The customer enters the car registration number and work required along with their postcode. They are presented with a list of local garages with prices, distance and ratings. Each garage has its own specific page where the customer can book via the website.

Exclusivity of Provider: Website states: "8944 garages".

Subscription Fee: Book My Garage directory is free for the first 3 bookings - The booking widget costs £30 per month. No additional charges for VRM look ups. Your first 6 bookings per month are free of charge. Any additional bookings after that are charged at £1.50 + VAT each. The digital starter package is £149 per month.



Payment Model: Customer payments are made directly to the garage.

Garage Visibility: Garage details are listed within its own page, showing services offered, ratings and reviews.

Consumer Feedback: Average review of 4.9/5 (20/03/2019) - reviews broken down into value, staff helpfulness, quality of work, kept informed during repairs. Link to latest customer review detailing customer name, date and name of garage. Review states 'would recommend', suggesting only two options instead of actual comments.

Garage testimonials are also shown on the garage sign-up page.

ADR Provision: No stipulation to have ADR. The terms state: "BMG is not responsible or liable for: Any transactions, disputes or Bookings made between Garages and you however they may have occurred including but not limited to any introduction over the Website."

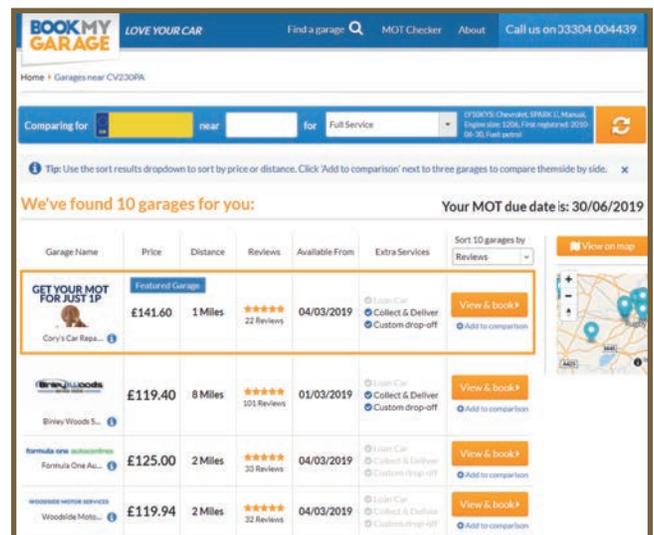
Qualifying Criteria: Any garage can apply, franchised and independent, but they must have premises so no mobile technicians.

Additional Information: We requested a copy of Book My Garage's full terms and conditions, but did not receive one. Book My Garage did not meet with the IGA in advance of the compilation of this report.

Due to the nature of the accusations in some of the member feedback, with the consent of an IGA member we made two separate bookings through Book My Garage to see if we would be offered the chance to 'go to another cheaper garage'. We were not. Both booking details were passed to the garage to process.

Website from Customer Perspective:

- Shows widespread usage of website with 1 million + users - subheading: "Join the 1,853,1697 happy drivers who've got instant prices to book servicing, MOTs and repairs"
- "Why use BookMyGarage" function offers easy steps for customers but seems help-driven:
 - "Quick and easy - to compare prices & book instantly
 - Help and advice - selecting the right service for your car
 - Nothing to pay - until the work is done
 - Garages rated for - value, quality & helpfulness"
- Further down the homepage: "Your perfect partner - No matter what your car needs, there's a local garage that's a perfect match for you."
- "Love for our garages" header with reviews, rating system and link to YouTube channel with motoring advice aimed at customers
- List of features in national press (motoring specific and general)
- Social media links very small and contained within footer of webpage with additional reviews.
- Contact telephone number provided clearly at top of page



Book My Garage continued

IGA Member Feedback:

"I have seen I am listed on the Book My Garage website, but I never authorised this to happen. Some of the prices they quote are higher than I would charge.

I was told by one of my customers who booked through their website to have work done at my garage, that he received a phone call after booking from Book My Garage stating that my garage was full, and they could get me in another garage at a cheaper price. I was not full and never received any communication about this.

I feel they are using my garage, advertised with high prices to make their garages look cheaper and drive work in to them."

"We did not use them, they used us. They added us to their website, made up prices for us and we only realised when they sent us a booking! I sent them an email asking to be removed from their site - no reply."

"We use Book My Garage. Jobs depend on the time of year can be up to 6 per week. We pay a monthly fee of around £150. They work well for us and we get reviews on the BookMyGarage website. No short notice with job bookings, normally around a week in advance."

"I'm with Book My Garage, I pay about £120 a month. They give me loads of work and are really good, they give me around 3-4 jobs a day and I have all 4-5 star reviews. We also have to pay £1.50 a job. I'm quite happy with changing the amount we charge for something, I can log in and do it myself. It works really well."

"They have been very good for us, no issues and their booking system with menu pricing is good."



"We had an incident last week with Book My Garage. We have nothing to do with them and got a phone call from a customer who has used them twice before who said he had an app but they couldn't see us in the booking. We then got a phone call from a guy from Book My Garage, asking us to confirm the booking.

We had never heard of them and I could not confirm the details over the phone with interest of the customer. We then had an email from them asking to confirm too. I have completely ignored the email and am awaiting to hear from them. I don't want anything to do with companies like that."

"We use BookMyGarage.com, they do 2 things. They have created a Facebook page for me and keep customers updated with various things (sometimes fun) to keep people engaged with the garage which saves me having to do it. They can guarantee 60 bookings a month if we use the website they build for us, but we used our own so they could not guarantee that.

Their notifications are all up to date, the only thing is sometimes they don't know when the booking is for, and sometimes it can be short notice. But the bookings work okay and it is rare that the short notice happens. We pay a monthly fee of £99 for 30 facebook posts a month, and the 60 jobs."

"Monthly payment of £140, but on a normal basis we pay monthly and then after that its per job as well. We do get a fair bit of work, maybe 10-15 jobs a month. We haven't seen any faults with them at all, they tell you what price they would like you to drop to for MOT and Service but we just say no and its all okay."

Motorist reviews

- ”** ★★★★★
Easy site to navigate and immediate response from the chosen garage – good service
– Mark Alexander, 21st March 2018.
- ”** ★★★★★
Simple and straightforward to use, I was struggling to find a decent garage in Bedford, no problem on this site, highly recommended.
– Gary Meredith, 21st March 2018.
- ”** ★★★★★
Saved over £100 On dealer's normal service & MOT fee
– Michael Prankard, 21st March 2018.
- ”** ★★★★★
Great site to get competitive pricing.
Excellent booking in service and follow up.
Will definitely use again and encourage friends and family to use site in the future.
– Tyrone, 21st March 2018.
- ”** ★★★★★
Brilliant service! Portsmouth MOT also called me directly to remind me my MOT was due to having 2 sources of reminder was brilliant!
– Caroline Barnes, 20th March 2018.
- ”** ★★★★★



Click Mechanic

Website: clickmechanic.com

Owned By: Part of ClickMechanic Ltd

Credit Rating 2019: 96

Credit Rating 2018: 96

Credit Limit 2019: £46,500

Credit Limit 2018: £75,000



Type of Work Provider: Booking site.

How it Works: The customer enters their postcode and car registration along with work required, and is presented with a price; Local mechanics are listed where they can view details and see ratings. It doesn't appear to give customers the choice of garage as it says "After you place your booking we will check availability of mechanics in your area". It tries to steer the customer to collection and delivery of the vehicle, but they can also opt for "drop off at a garage within 5 miles". Card details are taken when a booking is made online, and Click Mechanic say 'We won't take a penny from you until the mechanic has completed any work.'

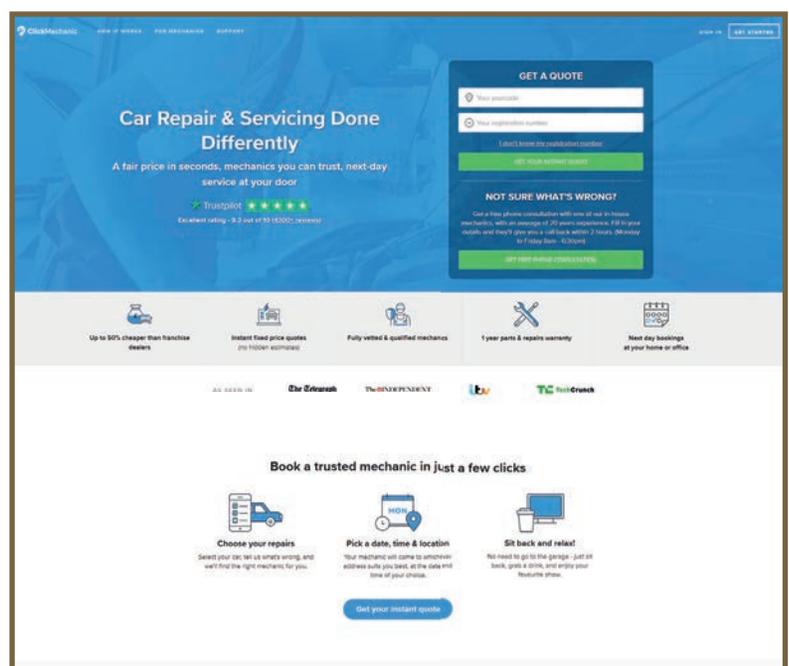
Exclusivity of Provider: The website states: "You'll be able to book in with one of 1000's of vetted mechanics right across the UK."

Subscription Fee: The website states: "Nothing! It's absolutely free to be part of ClickMechanic!" However, Click Mechanic take 18% commission per job (including parts).

Payment Model: Customer payments are made directly to Click Mechanic. Payment is pre-authorised from the customer's account before the job takes place.

Garage Visibility: Garage details are listed within its own page, showing services offered and reviews.

Customer Feedback: Testimonials section on the home page features three positive reviews for Click Mechanic (not individual garages), and a dedicated reviews page displays all garage feedback in date order. Garage names are provided along with a short review, star rating, model of car and work carried out. 46,323 reviews in total with an average rating of 5 stars (20/03/2019). Garage specific feedback is also available on the garage details page.



ADR Provision: No stipulation to have ADR. The terms state: "If you have any concerns regarding the Platform itself (rather than any Auto Services or Mechanic) we hope we can resolve these quickly if you contact us at support@clickmechanic.com."

"We care about your experience with Mechanics using our Platform, and want to ensure they maintain the highest standards possible. If you are unhappy with any Auto Services you should speak to the Mechanic to try and resolve the issue. We would like to be kept informed of any issues or disputes."

"YOU ACKNOWLEDGE THAT WE ARE NOT RESPONSIBLE TO YOU FOR THE AUTO SERVICES WHICH THE MECHANICS PROVIDE AND ARE UNDER NO OBLIGATION TO PROVIDE YOU WITH A REFUND OR CREDIT NOTE IN THE EVENT YOU ARE DISSATISFIED WITH THE AUTO SERVICES."

Additional Qualifying Criteria: The website states: "We vet all the mechanics in the network on several criteria and recommend they have: At least a Level 2 City & Guilds motor mechanic qualification, liability and trade insurance, and at least 5 years trade experience operating as a mechanic."

Additional Information: We requested a copy of Click Mechanic's full terms and conditions, but did not receive one. Click Mechanic did not meet with the IGA in advance of the compilation of this report.

Click Mechanic uses a significant number of mobile technicians in its "network".

Book a trusted mechanic in just a few clicks



Choose your repairs

Select your car, tell us what's wrong, and we'll find the right mechanic for you.



Pick a date, time & location

Your mechanic will come to whichever address suits you best, at the date and time of your choice.



Sit back and relax!

No need to go to the garage - just sit back, grab a drink, and enjoy your favourite show.

Get your instant quote



Click Mechanic continued

Website from Customer Perspective

- Website landing page focuses on ease of use for service - "book your car repair in 2 minutes"
- "All locations in the UK" as subheader, but no mention of garage numbers
- 9.3 on Trustpilot with "4300+" reviews (20/03/2019)
- Also offers "free phone consultation with one of our in-house mechanics" for customers who are unsure what the issue is with their vehicle – works on callback system; states mechanics have "an average of 20 years experience".
- Focuses on prices stating "up to 50% cheaper than franchise dealers"
- Focus on their "instant fixed price quotes" and "1 year parts and repairs warranty" shown on homepage
- "Next day bookings at your home or office" suggests collection and delivery service but not explicitly mentioned
- "As seen in" section shows national press coverage
- Section of "Sit back and relax! No need to go to the garage - just sit back, grab a drink, and enjoy your favourite show." Removes garage identity from the service.
- "Reviews" section has customer details and garage names but no contact information for garages
- No garage search/list function available – customers have to input the work required first

The screenshot displays the ClickMechanic website interface. At the top, there are navigation tabs for 'REPAIRS', 'SERVICING & MOT', 'DIAGNOSE & FIX', and 'PRE-PURCHASE INSPECTIONS'. The 'SERVICING & MOT' tab is selected. Below this, four service options are listed:

- Major Service**: £184.39 (Dealer price: £356.76), 2046 reviews, 5 stars.
- Full Service**: £136.57 (Dealer price: £269.14), 1538 reviews, 5 stars.
- Interim Service**: £109.77 (Dealer price: £199.56), 1108 reviews, 5 stars.
- MOT with collection & delivery**: £75.60, 2142 reviews, 5 stars.

A 'Compare' table is shown below the service options, comparing 'Interim', 'Full', and 'Major' services across various criteria:

Compare	Interim	Full	Major
Number of checks View checks	25	43	44
Parts included			
Engine Oil	✓	✓	✓
Oil Filter	✓	✓	✓
Air Filter	✗	✓	✓
Spark Plugs *	✗	✗	✓

On the right side of the page, there is a 'TOTAL PRICE' section showing '£0.00'. Below this, a section titled 'Your local mechanics' lists three mechanics: Autobot Mc (1 review, 5 stars), Tiago Amaral (219 reviews, 5 stars), and Atech Autos (7 reviews, 5 stars). Below the list, there are three green checkmarks indicating 'Qualified mechanics', 'No hidden extras', and 'Nationwide service'. At the bottom right, there is a link to 'Add discount code' and a note 'referred by a friend?'. A footer section asks 'How does ClickMechanic work?' and provides links for 'About the mechanics' and 'Property Agent Network'.



IGA Member Feedback:

“We have done some jobs, about 10. Time is critical - all the good jobs go straight away and the ones that are left nobody wants. I don’t want a £30 job and have to go and collect the vehicle 30 minutes away.”

“We tried to use it but have not had a job yet, as every time I get an email alert I go on the system and the job has gone. I cannot sit around waiting for it.”

“We are just buying in work, the pricing is not very good and there is not much money in it. We have done just one job.”

Get an instant fixed price and a mechanic that comes to you!

At ClickMechanic we're bringing trust, transparency and convenience to car repair. All our users get started with an online, industry standard, fixed price quote, which you can receive in minutes. Once you're happy with the quote you'll be able to book in with one of 1000s of vetted mechanics right across the UK. You'll be able to select either for a mobile mechanic to come out to you or for a garage to collect the vehicle to undertake the work in their workshop.

No more wondering if the mechanic is ripping you off, or waiting around in a garage waiting room. It's super easy, just follow these steps:

1. Tell us about your car

Just enter your location and vehicle registration on [the homepage](#) so we know which car we're fixing. Then you'll need to select the work that needs doing.

If you're not sure what's wrong with your car, don't worry! You can either use our diagnostic tool, or book a diagnostic inspection and the mechanic will let you know.

2. You get an instant quote

Then we'll put this information into our quote engine and you'll get an industry standard approved quote within seconds.

Want to know how the price is an industry standard approved one? Take a look at our [honest pricing page](#) to find out how we use millions of data points to get your quote.

3. Confirm your booking

Let us know your preferred date, time, and location for the work to be done. To finalise your booking, you'll need to enter your bank card details into our 256-bit SSL encrypted website to be used by our secure payments provider Stripe. We won't take a penny from you until the mechanic has completed any work. It's just like a hotel reservation - we will reserve the booking amount on your card 24 hours before the booking so we can ensure the mechanic gets paid.

4. On the day

Your mechanic will collect any parts they need and arrive at your chosen location within your requested arrival window. They'll introduce themselves and either take your car to the garage or get on with the work that you have selected.

Once all work has been agreed and finished (and your car returned if it was taken to a garage), your mechanic will explain the work they carried out. Once you're happy, your securely stored bankcard will be charged through the ClickMechanic app that all of the mechanics carry on their smart phone. The invoice from your mechanic will be sent directly to your email.

After the visit, you'll receive an email asking you to rate your mechanic. This helps us ensure our standards remain high and improve the service for the next time you use us.



Fixter

Website: fixter.co.uk

Owned By: Part of Fixter Ltd

Credit Rating 2019: 62

Credit Rating 2018: N/A

Credit Limit 2019: £11,500

Credit Limit 2018: N/A

Type of Work Provider: Booking site.

How it Works: The customer enters their car registration and work required, and is presented with a price. Postcode is required and only collection and delivery is offered. They can select collection and delivery times and add their contact details. At no point does it show which garage will be working on the vehicle. Card details are taken when a booking is made online, Fixter say - but nothing is charged to the customer's card until all the work has been completed.

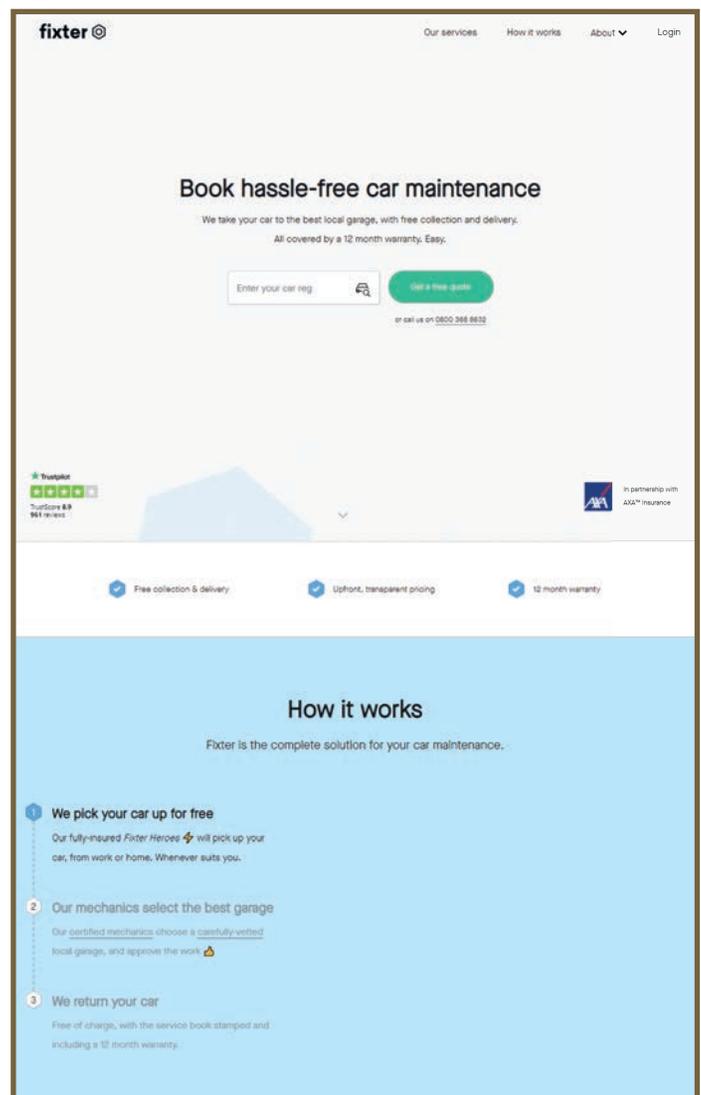
Exclusivity of Provider: The website states: "100 garages in various locations: Birmingham, Leeds, Liverpool, London, Manchester, Cardiff."

Subscription Fee: No fee. Fixter pay you a set labour rate and charge the customer a higher rate.

Payment Model: Customer payments are made directly to Fixter. Payment is pre-authorized from the customer's account before the job takes place.

Garage Visibility: Garage details are not visible. The website states: "Our certified mechanics choose a carefully-vetted local garage, and approve the work" - no mention of specific garages on the website but it does state that the company 'knows every garage'.

Customer Feedback: TrustPilot link - TrustScore of 8.9 and 4/5 stars. Facebook average reviews of 4.4 (15/03/2019) - icons for both websites link to further reviews. No garage details are listed.



ADR Provision: No stipulation to have ADR. The terms state: "Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without You having to go to court. If You are not happy with how we have handled any complaint, You may want to submit the dispute to an online resolution to the European Commission Online Dispute Resolution platform. If You are not satisfied with the outcome You can still bring legal proceedings."

Additional Qualifying Criteria: The website states: "We assess each garage's various established affiliations (e.g. Bosch/Unipart/Autocare/Autofirst/Trust My Garage), perform an online audit and make sure to visit each garage in person. Our in-house mechanics evaluate the quality of premises and equipment, staff qualifications, capacity, and technician capabilities of selected servicing centres."

Additional Information: We requested a copy of Fixter's full terms and conditions, but did not receive one. Fixter did not meet with the IGA in advance of the compilation of this report.

How it works

Fixter is the complete solution for your car maintenance.

- 1 We pick your car up for free**
Our fully-insured *Fixter Heroes* ⚡ will pick up your car, from work or home. Whenever suits you.
- 2 Our mechanics select the best garage**
Our certified mechanics choose a carefully-vetted local garage, and approve the work 🛠️
- 3 We return your car**
Free of charge, with the service book stamped and including a 12 month warranty.

The infographic features a central illustration of a red car on a yellow checkered floor, with a mechanic character, a green trash bin, and a green tree in the background.

Fixter continued

Website from Customer Perspective

- Very sparse homepage design with little wording on the page – draws the eye to the “hassle-free car maintenance” header
- Concise statements providing necessary information, relevant images and button links
- Lots of references to in-house mechanics that remove the garage/customer interaction: “Our mechanics, on your side. Meet James and Steve, our in-house experts. They deal with the garage directly, and keep you in the loop throughout. Phew.” and “Fully-qualified mechanics, each with 10+ years’ experience”
- Detail for garage types: “A hand-picked network of the best local, independent garages”
- “We only select the top 5% of garages in each area, to make sure you’re always in safe hands.”
- Service offers free collection and delivery via “Fixter Hero” driver on foldable bike
- “Both parts and labour are covered by a 12 month warranty. So if anything ever comes up, you can just let us know and we’ll take care of it for you” – no garage contact again
- Pricing for MOT and Service options offered on homepage – fixed price MOTs and “from” prices for servicing
- Customer has no choice in garage and Fixter stamps service book: “Our mechanics select the best garage/Our certified mechanics choose a carefully-vetted local garage, and approve the work.”
- Bottom of homepage offers reviews from customers (no garage details) and Trustpilot and Facebook ratings

The screenshot displays the 'Pick your services' section of the Fixter website. At the top, it says 'Choose from our suggested services below' and 'Save 30% vs. average garage prices'. The main content is divided into two columns. The left column lists three service options: 'Major service' (Recommended every 2 years, £209), 'Full service' (Every year, £119), and 'Interim service' (Every 6 months, £79). Each service option includes a list of benefits with checkmarks, such as 'Oil and oil filter changes + 71 maintenance checks', 'Air, fuel and cabin filters replaced', 'Brake fluid and coolant topped up', '12 months warranty', and 'Free collection & delivery'. There are 'Full description' and 'Add to basket' buttons for each. The right column shows the vehicle details: 'Chevrolet Spark', '1.2 Petrol, 2010', and '49,641 miles on 20th June 2016'. Below this is a 'Book in four steps' process: 1. Select services, 2. Schedule booking, 3. Add contact details, and 4. Confirm and book. At the bottom right is a 'Your basket' section showing 'Collection & Delivery' as 'Always free', an 'Add Coupon' field, and a 'Total (inc. VAT)' of '£0'. A partially visible 'MOT' option is shown at the bottom left of the screenshot.

IGA Member Feedback:

"We have had some good work coming through them, and they are even paying us to collect and deliver."

"Completed 6 jobs through them and I found them very professional."

You're in good hands

A friendly, high quality service, from start to finish. Loved by thousands of car owners, across the UK.

Craig
★★★★★
12/12/2018

A good company to work with, the only negative is invoice has to be done in a particular way! But they are rolling out automatic invoicing, So the negative feedback will become positive feedback. Good work guys.

Trustpilot

on TrustPilot

Trustpilot
★★★★★
TrustScore 8.8
1,052 reviews

on Facebook
Read the reviews
4.9 ★



MOT Protect

Website: motprotect.co.uk

Owned By: Part of Motorway Direct Plc

Credit Rating 2019: 41

Credit Rating 2018: N/A

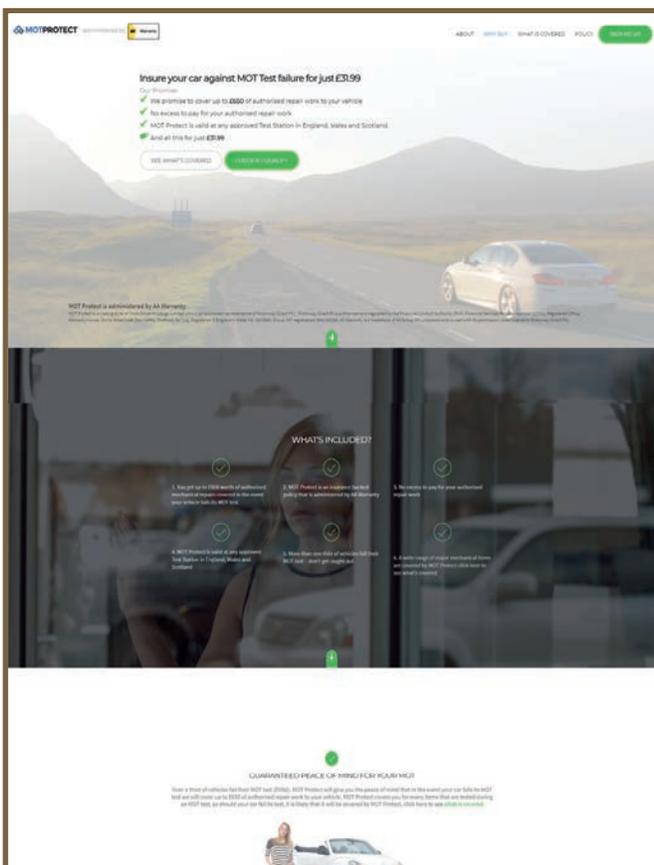
Credit Limit 2019: £67,000

Credit Limit 2018: N/A



Type of Work Provider: Membership based.

How it Works: This is not a website to drive work in to garages. They only sell MOT Warranty to the consumer. After a garage signs up and pays them an annual subscription, they will recommend the garage to consumers in the area when their MOT is due. The website states: "Your vehicle needs to be less than 8 years old, have less than 80,000 on the clock and have at least 90 days valid MOT to be able to qualify for MOT Protect."



Exclusivity of Provider: 850 garages - 5 mile exclusive zone.

Subscription Fee: The website states: "We only charge you a single fee of £90 + VAT."

Payment Model: Customer payments for the MOT are made directly to the garage, along with any additional work carried out that is not covered under MOT Protect's warranty.

Garage Visibility: No garage details are visible.

Customer Feedback: No customer feedback is visible on the website.

ADR Provision: No stipulation to have ADR. The website states: "Please contact our Customer Services Team either by telephone on 03300 555 242, or by e-mail to customerservices@aawarranty.co.uk. Alternatively write to us at AA Warranty, Warranty House, Savile Street East, Sheffield, South Yorkshire, S4 7UQ."

"We will acknowledge your complaint within 5 working days. We will advise you who is dealing with it and when we expect to respond. We aim to respond fully within 8 weeks. However, if we are unable to provide a final response within this period we will write to you before this time and advise why we have not been able to offer a final response and how long we expect our investigations to take."

"If you remain unhappy with our final response, or we have not managed to provide a final response within 8 weeks of your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service for help and advice."

Additional Qualifying Criteria: By invitation only - must be an MOT testing station.

Additional Information: We requested a copy of MOT Protect's full terms and conditions, but did not receive one. MOT protect did not meet with the IGA in advance of the compilation of this report.

We know very little about MOT Protect as it does not follow the same business model as other work providers, and does not directly offer work to consumers. However we have received comments and questions from members about MOT Protect, and as a result have included them for information.



Why buy MOT Protect?

Many cars can fail their MOT test and sometimes this happens when it is least expected, and it tends to be these times that it will cost a small fortune. MOT Protect insurance covers you in the event of costly MOT failure by giving you up to £650 worth of authorised repair work on listed components, which is all administered by AA Warranty.

Hearing that your car has failed its MOT test is up there with one of the most frustrating occurrences, especially if you're someone who takes time and effort to maintain your vehicle.

As well as the inconvenience of finding the time to get your car re-tested, there's the time you need to get your finances together! Not everyone has a few hundred pounds lying around... and in the meantime you can't drive your car!

The rules mean that you can't drive your car after failing a MOT test, unless it's to a pre-arranged MOT retest centre to get the problems fixed. MOT Protect costs just £31.99 and covers you in the event of a failure for a wide range of vehicle issues. There are no excess fees applied if you need to make a claim for authorised repair work and if you need a re-test there is usually no additional charge from the MOT test station.

Remember if you get caught driving a car that has failed its MOT test and is deemed dangerous you could face a £2500 fine, a driving ban or 3 points on your licence.

MOT Protect continued

Website from Customer Perspective

- Header image cites “administered by AA Warranty” – a national brand with easily recognisable logo
- Website offers insurance protection for customer fee per annum: “Insure your car against MOT Test failure for just £31.99.”
- Homepage repeats their offer of £650 worth of cover in event of MOT test failure
- “GUARANTEED PEACE OF MIND FOR YOUR MOT” header, with “More than one third of vehicles fail their MOT test – don’t get caught out” underneath
- Clear, concise box towards lower section of homepage detailing what the cover includes:

“£31.99 - WHICH INCLUDES INSURANCE PREMIUM TAX AT THE CURRENT RATE. YOUR MOT PROTECT POLICY GIVES YOU:

 - Up to £650 worth of authorised repair work to your vehicle
 - Book your MOT test at any Approved MOT Test Station
 - No excess to pay for your authorised repair work
 - No credit or debit card transaction fees”
- Online payment through “secure gateway” to reassure customers of safety of transactions
- “What is covered” tab lists specific details of inclusions and exclusions in policy

About MOT PROTECT:

MOT Protect is brought to you by Think Driver Holdings in association with Motorway Direct PLC.

Why Buy MOT Protect?

It’s probably the first thing you said to yourself... ‘Why buy MOT Protect?’ So, being the understanding people that we are, we’re going to go straight there and nail it!

- Covers you for up to £650 of authorised repairs
- You can book your MOT Test at any Approved MOT Test Centre in England, Wales and Scotland.
- We will send you MOT reminders so you never leave the test too late
- And best of all MOT Protect is administered by AA Warranty

Why risk your car failing its test and paying hefty repair bills? It’s a no-brainer, right?

Being veterans of the automotive industry we want the whole MOT process to be as smooth, simple and as stress-free as possible. And so, MOT Protect was born. We’re offering an easy to understand, top-quality, comprehensive and affordable insurance backed service which is supported by AA Warranty.

So what do you get? Well first of all you get up to £650 worth of authorised repair work for the repair or replacement of listed components should your vehicle fail its MOT Test. A wide range of mechanical issues are covered should your vehicle fail the MOT test [click here](#) to see what’s covered.

MOT Protect won’t cover you for perishable wear and tear items like bulbs, brake pads or tyres.



IGA Member Feedback:

"I keep getting pestered with emails from MOT Protect - Backed by the AA. The email states that there is a one off payment of £90 per year, all it says is they are to do with AA policy holders and look for referrals to garages locally, you charge the customer whatever you want and they don't take commission. We don't use them, mainly because we know you don't get anything for nothing. They are all looking for something and there is always a catch somewhere."



MotorEasy

Website: motoreasy.com

Owned By: Part of Motor Easy Ltd

Credit Rating 2019: 52
Credit Rating 2018: N/A

Credit Limit 2019: £5,500
Credit Limit 2018: N/A



Type of Work Provider: Booking site.

How it Works: The customer enters their car registration and selects work required, then is presented with a price. After completing the booking by confirming the date, postcode and choice of collect & return or dropping the car in, their engineers will select the best performing workshop in that area and send the customer the address within 24 hours.

Exclusivity of Provider: The website states: "UK-wide network of 10,000 approved garages."

Subscription Fee: No fee. MotorEasy pays the garage a set labour rate and charges the customer a higher rate.

Payment Model: Payment is taken directly by MotorEasy.

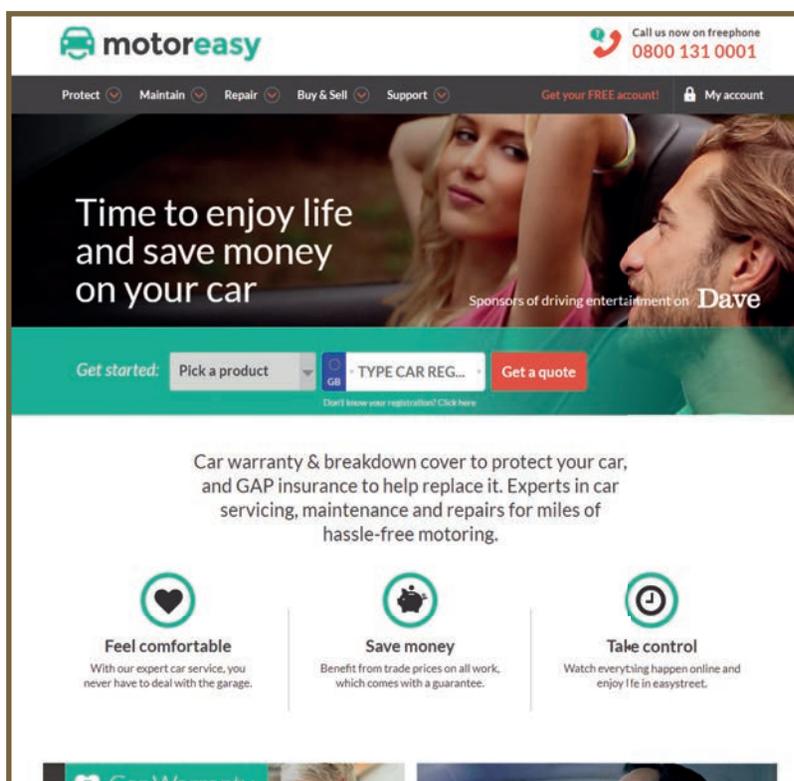
Garage Visibility: Garage details are not visible. Customer gets the address within 24 hours of booking.

Customer Feedback: No customer feedback is visible on the website.

ADR Provision: The website states: "Dispute resolution via The Motor Ombudsman: MotorEasy abides by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman Website at: www.TheMotorOmbudsman.org."

The code of practice includes both Warranty and GAP products.

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a complaint. You can contact The Motor Ombudsman



either through their website, by calling 0345 241 3008, sending an email to consumer@tmo-uk.org or by writing to: The Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN."

Additional Qualifying Criteria: No audit required - needs to be an "established business".

Additional Information: We requested a copy of MotorEasy's full terms and conditions, but did not receive one. MotorEasy did not meet with the IGA in advance of the compilation of this report.

Feel comfortable
With our expert car service, you never have to deal with the garage.

Save money
Benefit from trade prices on all work, which comes with a guarantee.

Take control
Watch everything happen online and enjoy life in easystreet.

Car Warranty
No hidden surprises
Wear and tear cover included
[Read more](#)

GAP Insurance
Bridge the GAP
A small outlay makes a big difference
[Read more](#)

Car Service
No garage jargon
Great savings and a tailored service
[Read more](#)

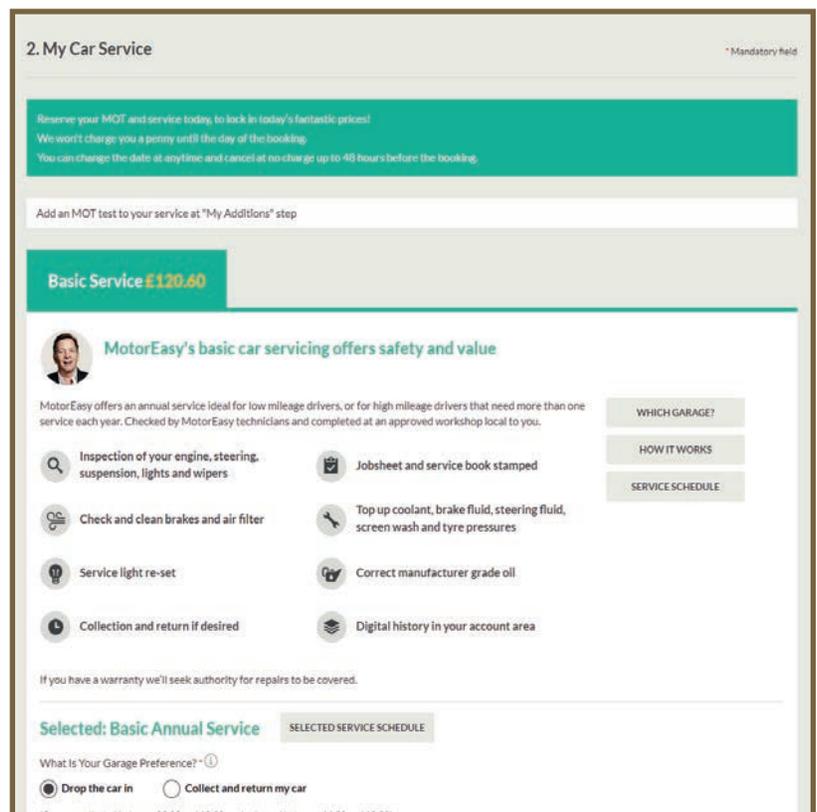
Watch our TV ad

Why me?
Everyone knows that car problems are a hassle to sort. Our car service has been designed to remove the pain of future motoring issues. Find out more here.
[Read more](#)

MotorEasy continued

Website from Customer Perspective

- Header: "Time to enjoy life and save money on your car" – focus on time and money saving for customer
- Subheader: "Car warranty & breakdown cover to protect your car, and GAP insurance to help replace it. Experts in car servicing, maintenance and repairs for miles of hassle-free motoring."
- Reconfirmed with "With our expert car service, you never have to deal with the garage."
- "Benefit from trade prices on all work, which comes with a guarantee." – incentivises with a "guarantee" but the guarantee isn't specified
- Offers online tracking for diagnosis and repairs
- MOT box header "No wasted time with flexible online booking"
- Website has a live chat feature where customers can use a chat bot or request a call back
- East to read boxed content design
- "me" utilisation in headers refers to initials of business
- MOT page focuses on "cheap, easy and convenient" with a network of 10,000 garages
- Offers free collection and delivery
- Video offers interactive elements instead of reading
- "All work is monitored for you by MotorEasy engineers. We check recommendations and failures to make sure the garage carries out all the work you need and nothing you don't."

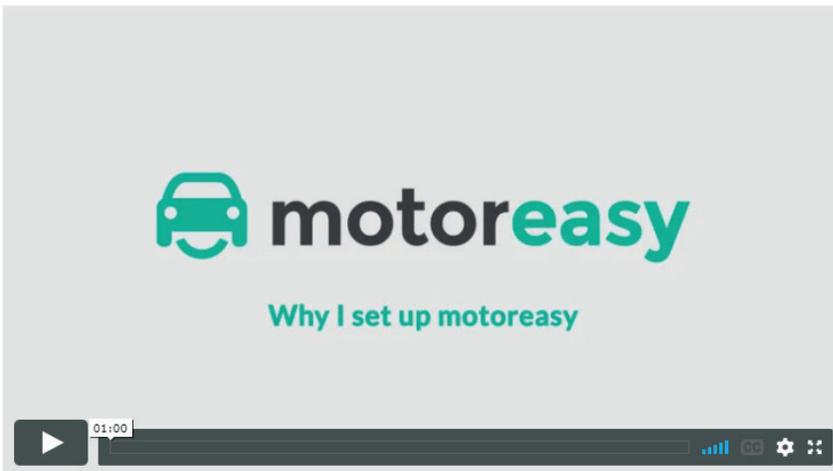


IGA Member Feedback:

Garages are invisible on this work provider's website. Despite contacting over 400 IGA members we have been unable to get any feedback.

Your motoring is our passion

Our founder Duncan McClure Fisher is the leading expert in providing innovative motoring solutions.



Since the mid-nineties he has helped more than 500,000 drivers find valuable motoring products that have protected them from heavy bills and delivered levels of satisfaction previously unheard of in the industry.

“With 19 years of expertise, our team has helped more than 500,000 drivers.”



Founder Duncan McClure Fisher



Enjoy driving without garage hassle.

My Car Needs A

Website: mycarneedsa.com

Owned By: Part of Hamilton Internet Services Ltd

Credit Rating 2019: 27

Credit Rating 2018: 52

Credit Limit 2019: Cash transactions

Credit Limit 2018: £7,500



Type of Work Provider: Bidding site.

How it Works: The customer enters a registration number and selects the work they require, the date they would like and their contact details. The customer receives up to 6 quotes back via email then they can pick which garage/price they prefer and book via the website.

Exclusivity of Provider: 2,800 garages.

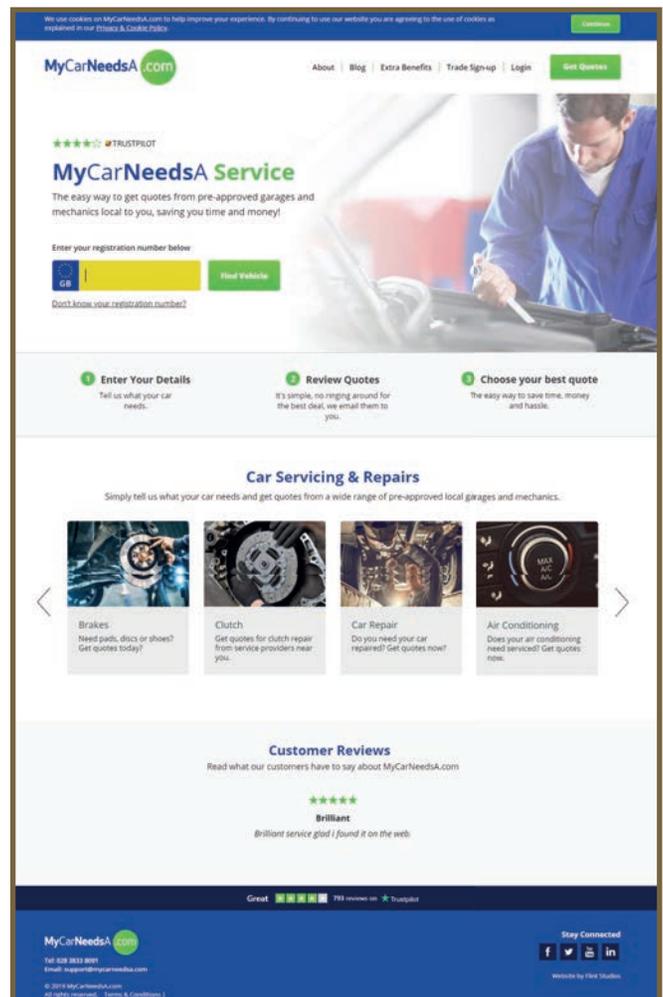
Subscription Fee: £100 per month and £2.50 per booking.

Payment Model: Customer payments are made directly to the garage.

Garage Visibility: Garage details are only visible when replying to a quote.

Customer Feedback: Link to TrustPilot reviews on website - 802 reviews averaging 4 stars (20/03/2019). You can compare previous consumer feedback for every garage who quotes for their work.

The terms state: "Whilst we have asked all users of The Services to act responsibly, we do not actively monitor, check or verify Feedback which is posted. Accordingly, you acknowledge and agree that we (MyCarNeedsA.com Ltd) shall not have any responsibility to you or liability to you for any Feedback which is posted by any Driver and we will not usually become involved or intervene in complaints or disputes concerning Feedback, although we reserve the right to do so in exceptional circumstances. You may, if you feel that Feedback is misleading or libellous, contact us and we will investigate but we shall not be obligated to take any action."



ADR Provision: No stipulation to have ADR.

Qualifying Criteria: All service providers go through an approval process before going live on the system. They need an online presence, industry body/affiliation, company number/ID, and company check.

Additional Information: We requested a copy of My Car Needs A's full terms and conditions, and a link was sent to us.

Car Servicing & Repairs

Simply tell us what your car needs and get quotes from a wide range of pre-approved local garages and mechanics.



Car Service
Need a basic, interim or full service? Compare quotes.



MoT
Due an MoT? Get quotes from approved MoT centres near you.



Brakes
Need pads, discs or shoes? Get quotes today?



Clutch
Get quotes for clutch repair from service providers near you.

My Car Needs A continued

Website from Customer Perspective

- Website header - "The easy way to get quotes from pre-approved garages and mechanics local to you, saving you time and money!" Focuses on ease of use for customer and location of garages used
- "Review Quote" system designed to give customer a range of quotes from local/well-rated garages and then they can select their preference – customer will know the name of the garage: "Simply tell us what your car needs and get quotes from a wide range of pre-approved local garages and mechanics."
- Reviews in lower portion and reference to Trustpilot score of "Great"

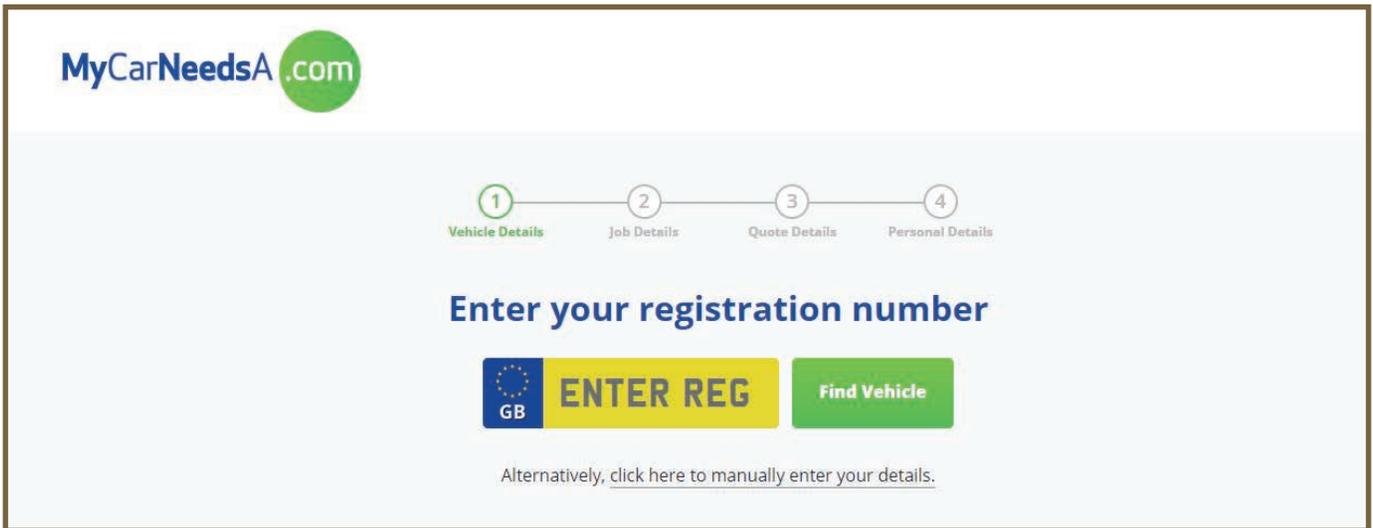
Why Choose Us?

- 1 Saves you time & money**
Why waste time trawling traditional comparison sites looking for the best deal. MyCarNeedsA.com will get the service providers to work for your business and send the best quotes directly to you. All you have to do is decide which one you want.
- 2 Completely Free Service**
Remember, you pay nothing. Getting the best deal in the most convenient way is our commitment to you. All you need to do is tell us what your car needs.
- 3 Easy 4 Step Process**
It couldn't be easier to get started. Enter your reg no and then follow the simple steps to tell us what your car needs. No matter what, we can get the right people at the right price to solve your cars needs.
- 4 Watch the quotes come in**
Once you have told us what your car needs, our local network of service providers will bid for the chance to do your work. You just need to sit back and watch them come in.

- Customers must create an account prior to searching for quotes
- Not much other information provided without sign-up to service
- Up-to-date blog post page has information across a variety of MOT and service subjects (last post 01/03/2019)
- All links reference what kind of work required lead to "get quotes" which cannot be done without signing up
- Social media links in the footer of the website
- Telephone and Email contacts in footer of page for customer service

IGA Member Feedback:

"This was not very good for me, even when I got jobs accepted sometimes the work did not turn up."



The screenshot shows the MyCarNeedsA.com website interface. At the top left is the logo "MyCarNeedsA.com". Below it is a progress bar with four steps: 1. Vehicle Details (highlighted in green), 2. Job Details, 3. Quote Details, and 4. Personal Details. The main heading is "Enter your registration number". Below this heading are two buttons: a blue button with the GB flag and the text "ENTER REG", and a green button with the text "Find Vehicle". At the bottom of the form area, there is a link: "Alternatively, [click here to manually enter your details.](#)"

Prestige Service Centres

Website: prestigeeservicecentres.com

Owned By: Part of Prestige Car Servicing Ltd

Credit Rating 2019: 47

Credit Rating 2018: 46

Credit Limit 2019: £10,000

Credit Limit 2018: £5,000



Type of Work Provider: Booking site.

How it Works: The customer enters a registration number and selects the work they require, then the price is displayed. At this point a date selection and customer details are required for the collection and delivery (visiting the garage is not an option) before booking. The website provides an immediate price for the work but does not say who the garage is.

Exclusivity of Provider: The website states: "Personal service from our national network of garages covering the whole of the UK."

Subscription Fee: £380 - £495 + VAT per annum.

PRESTIGE SERVICE CENTRES
INSTANT QUOTE
GET A QUOTE
OR CALL US NOW
0200 089 64 76

GET THE COMPANY CAR EXPERIENCE FOR YOUR PRIVATE CAR

Watch our movie

...We'll pick up your car from home or work...

Everyone knows company car fleets demand the best service. Now so can you.

We work for the UK's leading leading companies and fleets, who collectively manage over 1 million vehicles and trust us to provide professional vehicle servicing, maintenance and repairs for these vehicles.

What we offer
Like you, they need to be sure that every one of those vehicles' Manufacturer Warranty is fully protected... and just like you, they don't really want to pay main dealer prices for servicing. That's where we come in.

What we do
We guarantee every warranty is protected by fitting only genuine Original Equipment (OE) matching quality parts, and providing a national 12 months warranty on all parts and labour. So like them, you can have complete peace of mind.

Taking care of you
But we don't just take care of the car - we also take care of the driver. We collect and deliver your vehicle from your home or work, at a date and time convenient to you - and we even give it a complimentary wash and vac before returning it.

Payment Model: For customers, the website states: "Our operations centre will call you to confirm that your vehicle is ready for delivery, and process payment via credit or debit card. Our pricing is totally transparent. Unless you've specifically authorised additional work, the price you were quoted is the price you'll pay – inclusive of VAT, parts, labour, collection and delivery."

Garage Visibility: The terms state: "We will confirm which of our service centres will be carrying out the service and will always endeavour to choose the most suitable service centre." No customer choice.

Customer Feedback: Reviews on the website are undated but have customer first names and location. No garage details are left within the review or in supporting information.

ADR Provision: The website states: "If you are a consumer and are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to The Motor Ombudsman via their website at www.themotorombudsman.org. The Motor Ombudsman will not charge you for making a complaint and if you are not satisfied with the outcome you can still bring legal proceedings. In addition, please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform."

Additional Qualifying Criteria: A mandatory audit must be passed to join.

Additional Information: We requested a copy of Prestige Service Centre's full terms and conditions, but did not receive one. Prestige Service Centres did not meet with the IGA in advance of the compilation of this report.

STEP 01 Get an instant quote for your car 



Just select the make, model & fuel type of your car and then choose service type required, and any extras like an MOT or A/C service.

The total service price is calculated instantly and we always promise no hidden charges. That's why we give you an itemised quote by email.

Get your quote now!

Vehicle manufacturer 

STEP 02 Book your service 



Pick a time to suit you and our priority booking team will do their best to make it happen.

Just tell us when and where to pick up your car, and one of our team will book you in at one of our network of local service centres.

STEP 03 Get on with your day 



Our advisor will call you to confirm your booking and arrange the collection and delivery of your car. They will also ask you if there are any other things you'd like us to look at, (i.e. Faulty bulbs, rattles etc).

Our operations centre will also keep you up to date throughout process, by phone, email or text... whichever you choose. We'll even send you a little reminder prior to the day of your service.

Prestige Service Centres continued

Website from Customer Perspective

- Heading “Get the company car experience for your private car”
- “Movie” provides a 2-minute overview through every step of the process
- Information about service working in fleet and company sector provided
- 12-month guarantee and OE parts info clearly displayed
- “Instant Quote” dropdown has online option and contact telephone number – scrolling with webpage provides easy access to quotes for customers but can also be irritating if blocking text
- Customer reviews are listed on the website homepage but no garage details and all very positive

Stage One - Select a service and/or MOT

Enter your vehicle registration:

[Look up your vehicle service schedule](#)

Your Quote Details:

Your Registration: REGISTRATION
Service Chosen: None
Service Cost: £0.00 (including VAT)
MOT: None
Voucher Code: None
Total Cost: £0.00
Additional Requests: None
Collection Address: None
Collection Date: None

Prestige Service Centres take your privacy seriously. As such we will only retain your personal information for the purposes of providing you the service(s) that you are requesting in this booking form and for sending an annual reminder when the equivalent service is due in future. In addition Prestige Service Centres may pass your contact details on to a 3rd party supplier to arrange the collection and delivery of your vehicle and to complete the service(s) booked in this form. We will not contact you in relation to other services or offers and will not pass your details to any party that is not required to complete your service(s)

- Payment plan option toward bottom of the page
- Free collection and delivery offered
- Headed slider section statement says “personal service from our national network of garages covering the whole of the UK” – but garage details aren’t available to view

IGA Member Feedback:

Garages are invisible on this work provider's website. Despite contacting over 400 IGA members we have been unable to get any feedback.

Excellent service. Every time.

We're committed to delivering quality, but don't just take our word for it!

See what our customers have to say.



This is the first time I have not used an authorised Mercedes Benz dealership for servicing my vehicle and I would not hesitate to do so again. The overall service from start to finish was first class. Thank You.

Edward, Ayreshire



Very good phone manner when we spoke – kept me very well informed and in a very friendly way. I felt they were all on my side throughout the process and they 'went the extra mile' to solve the issue I had.

Geoff, Wiltshire



Very satisfactory service. All staff I was in contact with were very informative, polite and professional. Kept up-to-date with progress too. Easiest service I have ever booked. Many thanks.

Janet, Gillingham



All phone and personal contact with your garage representatives were very professional. I will happily use this service again.

Paul, Tyne and Wear



RAC Approved Garages

Website: rac.co.uk/approvedgarages

Owned By: Part of RAC Motoring Services

Credit Rating 2019: 87

Credit Rating 2018: 90

Credit Limit 2019: £16,400,000

Credit Limit 2018: £11,900,000



Type of Work Provider: Comparison/booking site.

How it Works: The customer enters a location then is shown a list of local garages, where they can view details and contact the garage directly to get a quote. Garage and contact details are available but need to be contacted directly for a price. RAC branded MOT plans, service plans and warranty plans are optionally available.

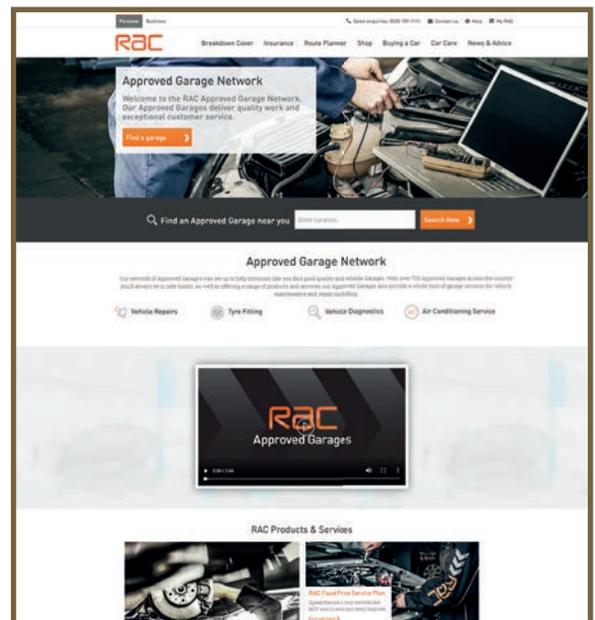
Exclusivity of Provider: Approved Garages page on the website states: "over 700 Approved Garages across the country".

Subscription Fee: Like the AA, there are 2 levels of engagement: A free to list, Where you pay for bookings, and an Approved level with yearly subscription, which is £250 + VAT per month. The difference between the 2 are often confusing to garages.

We have been informed there has been a change of contract issued to garages, and there is a tie in between RAC and Autofirst (Euro Car Parts Owned). As such the information included in this report may not be current.

Payment Model: Customer payments are made directly to the garage.

Garage Visibility: Garage details are visible. You can view their profile and see the services offered.



Customer Feedback: Customer feedback is posted on the website on the Garage Details page. There is a 7 day grace period for a garage to rectify negative reviews.

ADR Provision: CTSI-approved customer charter. The customer charter states: "If you feel your issues have not been resolved direct with the garage contact the RAC Customer Charter Manager on 0330 3328322 or email ccm@rac.co.uk.

"The Customer Charter Manager will listen to your issues and try to resolve them with the garage. The Customer Charter Manager will aim to resolve within 20 days. The Customer Charter Manager will confirm the investigation outcome in writing and the reason for this decision. If you are unhappy with

the outcome you may appeal detailing your reasons. The Customer Charter Manager may re-investigate if new information is presented or points have been overlooked. If the Customer Charter Manager upholds their decision they will refer the case to the Networks Commercial Manager.

“The Networks Commercial Manager will review the case and the Customer Charter Manager will confirm their findings. If you are still unhappy with the outcome you are able to have the case considered through Alternative Dispute Resolution Service. If you still feel your issue has not been resolved after you have been through our conciliation service then you can apply for the case to be heard under our Alternative Dispute Resolution service (ADR). The charge for this will be no more than £35.”

Additional Qualifying Criteria: All sites are audited once per year. The website states: “All of our Approved Garages work to our customer charter which has been approved by the Chartered Trading Standards Institute to give you extra peace of mind and reassurance that you’re in safe hands.” Compliance with the code is mandatory within the contract. Garages are required to have insurance cover of at least 5 million pounds.

Additional Information: We requested a copy of the RAC’s full terms and conditions, but did not receive one.

Your vehicle is in safe hands

We know that it's not easy to find a trustworthy garage that provides quality work at a fair price. As we've been serving motorists since 1897 we felt it was our duty to provide our members with a network of Approved Garages they can trust. When you use an RAC Approved Garage, you will receive the same great service that our patrols deliver to our members.

- ✓ Reassurance - all our Garages work to our Chartered Trading Standards Approved Customer Charter
- ✓ Honest pricing - all work required and the costs involved will be explained clearly
- ✓ Quality work - any repairs will meet the high standards set by the RAC
- ✓ Exceptional customer service - we're friendly, straightforward and jargon-free

All of our Approved Garages work to our customer charter which has been approved by the Chartered Trading Standards Institute to give you extra peace of mind and reassurance that you're in safe hands.



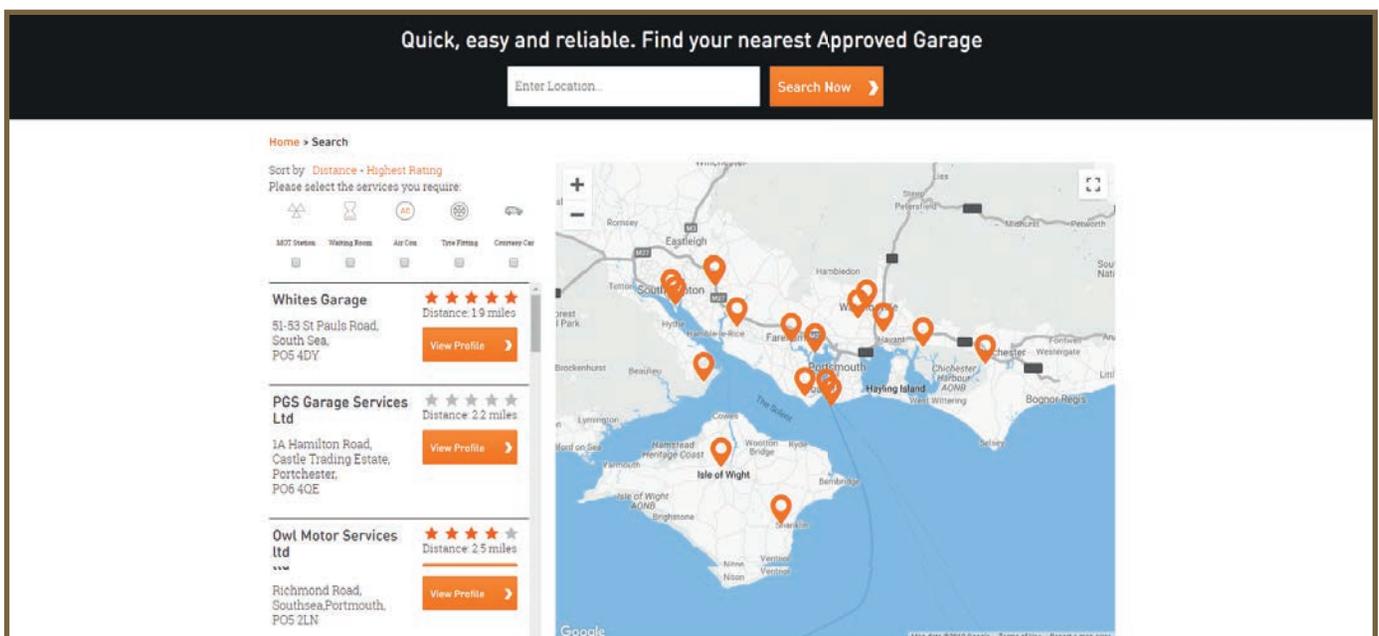
APPROVED CODE
TRADINGSTANDARDS.GOV.UK

[View Charter >](#)

RAC Approved Garages continued

Website from Customer Perspective

- RAC logos clearly presented at website header – instant association with wider-branching aspects of the company e.g. breakdown
- “Our Approved Garages deliver quality work and exceptional customer service.” Focus on customer satisfaction
- “With over 700 Approved Garages across the country you’ll always be in safe hands.”
- 2 minute video with Mike Brewer – recognisable and knowledgeable presenter discussing how RAC AG works, reassures customer of service’s professionalism and knowledge
- Further references to quality of service throughout homepage: “As we’ve been serving motorists since 1897 we felt it was our duty to provide our members with a network of Approved Garages they can trust. When you use an RAC Approved Garage, you will receive the same great service that our patrols deliver to our members.”
- CTSI logo and link to full charter description – “extra peace of mind and reassurance that you’re in safe hands.”
- Postcode search function to find “nearest Approved Garage” – gives garage details and contact telephone number for customers to research on their own, or provides option to “view profile” on the website
- Large sign-up section for garages on homepage
- Social media links in footer at bottom of page

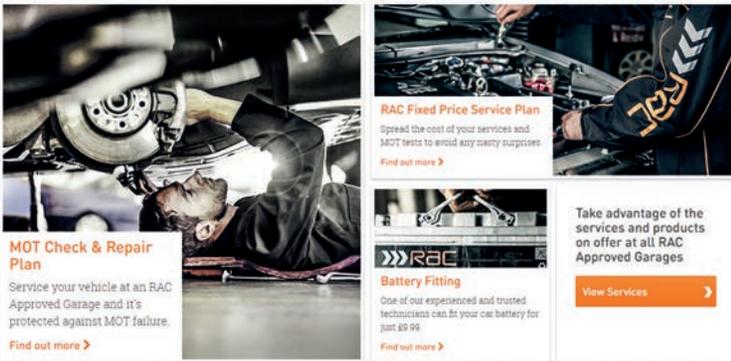


IGA Member Feedback:

“RAC just appear with vehicles, we have to pay a certain amount per vehicle, then they rope you in and give you an area. You then have to buy the RAC signs and pay so much a month, looking at the figures it didn't tally at all and just wasn't worth our time.”

“I looked into the RAC but it was really expensive. A rep came out to see me, they did not give me any information on how much work they can provide to me, but they can tell you how many members they have.”

RAC Products & Services



The screenshot displays a webpage titled "RAC Products & Services". It features three main service cards: 1. "MOT Check & Repair Plan" with an image of a mechanic working on a car's undercarriage, describing service at an RAC Approved Garage. 2. "RAC Fixed Price Service Plan" with an image of a car's engine, describing spreading the cost of services and MOT tests. 3. "Battery Fitting" with an image of a battery, describing service by experienced technicians for just £99. A "View Services" button is visible on the right side of the page.

“Their scheme seems to be geared up totally to benefit The RAC to the detriment of the garage. We were happy to remain as a repair garage for their members but were not allowed to, as we did not want to participate in the other schemes such as their complicated service plan, MOT Test Insurance and inefficient battery replacement scheme.”

“Our garage is about to become RAC approved. It is an annual fee of £300 a year and they get £15 a job also. They do not guarantee a certain amount of jobs either. Touch wood we are always busy so we might not need to use it that much. We are lucky because we are busy, but it will be good to show we are RAC approved to customers.”



Repair Any Car

Website: repairanycar.com

Owned By: Part of Euro Car Parts

Credit Rating 2019: 87

Credit Rating 2018: 78

Credit Limit 2019: £33,450,000

Credit Limit 2018: £26,750,000



Type of Work Provider: Comparison/booking site.

How it Works: The customer enters a registration number, type of work, booking date and postcode, then is shown a list of local garages with prices. The customer can then pick which garage/price they prefer and book via the website.

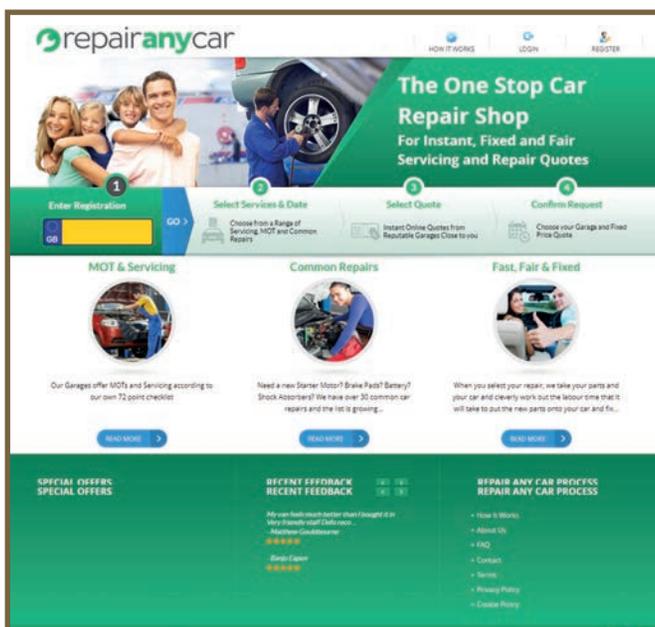
Exclusivity of Provider: The website states: "Over 2,500 Reputable Garages Nationwide"

Subscription Fee: No details available.

Payment Model: Customer payments are made directly to the garage.

Garage Visibility: Customers are aware of garages used and can select a garage to use for their required service prior to booking. To book through the website the customer must create an account with Repair Any Car.

Customer Feedback: The website homepage has 'recent feedback' - two reviews, one with details of review and one just star rating. Both 5 star. Customer full names but no car or garage details provided.



ADR Provision: The website states: "If you use the Website you also acknowledge and agree that information contained in any Listings are intended to be indicative only and will not form the basis of a binding contract between you and any Garage."

"If you choose to make a Booking with a Garage we strongly recommend that you conclude your own written agreement with them clearly detailing the Services to be done and the price to be paid. We will not be a party to any agreement, contract or Booking which you conclude with a Garage."

"Repairanycar.com will not under any circumstances have any responsibility to you or liability to you for the performance or quality of any Services performed by the Garage."



Additional Qualifying Criteria: No details available.

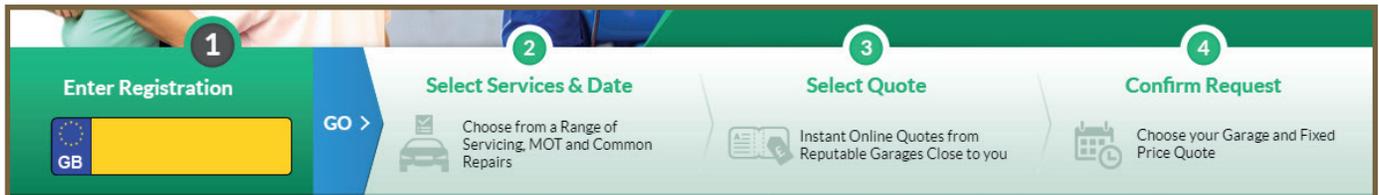
Additional Information: We requested a copy of Repair Any Car's full terms and conditions, but did not receive one. Repair Any Car did not meet with the IGA in advance of the compilation of this report.

When looking at the website we noted a garage listing that no longer services/repairs vehicles, so we made a test booking to see what would happen. We received a booking confirmation email stating we would get a phone call today to confirm the booking and appointment time. We heard nothing more.

That would potentially have customers turning up after making a booking, expecting the work to be carried out.

On the back of this we looked at 12 garage listings that showed accreditations to the RMI. Of these, 5 are **not** members of the RMI.

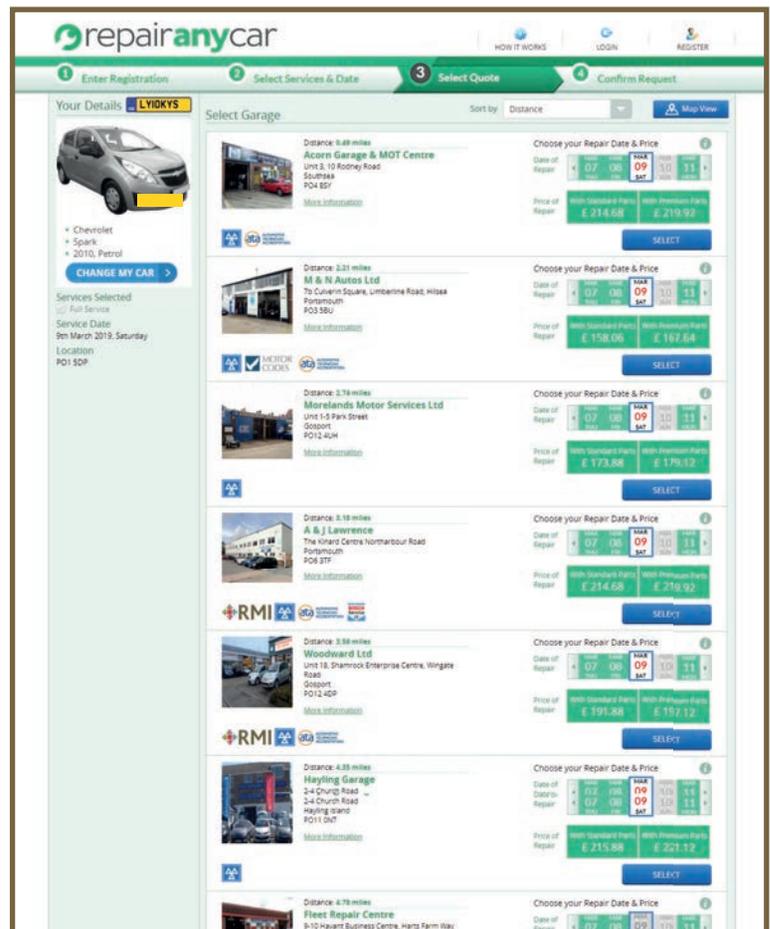
We are not convinced this work provider service is fully working. We have had no response to emails and the phone number listed when rung numerous times was never answered.



Repair Any Car continued

Website from Customer Perspective

- Header: "The One Stop Car Repair Shop For Instant, Fixed and Fair Servicing and Repair Quotes". Focuses on customer convenience
- "Our Garages offer MOTs and Servicing according to our own 72 point checklist" but full details of checklist not disclosed
- Special offers section is blank
- Recent feedback section has customer names and option brief description with star rating but no dates and no garage details provided
- Garage selection process: "When you select your repair we take your vehicle registration and cleverly find the correct parts & labour time to do that job – We then check our list of approved garages to display the best results to you based on their price, distance and feedback." Upfront costs displayed for customers but it is not stated if the price is set by the garage or provider
- Customer can see garage details prior to selecting
- "All of our garages have signed up to a strict code of conduct", however no further details on code criteria provided
- Social media links are at very bottom of page footer
- Website is heavily text-based on pages other than homepage
- Grammatical error on About page: "Repairanycar.com was formed to fill a gap for customer's who simply didn't have the time, or didn't want to spend ages looking for garages to resolve issues with their cars."



IGA Member Feedback:

"It has brought some work in to us, we are happy with it and so are our customers."

"We are still listed on the website but we have not had anything through them for about 4 years."

"I don't know why I am listed as I have never been asked or agreed to be on it."

How It Works

- Please enter your Registration Number and check that we have found your car correctly
- Select the Services/Repairs you require
- Select the target date for the work – we will find garages available on or close to this date
- Enter the town or postcode where you would like to find a garage
- We will identify the labour time required to perform the service/repair based on manufacturers timings for the work
- We will determine the parts required to complete the job and give you the option of using either Premium or Standard parts
- You choose the date, garage and parts combination you prefer and confirm the booking request
- Your selected garage will be in touch with you to confirm the booking details – during normal working hours
- You visit the garage and pay the garage directly for the work
- Please leave the garage and us feedback and please contact us if you have any problems



RoadServe

Website: roadserve.co.uk

Owned By: Part of Hollyfield Roadserve Ltd

Credit Rating 2019: 44

Credit Rating 2018: N/A

Credit Limit 2019: £1,500

Credit Limit 2018: N/A

Type of Work Provider: Membership based.

How it Works: This is a membership club. Customers can pay to join or are more likely to be offered this service as part of an affinity scheme with major insurers and breakdown organisations. After the Customer has registered, they enter work requirements with a date and are presented with local garages with limited details. Customers can then select the garage of choice and book, but no pricing is displayed at any point.

Exclusivity of Provider: 16,000, mix of franchise, independent and mobile businesses.

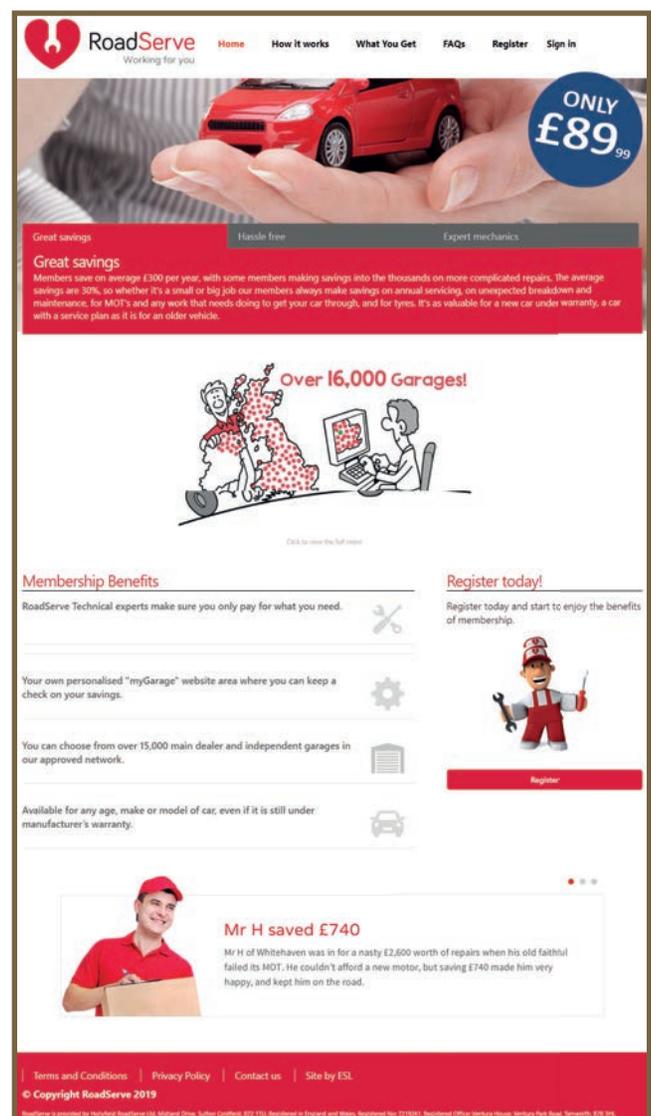
Subscription Fee: No charges to be a member of Roadserve. Garage charged a set price for work, while customer is charged at a higher rate.

Payment Model: Customer payments are made directly to RoadServe.

Garage Visibility: Customers use the website or app to search an area where they can pick a garage. Account is set-up online and all liaising is done via Roadserve. Any additional work must be confirmed with customer via Roadserve before completion. Once work is completed RoadServe will be in touch to arrange for car to be returned to customer.

Customer Feedback: Customer feedback on website homepage does not provide full name details, has rough approximate area "West Midlands" etc, and focuses on savings made by customers instead of quality of work.

ADR Provision: No stipulation to have ADR. The website states: "If you have a complaint please write to Hollyfield Roadserve Ltd, Financial House, Midland Drive, Sutton Coldfield, West Midlands, B72 1TU or



email customerservice@roadserve.co.uk or call 0845-527 5505.”

Additional Qualifying Criteria: No audit. The garage needs to be established business and is required to have 1-Link.

Additional Information: We requested a copy of RoadServe’s full terms and conditions, but did not receive one. RoadServe did not meet with the IGA in advance of the compilation of this report.

The website states to the customer: “All of the garages use RoadServe’s network discount rates and apply it to your invoice. There’s a 6% administration fee to cover RoadServe’s costs for delivering the service, but that only happens if you make a saving of more than 6%. You’ll be able to see the savings you’ve made on your invoice.”

MOT and service reminders



Life can be busy. Annual MOTs and regular servicing aren’t always going to be at the forefront of your mind.

With RoadServe, RoadServe will send you a reminder before your next MOT is due. And if you provide them with your service date, they’ll remind you about that too. One less thing to worry about.

Help with your MOT

It’s essential your car meets the minimum road safety and environmental standards. That’s why an MOT should be carried out three years after your car’s first registration, and then every year after.

But you already know that. What you really want is someone to remove the hassle of sorting it all out. That’s where RoadServe comes in. They’ll handle the whole process for you until your car is safely back on the road.

Servicing

Quotes for getting your car serviced can often vary in price, making it difficult to know if you’re getting a good deal or not.

With RoadServe, RoadServe will talk to the garage directly and agree a fixed price before allowing any work. You’ll be kept updated on what needs doing, and no work will be carried out without your approval.

Mechanical repairs

Once your car goes into the garage, RoadServe will keep in contact with them while they take a closer look at the problem. As soon as the garage provides a quote, a RoadServe mechanical expert will check the work is necessary and that reduced rates have been charged.

RoadServe will then explain to you what needs fixing. No work will be carried out without your approval.



RoadServe continued

Website from Customer Perspective

- Chargeable service of £89.99 p/a chargeable to customers – free to certain insurance and recovery service customers
- T&Cs viewable from website footer detailing payment process for subscription and any work conducted: <https://roadserve.co.uk/styles/4/terms.pdf>
- Cost per customer usage additional to subscription fee: “There is a 6% administration fee to cover RoadServe’s costs for delivering the service, but that only happens if you make a saving of 6% or more.” – viewable on website under How it works > What’s the cost section
- Additional payment system for extra work carried out on a vehicle: “If there’s any additional work required you’ll be contacted by RoadServe for your consent to carry out the work. Once you’ve collected your car or it has been delivered back to you, RoadServe will contact you to take payment.”
- MOT and service reminders available as part of the service
- Savings for members detailed as: “Members save on average £300 per year, with some members making savings into the thousands on more complicated repairs. The average savings are 30%.”
- Photo slider on main page states “over 16,000 garages” – mix of independent and franchised

Step by step

1. Getting Started

Activate your account online.

2. Choose your garage

RoadServe has an approved network of over 15,000 garages nationwide.

3. Choose a date that suits you

RoadServe will show you the earliest date available, but you can pick any available date that's best for you.

4. Confirm your booking

You'll then be assigned your personal RoadServe Maintenance Controller who will call to confirm your booking and will manage any communication with the garage.

5. Drop your car off

Your personal RoadServe Maintenance Controller will liaise with the garage and check what work is being recommended, if it's necessary and that it's their best rate, so you don't have to worry. And remember, RoadServe will always get your consent before taking payment for the things that need fixing.

6. Save money

RoadServe charge a 6% admin fee for their service, but if your total savings are 6% or less, then you won't have to pay the fee. In 2018, 10% of RoadServe customers saved at least 50% after the fee.

7. Get your car back

RoadServe will be in touch to arrange for your car to be returned to you.

- Feedback isn't directly from customers – names are shortened and focuses on savings made by customer written in third person with saving % listed – no garage names or details available
- Expert mechanics tab: “Enjoy total peace of mind that your own, qualified technician is managing all contact with the garage/repairer on your behalf to make absolutely sure that repairs are only carried out when necessary in the most economic and efficient way” – Keeps RoadServe as the point of contact for both sides
- FAQ section is extensive and covers questions for pre-registration – any further information required has a “contact us” button pointing to a customer service email address. No telephone option provided.



IGA Member Feedback:

"I just get one customer that comes to me through RoadServe, my customers know us and come direct."

"I have used them for about 4 jobs, it was all very hard work. It can take a long time to get authorization – one job I needed to get the car back for the customer at a set time but was waiting for authority for some extra work, so I ended up doing it for free and taking the car back. I have had issues getting payment through but that is sorted now. On the whole I would score them 6 out of 10"

"A horror that comes to mind is RoadServe, the way they operate is awful. They dictate and pass on your information to third parties, approaching us with our own customers, wouldn't give us terms and very unprofessional. We wouldn't do it and they were very pushy, they wanted to put bookings through without consent. We are very picky and choosy about who we deal with."

Membership Benefits

RoadServe Technical experts make sure you only pay for what you need.

Your own personalised "myGarage" website area where you can keep a check on your savings.

You can choose from over 15,000 main dealer and independent garages in our approved network.

Available for any age, make or model of car, even if it is still under manufacturer's warranty.

"We came away from them as we stopped using 1-Link. The price to use 1-Link is shocking and it is not cost effective."



Service4Service

Website: service4service.co.uk

Owned By: Part of Service 4 Service Ltd

Credit Rating 2019: 24

Credit Rating 2018: N/A

Credit Limit 2019: Cash transactions

Credit Limit 2018: N/A



Type of Work Provider: Booking site.

How it Works: The customer enters vehicle details and work required, then is presented with a price. To complete the booking, they need to select a booking date and enter personal details, including postcode. They offer collect and delivery only, and do not give garage details.

Exclusivity of Provider: 700+ qualified and approved repair centres located across the UK.

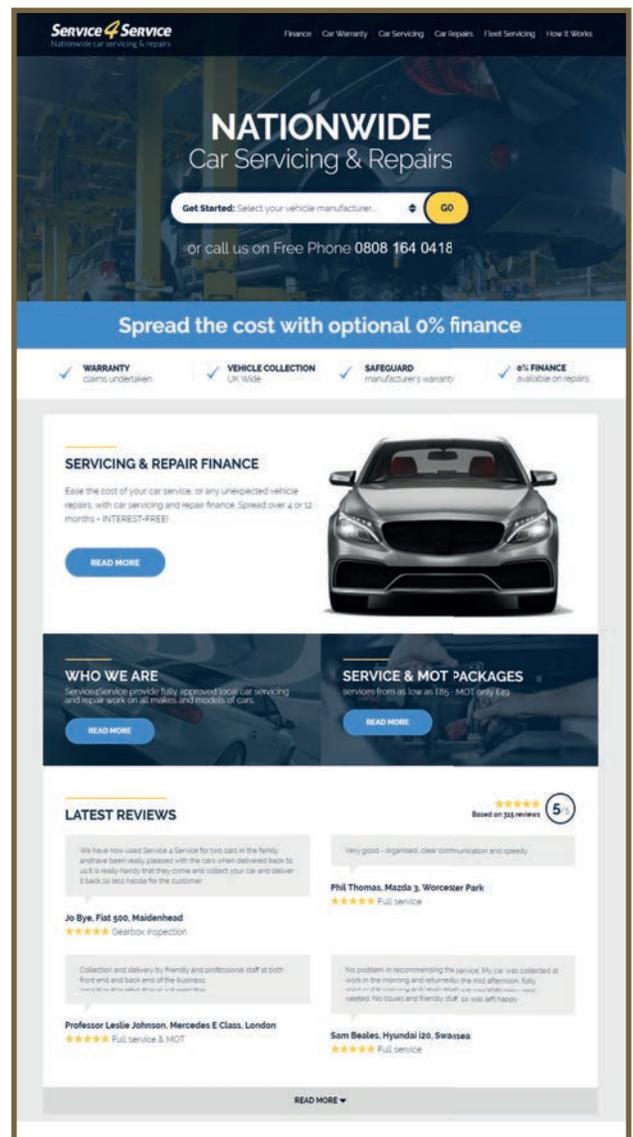
Subscription Fee: No subscription fee. The garage is charged a set price for work, while the customer is charged at a higher rate.

Payment Model: Customer payments are made directly to Service4Service.

Garage Visibility: Service4Service handle booking work for customers - no customer interaction with garage as collection and drop off is also handled by the company. No garage details are visible.

Customer Feedback: Several 5 star reviews on homepage detailing customer full name, star rating, type of vehicle and type of work undertaken. No garage details are specified. The homepage states '5/5 based on 315 reviews', there is a link to TrustPilot which has 4 stars based on 332 reviews, and another link to Review Centre which has a 4.3/5 rating based on 279 reviews and 81.4% of user recommendation (20/03/2019).

ADR Provision: No stipulation to have ADR. The website states: "In the event of a dispute, Service4Service Ltd will strive to resolve the matter in less than 28 days in a professional and amicable manner. In the event of the dispute extending beyond 28 days, Service4Service Ltd will notify the customer.



In the event of any dispute the customer must notify Service4Service Ltd as soon as possible to put right any related repairs carried out by ourselves, otherwise this will invalidate the warranty.”

Additional Qualifying Criteria: No audit needed.

Additional Information: We requested a copy of Service4Service’s full terms and conditions, but did not receive one. Service4Service did not meet with the IGA in advance of the compilation of this report.

WHY CHOOSE SERVICE4SERVICE?

SERVICE4SERVICE CAN PROFESSIONALLY MAINTAIN ALL TYPES OF VEHICLES AT UNBEATABLE PRICES.

We provide the high standards you would expect from a main dealership without the big prices.



With a nationwide network of approved service centres that service all vehicles from small cars to prestige vehicles.

Our professional staff have the knowledge and expertise to answer your enquiries and make booking your vehicle service simple.

THE UNBEATABLE SERVICES THAT WE OFFER INCLUDE:

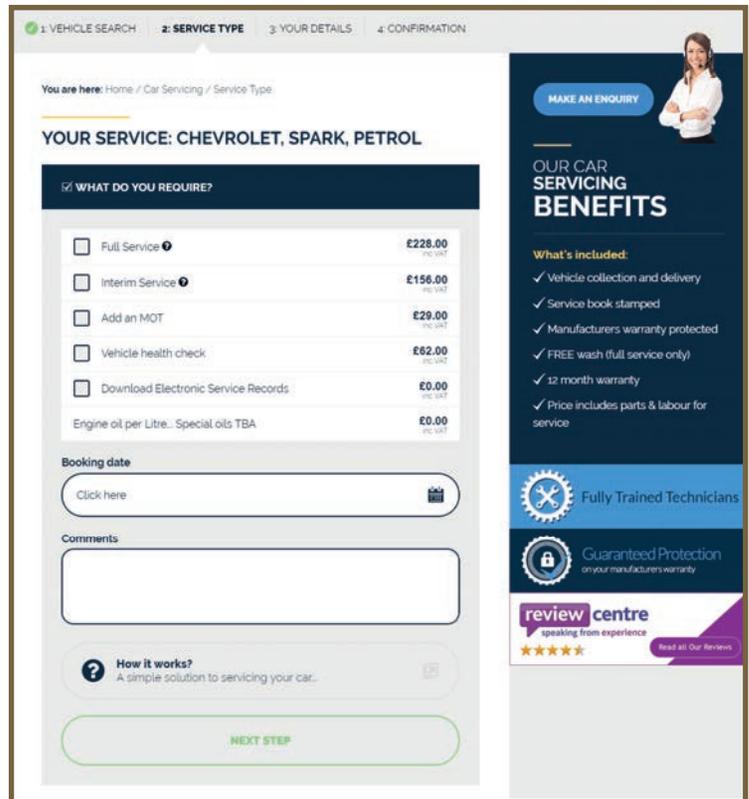
- ✓ Vehicle computer diagnostics
- ✓ Vehicle Servicing
- ✓ Service books stamped
- ✓ Service lights are reset
- ✓ Manufacturer warranty is protected
- ✓ Vehicle collection & delivery
- ✓ Vehicle Recovery
- ✓ Repairs & replacements on parts
- ✓ 12 month warranty on parts & labour
- ✓ MOTs



Service4Service continued

Website from Customer Perspective

- Header: "NATIONWIDE Car Servicing & Repairs". Focus on availability of service followed by banner of "Spread the cost with optional 0% finance"
- Content also focuses on finance options for service and repair: "Ease the cost of your car service, or any unexpected vehicle repairs, with car servicing and repair finance. Spread over 4 or 12 months - INTEREST-FREE!"
- Fixed pricing for MOT and from prices for services: "services from as low as £85 - MOT only £49"
- Customer reviews are self-written and star rated: 5/5 stars based on 315 reviews, 4/5 on reviews sourced from review centre. Details customer name, town location and vehicle details but not garage names
- Trustpilot ratings shown on "How it Works" page, with a 5/5 rating
- "How it Works page" details exact process of how work is conducted
- Social media links in footer of pages
- Bookings are undertaken via telephone call or enquiry form with return contact system. No quotes provided online
- "700 service centres" and "We guarantee that your Toyota will be serviced by manufacturer trained technicians using only approved parts so that your car continues to perform the way the engineers who built it intended.". It does not specify whether service uses independent or franchised garages, supported by "About Us" page's statement: "We operate a nationwide network of approved garages across the UK, that can service and repair all vehicles from small cars to large vans."
- Fleet servicing option for businesses also available as tab from same website homepage



IGA Member Feedback:

Garages are invisible on this work provider's website. Despite contacting over 400 IGA members we have been unable to get any feedback.

A SIMPLE WAY TO SERVICE OR REPAIR YOUR CAR

SERVICE4SERVICE PROVIDE A COST-EFFECTIVE & CONVENIENT WAY OF MAINTAINING YOUR VEHICLE.

- 1** Call one of our Service4Service sales team on **0808 164 0418**.
- 2** Our professional staff will book your service or repair at a service centre local to you, arranging for your vehicle to be collected at a time that suits you.
- 3** All work is carried out by our approved service centres. If any extra work is needed, we'll always call you first, so there are no nasty surprises.
- 4** We'll wash your vehicle for free, if you've had a full service, and return it at the time and place you require.
- 5** For private vehicles, you pay for work by debit or credit card before the vehicle is delivered. For fleet vehicles, payment is 15 days from the date of invoice.



Servicing Stop

Website: servicingstop.co.uk

Owned By: Part of Servicing Stop Ltd

Credit Rating 2019: 20

Credit Rating 2018: 43

Credit Limit 2019: Cash transactions

Credit Limit 2018: £25,000



Type of Work Provider: Booking site.

How it Works: The customer enters a registration number and postcode, then shown prices. At this point a date selection is required for the collection and delivery (visiting the garage is not an option). Customer details are then required to confirm the booking. No garage details are shown. The website gives a price straight away, but it does not say who the garage is. Only servicing and MOT work is available, and it offers collection and delivery only.

Exclusivity of Provider: Approximately 1,000 garages across the UK.

Subscription Fee: No subscription fees - trade labour rates are charged to garages and admin fees dependent on region. Fees are only charged on successful jobs.

Payment Model: Customer payments are made directly to Servicing Stop via app.

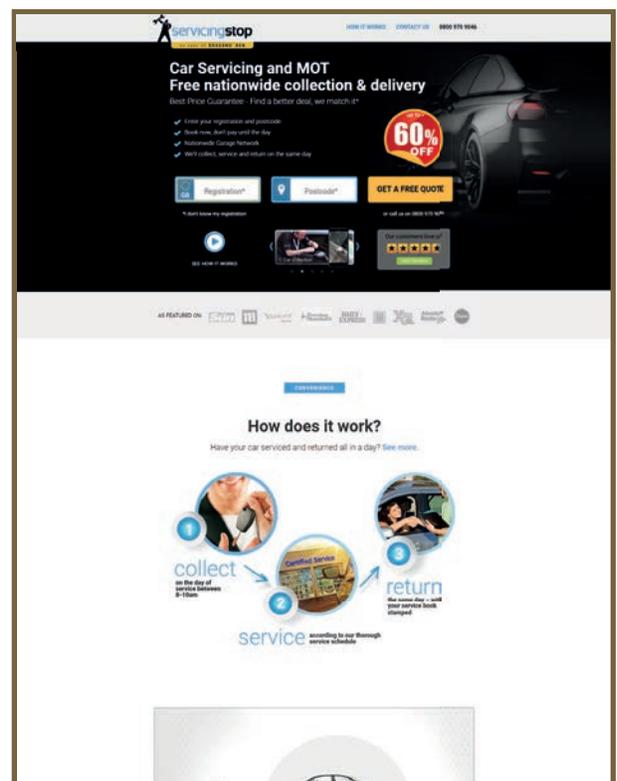
Garage Visibility: The website states: "Hassle free. No need to worry about dealing with a garage or negotiating the service cost and work, just book your car service with us and we will make sure everything is taken care for you."

No mention of garages or being able to find garage details in pre-booking stages. In the service agreement garages are asked not to market directly to customers and all stamping is Servicing Stop.

Customer Feedback: Link on homepage to dated reviews - customer name, car details, location and type of work undertaken but no references to any garage details. Rating 4.5/5 stars based on 12,809 reviews also shown, and reviews have individual star ratings.

ADR Provision: ADR Group Consumer Dispute Scheme certificate is displayed on website, covered for the period 29th August 2018 to 28th August 2019.

The terms state: "Should any complaint arise following car servicing performed by Servicing Stop Ltd. all



subsequent communication that is made concerning the resolution of the complaint should be restricted between Servicing Stop and the customer. The servicing garage should not be contacted by the customer with the intention of seeking a resolution or remuneration."

Additional Qualifying Criteria: Assessment to determine experience, qualifications, VAT registered, liability and insurance.

Additional Information: We requested a copy of Servicing Stop's full terms and conditions, but did not receive one.

Website from Customer Perspective

- Header: "Car Servicing and MOT Free nationwide collection & delivery". Focuses on availability of service across the UK
- Subheading: "Best Price Guarantee - Find a better deal, we match it"
- Vehicle registration and postcode are required on homepage to enable "get a quote" feature
- Reviews on website are customer testimonials hosted on own page, rather than on a third party site like Trustpilot. Customer name, location and vehicle are provided but not garage details. "Our customers love us, 12580 users reviews"
- MOT package option focused on: "Why not get your MOT done with us? Only £19 with a service or £24 without a service. Free nationwide collection and delivery."
- Short how-to video on the homepage provides an explanation of how the system works using "trained mechanics and technicians" with "massive savings" and "original product"
- "All work verified by app". The app is designed to keep customers updated of state of their vehicle
- "How it works" page states: "Hassle free. No need to worry about dealing with a garage." Advisors are point of contact for customer and garage.
- "As featured on" section on the homepage shows a range of online, press, radio and TV national outlets. Header image also has "as seen on Dragon's Den"
- MOT Test information updates as of May 20th 2018 for customer information

Please select a service for your Chevrolet Spark

<input type="checkbox"/> Full Service <small>Recommended</small>	£121.55
<input type="checkbox"/> Interim service	£89.95
<input type="checkbox"/> Add an MOT <small>£35</small>	£19.00
<input type="checkbox"/> Just an MOT <small>£33</small>	£24.00

Savings displayed vs our 2012 equivalent model average price.

Select Date:

You save **£0.00**

Total (including VAT) **£0.00**

up to 60% OFF
Inflation Busting Prices!
Best Price Guarantee! We won't be beaten!
Find a better price and we'll match it!
12 month parts and labour guarantee
+ free nationwide collection and delivery.
Up to 60% off equivalent main dealer service.

Servicing Stop continued

Servicing Stop supplied us with the following quotes from four IGA members:

"It's a wonderful platform and network for us to be a part of, one thing that I can say above anything is that we value the partnership, there is always work available and we have become really friendly."

"We really enjoy the work that comes through Servicing Stop, it is of good quality and frequent but best of all is the relationship we have with Servicing Stop."

"We have always enjoyed working with Servicing Stop throughout the years, there is consistent work offered to us and the communication between us both is exactly what is needed."

"Servicing Stop brought us onboard in 2009 and something we have seen over the years is because of the strong relationship we have and how hard we both work on customer satisfaction a lot of the bookings that continue to come through are customers who have used us 2 or 3 times, that says a lot about us both and is great to see."

We contacted each of these members ourselves to gain further feedback, and this is what they told us in no particular order:

"Working with Servicing Stop has been horrendous and we are going to stop using them. We have had customers complain of being overcharged. They have some really friendly and helpful staff that answer the phone, but you cannot get to speak to anyone who can make a decision. they owed us £3000 at one point and remittance did not match payments. They have stopped us supplying parts, so we are losing that profit."

"It has brought in a lot of work for us, but we have had customers complain that they have not had additional work done due to price. It costs the customer £50-£60 for brake fluid change, and we only get paid a fraction of that. They are slow at authorising add-on work. They only allow us to make 10% on parts and they have a strict tariff for oil prices. It has been horrendous getting paid, you cannot speak to the accounts department direct we can only email them."

"They have been fine for us. It can take a while to get authorisation for work sometimes as it is hard to get hold of them."

"Great at first, we do not use them now. They changed the deal and supplied their own parts, it cost us to collect and deliver. We only made £11 per service and payment was 5 weeks in arrears."



Unbeatable car servicing prices. [Get quote.](#)



IGA Member Feedback:

"They phoned up firstly and then they emailed, but I can see positives and negatives. The email they sent offered that they would provide the parts, it would be £40 an hour, and I would have no communication with the customer at all. They wanted to pay me £19 for MOT's, that would not cover the cost of a MOT! They also stated that they would take 17% of the final bill.

The only positive I could see that it would fill the workshop, no sign-up fee, and if you used it correctly in the right context it could work as a good marketing tool. I have a good customer service base and like speaking to people so it may take away that prospect of things, but could also give me more customers. It is like they are trying to drop standards - the time scale they give for garages just is not possible, so it will drop standards within the industry. They tell the customer that they need an engine flush, brake fluid changes and sell things to the customer they don't need to make more profit."

"Staff are condescending and have no idea about the garage industry. The only interest they have is the bonus they receive in pay packets, by insisting we look for unnecessary work. I don't need them to tell me how to run my business, established for 44 years. They want you to run around like busy fools for no financial gain."

"They are not interested in the customer and still owe us a lot of money."

"I was with Servicing Stop for a while and they were appalling, they rip off customers. They suck them in with a low cost MOT and Service, and would exaggerate the costs by ridiculous amount. The cost would be for their benefit and not mine. For a full service they would only give me 1 hour to complete, the MOT's would be £20. They would always try to give advisory items to upsell to get more jobs. They would agree a labour price with me, and then we would have to sell them parts at 10%. They would then go back to the customer with advisories and state they needed the work completed now. We wouldn't be making the prices, we would give them our prices and they would ramp up the price so they get more. I think their salesmen are on commission."



Trust A Garage

Website: trustagarage.com

Owned By: Part of Trustatrader.com

Credit Rating 2019: 43

Credit Rating 2018: 21

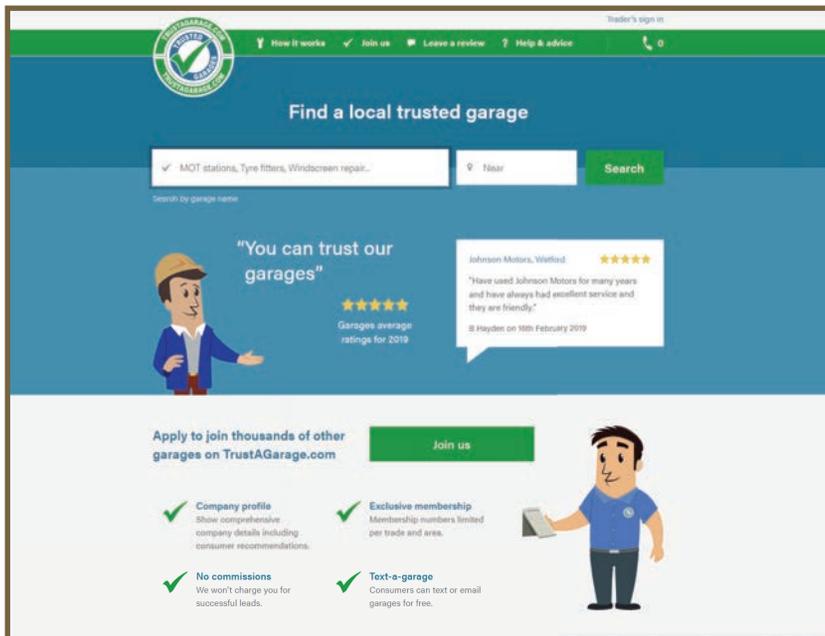
Credit Limit 2019: £2,000

Credit Limit 2018: Cash transactions



Type of Work Provider: Comparison/booking site.

How it Works: The customer enters required work details and a location, then shown a list of local garages. The customer can view details and contact the garage directly to get a quote for work.



Exclusivity of Provider: The website states: "We allow only a limited number of members to be listed for any one trade in each region, providing a better quality selection for the consumer and guaranteeing a fair share of enquiries for each trader."

Subscription Fee: £799 + VAT per annum. The website states: "No commissions - We won't charge you for successful leads. (a) The fee for your subscription to the Website ("Subscription Fee") is calculated and payable annually on the anniversary of the start of your Subscription."

Payment Model: Consumer can pay via the website after work has been completed, or they can pay directly to the garage.

Garage Visibility: Customers can search garages that are listed by name, and get garage details when looking for work quotes. Full names of garages, logos, full addresses and telephone/email details are provided, as well as a star rating with number of reviews for each garage. Where garages can be contacted via SMS this is listed as a contact option. Options for each garage on profile page are:

- Identification checked
- Company address verified
- Customer references checked
- Agreed to TrustAGarage's high standards
- Agreed to complaints procedure and any affiliated associations are listed.



Customer Feedback: The website states: Reviews left by your satisfied customers boost your rating on TrustAGarage, encouraging others to enquire about your services. As a garage, you can also sign in at any time to view a range of statistics showing how many have recently viewed your company profile, visited your website etc. Garage testimonials for potential sign-ups also include how long a garage has been with the service, eg 'renewing for 3rd year'.

The Terms state:

- (a) We will be seeking feedback and references from people who engage you through the Website.
- (b) If we receive a feedback questionnaire from a customer with an approval rating of less than 60% we will contact the customer and find out if the result is justified. You acknowledge and agree that if we feel the customer's rating is justified we can consider this a 'strike' against you. If you receive three strikes or more, we will remove your details from and end your registration with the Website and use of the Service without any liability to you.
- (c) If a customer submits a feedback questionnaire about you with a rating of less than 40% that is found to be justified, we reserve the right to immediately remove your details from and end your registration with the Website and use of the Service immediately without any liability to you.
- (d) We reserve the right to call any customer who has submitted a questionnaire to confirm the authenticity of their feedback.

ADR Provision: No stipulation to have ADR.

Additional Qualifying Criteria: The website states: "All our garages have public liability insurance...all our garages provide proof of qualifications and membership of trade associations."

Additional Information: Trust A Garage did not meet with the IGA in advance of the compilation of this report. Full terms and conditions are available from the website.

N.B. There is no connection between Trust A Trader and either the Which! Trusted Trader scheme or the IGA's Trust My Garage CTSI Code scheme.

How it works



New to TrustAGarage? Let us show you the ropes.

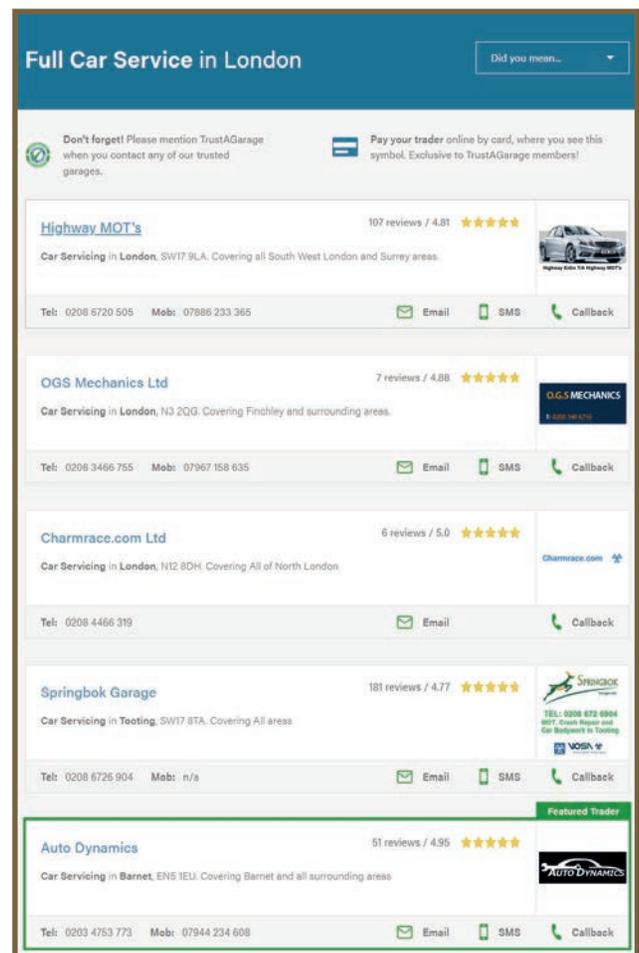
If you're looking to get a job done properly, you want to find a garage you can trust to do a good job for a fair price. TrustAGarage allows you to quickly find a garage in your area who can be trusted to provide a high standard of work.



Trust A Garage continued

Website from Customer Perspective

- Header: "Find a local trusted garage". Focuses on quality and location of garage near to customer
- Can search for local garages or search by garage name
- "How it works" page: "If you're looking to get a job done properly, you want to find a garage you can trust to do a good job for a fair price. TrustAGarage allows you to quickly find a garage in your area who can be trusted to provide a high standard of work." Page also works as how-to for both customers and garages.
- Customers can choose their preferred garage from profiles prior to selecting one for work
- Payment can be made via the website once work is completed
- Review page has options to review/discuss a missed appointment or make a complaint in one view pane. Links to procedure for each option also provided within the descriptions for customers to locate more information
- Trade association information and links listed in page footers, with descriptions of how each association works
- Reviews are displayed in the centre of the homepage and have customer name, garage name, date reviewed and star rating system, with a yearly average for the current year (2019 is 5/5 stars, latest reviews dated 23/03/2019)
- Text, email and telephone number options are provided for customers
- "Only the best - A trader who falls below our high standards will lose their place on TrustAGarage.com." Shows active member management and standards system



IGA Member Feedback:

"They have been good for me. I am not the cheapest garage but do get a lot of good reviews and that helps bring in new business."

"We don't get a lot of business come through from them, but we are a busy company so the bits we get do help."

"We have been using Trust A Garage for a couple of years and it has brought in some work for us, we have had 2 enquiries today."

Join us

Build your business together with a valuable reputation by applying for an exclusive membership of TrustAGarage. Be rewarded for your high standards of work with a regular demand for your services.

[Watch our video](#)

[How it works](#)

[Apply online](#) or call **01438 870097**

- ✓ **Company profile**
Show comprehensive company details including consumer recommendations
- ✓ **Exclusive membership**
Membership numbers limited for each trade per area
- ✓ **No commissions**
We won't charge you for successful leads
- ✓ **Text-a-Garage**
Consumers can text or email garages for free
- ✓ **Online payments**
Take card payments from customers with no monthly fees!
- ✓ **Spreading the word**
Regular TV and radio advertising



Who Can Fix My Car

Website: whocanfixmycar.com

Owned By: Part of Whocanfixmycar.com Ltd

Credit Rating 2019: 21

Credit Rating 2018: 83

Credit Limit 2019: Cash transactions

Credit Limit 2018: £75,000



Type of Work Provider: Bidding site.

How it Works: The customer enters a registration number and selects the work they require and their details, then receives quotes back from a range of garages in their area. They can then pick which garage/price they prefer and book via the website.

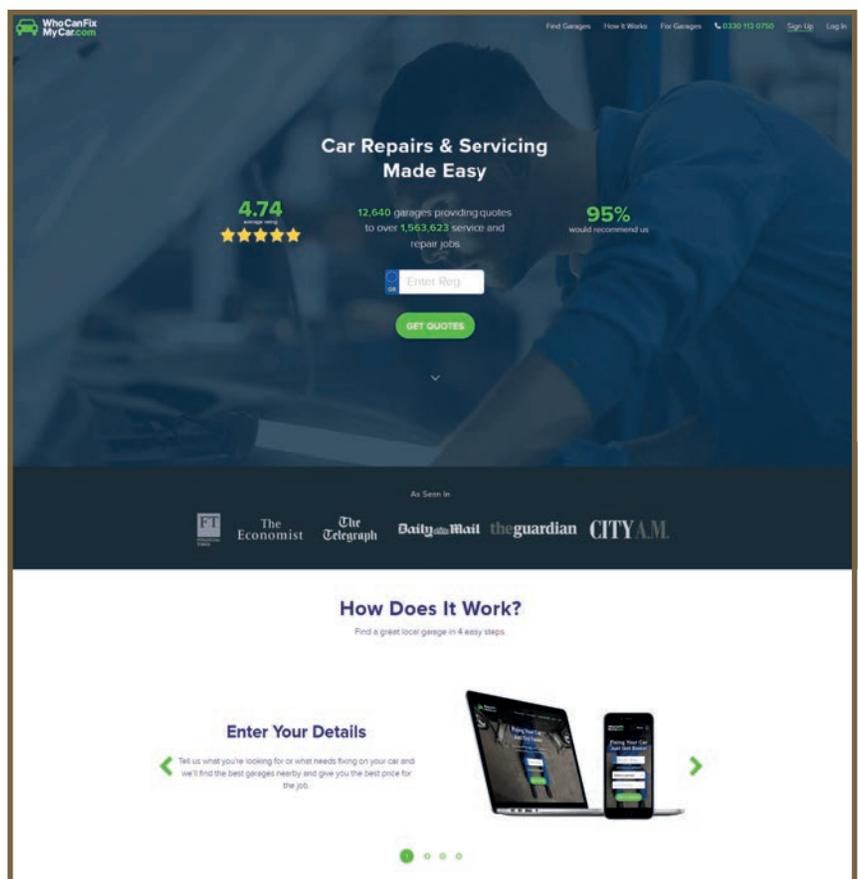
Exclusivity of Provider: The website states: "Over 12,549 garages have joined our network."

Subscription Fee: Prices range from £79.99 - £329.99 per annum. Full details can be found at www.whocanfixmycar.com/for-garages/packages. Commission is paid per job (£11.71 + VAT average).

Payment Model: Customer payments are made directly to the garage.

Garage Visibility: Garages have full names and location details viewable via the services page. Garages have length of membership, number of reviews, star ratings, and type of garage (independent or franchise) listed in their profile. There is also a list of services the garage provides and opening times, as well as a 'badges' tab which accumulates the providers own awards - good feedback, number of certain job type completed etc. Customers can either book with a garage straight away or compare it to other garages in their area.

Customer Feedback: "4.74/5 average rating" and "95% would recommend us" (25/03/2019) on homepage to entice customers - 3 positive reviews further down page timed but not dated - customer name, car name, star rating, review,



type of work undertaken and garage recommendation with name a picture of garage on each.

The terms state: "You acknowledge and agree that we (Whocanfixmycar.com Ltd) shall not have any responsibility to you or liability to you for any Feedback which is posted by any Driver and we will not usually become involved or intervene in complaints or disputes concerning Feedback, although we reserve the right to do so in exceptional circumstances. You may, if you feel that Feedback is misleading or libellous, contact us and we will investigate but we shall not be obligated to take any action."

ADR Provision: No stipulation to have ADR. The Code of Conduct states: "Mechanic agrees: To ensure any disputes that arise with drivers are resolved in a fair and timely manner."

Additional Qualifying Criteria: The website states: "By registering with us and/ or using our Service, Mechanics agree: To provide us with an accurate description of their garage business, proprietor details and the automotive services that they offer."

Additional Information: Who Can Fix My Car did not meet with the IGA in advance of the compilation of this report. Full terms and conditions are available from the website.

Connecting Drivers & Local Garages in the UK

We believe owning a car should be hassle free. So we have removed the hassle of finding a great local garage or mechanic to fix your car.

Simply tell us what needs doing and local, quality garages provide a quote. With detailed feedback on each garage from previous users, just select the garage with the best price/quality/location combination! No more ringing around a series of garages, having to tell them all the same thing, and then getting quotes that may, or may not, include all the necessary work. Request quotes TODAY to benefit from:

- ✔ Compare garages on price, location and customer feedback.
- ✔ Requesting quotes takes seconds and you'll begin receiving quotes straight into your inbox.
- ✔ Quick, convenient comparison of garages competing for YOUR business.
- ✔ Choose from main dealers, fast fit and independent specialists.

Why Wait? Post your Job now. Over 1,535,566 other drivers already have!

For garages, mechanics and dealerships we deliver quality local customers right into your inbox

Apply for work £FOC - we only charge a small commission when you win work on our site. Costs are completely transparent and so you always know what you are spending. No more unpredictable marketing costs, with us you guarantee you are not spending a penny unless you win new business. How does that sound?

Join WhoCanFixMyCar.com today to start quoting and winning work and benefit from the following:

- ✔ Win new customers who you may retain for years to come!
- ✔ Your own profile page with recent customer feedback, that will rank high up in Google search results.
- ✔ Free email - local people who need mechanics right now.
- ✔ Messaging system - talk directly with the customer.
- ✔ Free unlimited bidding, only pay for jobs won.
- ✔ In short: fill your bays, increase profit and reduce downtime!

Don't delay! Click here to find out more and join the 12,570 garages and mechanics who already work with us.



Who Can Fix My Car continued

Website from Customer Perspective

- Header: "Car Repairs & Servicing Made Easy". Focuses on ease of service for customers
- Immediate focus on number of members and jobs completed in subheader: "12,432 garages providing quotes to over 1,482,495 service and repair jobs"
- "Find Garages" page requires information before showing any quotes including vehicle registration, mileage and a required email address
- Small print on "Find garages" page: "We work with over 12,432 specialists including Garages, Mobile Mechanics and Dealerships."
- "Enter your Registration, describe what's wrong, and local garages will send competitive quotes straight to your inbox". It is not specified how many quotes will be received and in what timescale
- On the "Find garages" page there is another section to search garages, and a video of why customers use the service with live testimonial footage
- Reviews are confirmed as "genuine" as can only be left after a customer has selected a garage to complete work
- Contact telephone number in fixed page header so it is always visible on screen
- Ratings and recommendations shown on homepage: "95% would recommend us"
- "As seen in" has a range of national press – shows nationwide customer base
- On the "For Garages" page, the most recent six quotes requested are posted on website and live-updated with a time. There is also an option to search for jobs, even if the garage isn't signed up.

The screenshot shows a search form titled "FIXING YOUR CAR JUST GOT EASIER" with the subtext "12,570 garages providing quotes to over 1,535,566 service and repair jobs". The form includes three input fields: "Car registration*" with the example "EG: DA54BZW", "Your postcode*" with the example "EG: SW1A0PW", and "What are you looking for?". Below these fields are three blue buttons labeled "Servicing", "MOT", and "Repairs", with a "View All Categories" link to the right. At the bottom, there is a search bar with the placeholder "START TYPING" and a magnifying glass icon. A note at the bottom left states "* Indicates required field".

IGA Member Feedback:

“£80 for a year, got fed up very quickly doing quotes and only got one job out of it. The next year it went up to £150 and we didn’t get a job from it at all. People are looking for the cheapest work they can get.”

“I use Whocanfixmycar.com and they work well for us. They charge an upfront annual fee of around £85 + VAT. On average we only get 2 or 3 jobs a month from them, and I pick the jobs I want from them at a price I want. You know what you’re getting and I have had positive feedback on the website which has then lead onto more customers. Use it to your advantage and don’t get involved in the bidding war then it’s all fine.”

“The emails we got were from time wasters, fishing around for the cheapest price.”

“We only seem to get the jobs come through that nobody else wants, and they have charged us for not following correct procedures, when we did.”

“I get 2-3 jobs a week, all good servicing and MOT jobs and they are new customers. I also get good reviews.”

How Does It Work?

Find a great local garage in 4 easy steps.

Enter Your Details

← Tell us what you’re looking for or what needs fixing on your car and we’ll find the best garages nearby and give you the best price for the job.





Work Provider Comparison Tables



Credit Safe Risk Analysis

Provider	Rating	Max Credit Limit
AA Garage Guide	51	£100,000
Approved Garage	72	£4,200,000
Auto Butler	75	£228,482
Book My Garage	91	£25,000
Click Mechanic	96	£46,500
Fixter	62	£11,500
MOT Protect	41	£67,000
MotorEasy	52	£5,500
My Car Needs A	27	cash transactions
Prestige Service Centres	47	£10,000
RAC Approved Garages	87	£16,400,000
Repair Any Car	87	£33,450,000
RoadServe	44	£1,500
Service4Service	24	cash transactions
Servicing Stop	20	cash transactions
Trust A Garage	43	£2,000
Who Can Fix My Car	21	cash transactions

Rating	Description
71 - 100	Very Low Risk
51 - 70	Low Risk
30 - 50	Moderate Risk
21 - 29	High Risk
0 - 20	Very High Risk
Not Rated	See report for description

Information from Creditsafe UK as of 11th March 2019.



Website Functionality

Provider	VRM Look Up	Instant Online Pricing	Multiple Quotes Available	List of Garages Provided to Customer	Pick Garage of Choice	Garage Details Visible on Website	Online Booking Facility
AA Garage Guide	✓	Partial	✓	✓	✓	✓	✓
Approved Garage	✗	Partial	✓	✓	✓	✓	✓
Auto Butler	✓	✗	✓	✓	✓	✓	✓
Book My Garage	✓	✓	✓	✓	✓	✓	✓
Click Mechanic	✓	✓	✗	Partial	✗	✓	✓
Fixter	✓	✓	✗	✗	✗	✗	✓
MOT Protect	✗	✗	✗	✗	✗	✗	✗
MotorEasy	✓	✓	✗	✗	✗	✗	✓
My Car Needs A	✓	✗	✓	✓	✓	✗	✓
Prestige Service Centres	✓	✓	✗	✗	✗	✗	✓
RAC Approved Garages	✗	✗	✓	✓	✓	✓	✗
Repair Any Car	✓	✓	✓	✓	✓	✓	✓
RoadServe	✓	✗	✗	✓	✓	✓	✓
Service4Service	✗	✓	✗	✗	✗	✗	✓
Servicing Stop	✓	✓	✗	✗	✗	✗	✓
Trust A Garage	✗	✗	✓	✓	✓	✓	✗
Who Can Fix My Car	✓	✗	✓	✓	✓	✓	✓

This chart should not be seen as a guide to the quality or desirability of a provider. It only serves to illustrate the options available to consumers.



Work Volume & Network Size

Provider	Minimum No. of Guaranteed Referrals	Claimed Size of Network	Exclusivity of Area Allocated for Work
AA Garage Guide	None	4,900	✗
Approved Garage	None	825	✓
Auto Butler	None	?	?
Book My Garage	52	8,944	✗
Click Mechanic	None	1,000+	✗
Fixter	None	100	✓
MOT Protect	?	850	✓
MotorEasy	None	10,000+	✗
My Car Needs A	None	2,800	✓
Prestige Service Centres	None	375	✓
RAC Approved Garages	None	700+	✗
Repair Any Car	?	2,500+	?
RoadServe	None	16,000	✗
Service4Service	None	700+	?
Servicing Stop	None	1,000	✗
Trust A Garage	None	?	✓
Who Can Fix My Car	None	12,549	✗



Transactional Costs

Provider	Listing Fee	Annual/ Monthly Fee	Commis- sion Rates	Fees Per Referral	Set Labour Rate	Payment Made To	Payment Cycle Time
AA Garage Guide	Free	✓	✗	✓	✗	Garage	N/A
Approved Garage	Free	✓	✗	✗	✗	Garage	N/A
Auto Butler	Free	✓	✓	✗	✗	Garage	N/A
Book My Garage	Free	✓	✗	✓	✗	Garage	N/A
Click Mechanic	Free	✗	✓	✗	✓	Provider	5 wrk days
Fixter	Free	✗	✗	✗	✓	Provider	10 days
MOT Protect	✓	✓	✗	✗	✗	Garage	N/A
MotorEasy	✗	✗	✗	✗	✓	Provider	?
My Car Needs A	✓	✓	✗	✓	✗	Garage	N/A
Prestige Service Centres	✓	✓	✓	✗	✓	Provider	37 days
RAC Approved Garages	✓	✓	✗	✓	✗	Garage	N/A
Repair Any Car	?	?	?	?	?	Garage	N/A
RoadServe	Free	✗	✗	✗	✓	Provider	?
Service4Service	✗	✗	✗	✗	✓	Provider	?
Servicing Stop	✗	✗	✓	✓	✓	Provider	?
Trust A Garage	✓	✓	✗	✗	✗	Both	?
Who Can Fix My Car	✓	✓	✓	✗	✗	Garage	N/A

A question mark in this table indicates that the information is not readily available.

This shows the difficulty in getting information about the costs involved in dealing with these work provision companies. There is a distinct lack of transparency in the business model for some of these companies.



Garage Identity

Provider	Garage Visibility	Garage Specific Consumer Feedback
AA Garage Guide	✓	✓
Approved Garage	✓	✓
Auto Butler	✓	✓
Book My Garage	✓	✓
Click Mechanic	✓	✓
Fixter	✗	✗
MOT Protect	✗	✗
MotorEasy	✗	✗
My Car Needs A	✗	✗
Prestige Service Centres	✗	✗
RAC Approved Garages	✓	✓
Repair Any Car	✓	✗
RoadServe	✓	✗
Service4Service	✗	✗
Servicing Stop	✗	✗
Trust A Garage	✓	✓
Who Can Fix My Car	✓	✓

This can be considered one of the most important tables in the report. Please see the conclusions and recommendations for more information.



Garage Qualifying Criteria

Provider	Pre-Admission On-Site Audit	ADR Compliance	CTSI/CCAS Approved
AA Garage Guide	✓	✓	✗
Approved Garage	✗	✓	✗
Auto Butler	✗	✗	✗
Book My Garage	✗	✗	✗
Click Mechanic	✗	✗	✗
Fixter	✓	✗	✗
MOT Protect	✗	✗	✗
MotorEasy	✗	✗	✗
My Car Needs A	✗	✗	✓
Prestige Service Centres	✓	✗	✗
RAC Approved Garages	✓	✓	✓
Repair Any Car	?	?	?
RoadServe	✗	✗	✗
Service4Service	✗	✗	✗
Servicing Stop	?	✓	✗
Trust A Garage	✗	✗	✗
Who Can Fix My Car	✗	✗	✗

These are the minimum standards required by the provider.



Contract Terms Supplied

Provider	Contract Terms Supplied
AA Garage Guide	✓
Approved Garage	✗
Auto Butler	✗
Book My Garage	✗
Click Mechanic	✗
Fixter	✗
MOT Protect	✗
MotorEasy	✗
My Car Needs A	✓
Prestige Service Centres	✗
RAC Approved Garages	✗
Repair Any Car	✗
RoadServe	✗
Service4Service	✗
Servicing Stop	✗
Trust A Garage	✗
Who Can Fix My Car	✗

This table indicates the providers who sent us their contract terms during the collation of this report.

Conclusions

Following on from last year's report it has again been made apparent that the variety of business models employed, along with the lack of available information, lack of transparency in the charging structures, and rates at which available information changes, made this extremely challenging to collate the information contained in the report.

This report is a study of the differing business models available, compared in a number of key areas. These are the headings which you should consider before entering into any contract with a provider and our recommendations are listed on page 85.

We still believe that you should be particularly wary of any provider where customers make payment direct to them rather than to the garage. With this model the consumer is far more likely to view the transaction as being with the work provider rather than with the garage mainly due to the fact most garage visibility is hidden away, however any liability for work carried out will remain with the garage. Depending on the terms of any scheme the garage may remain liable should the work provider fail. There may also be delays in receiving payment for jobs carried out.

For business models where customers are paying the work provider directly, history in other industry sectors has proven that their funds are paid into a third party. There is a risk that such funds may be used as operating capital for the business unless there is clear separation of accounts should the organisation go into financial difficulty.

As there are more work providers in this year's report who take payments directly from the customer, it is worth looking at the information supplied by credit safe on Risk Rating and Credit limits. Although an individual garage may only be extending a line of credit to any one work provider for a few hundred pounds, multiplying the average job value by the number of garages in their "network" can lead to significant level of overall debt in a company.

Consumers are used to price comparison websites, review websites and other online portals which appear to maximise consumer choice and provide the best value. Such sites only work where they are comparing like for like services. Where the differences between the schemes or the proposed repairs are not easily identified there is a significant risk that the only comparator will be the cost of repair, leading to a "race to the bottom" on prices which can only ultimately reduce quality or lead to corner cutting to maintain margins. This is particularly apparent in the respect of "bidding sites". This means that rather than the win/win proposed by the proprietors of these work providers, we are faced with a lose/lose for both consumers and garage businesses.



We are aware that for the two major UK breakdown associations there are a number of ways to be listed by them. If choosing to align yourselves with this brand you should check the options and obligations of your subscription carefully.



Another significant difference between the providers is the types of business they add to their "network". Whilst most of them claim to focus on independent garages, some include franchised dealers and others include mobile mechanics. Many do not carry out any form of audit on the garages which appear on their site and this carries a reputational risk for good garages who may appear alongside garages with a poor reputation.

Feedback from IGA Members has highlighted that a number of garages are listed on some work providers website without any permission to do so, and that because they have higher incorrect charges listed than local garages, it is driving work in to the work providers network of garages. As highlighted in the report, we question the accuracy of some of the work provider garage listings.

The external presence/visibility of some of these providers is entirely online. Our ability to submit jobs to them and the complete lack of feedback from members suggest that however impressive the website, there may be little substance behind the organisation.

We remain convinced that any independent garage business that is a member of a CTSI approved consumer code, advertises locally, has a good website and social media presence while providing genuine customer service at good value prices – the hallmarks of a good garage business anyway – will be successful without the need to generate additional work through their work providers.

However, we are fully aware that many consumers do choose to use these work providers and garages who engage with them may find that they can generate additional income from accepting work. The important caveat is that it needs to be profitable work.

Although this report is aimed at garage businesses, it is clear that the separation between the customer and garage present issues for consumers as well. This is highlighted within the report by one such work provider that charges a 6% admin fee to the consumer.

As such, we continue to have reservations as to the benefit of a third party interposing themselves between the consumer and the garage business undertaking the work. Before using any third-party work providers, we would recommend that consumers seek to engage directly with local independent garage businesses and get to know them in order to build a lasting trusted relationship. The independent mark of quality that the consumer should look for is approval under the Consumer Codes Approval Scheme run by the Chartered Trading Standards Institute. More information can be found at:

tradingstandards.uk/consumers



Recommendations

- Make sure you understand all the costs involved in dealing with a particular work provider
- Check the claims made about the volume of work provided/available. Contact other garage businesses in your area to verify
- Look for the provider's online presence by searching on Google. Are they easy to find and ranked above other similar providers?
- Are there any requirements or restrictions applied to the supply of parts?
- Are there any requirements or restrictions in respect of warranties?
- Check the site out from a consumer perspective. How are the garage businesses presented to the consumer?
 - Are your garage name and details even visible to the consumer?
 - Do you get your own custom "page" or entry?
 - Do you appear alongside franchised dealers – or mobile mechanics?
- Check contracts carefully for:
 - Terms and conditions in relation to cancellation
 - Payments of fees and commissions
 - Mandatory additional checks or other non-chargeable work
 - Collection and delivery requirements
 - Any restrictions on subsequent contact with the customer?
- Be aware that customers from these sites are unlikely to consider themselves loyal to you – you may need to work hard to get any return business
- Check out their consumer feedback system. Do you have any "right to reply" to bad feedback?



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Disclaimer:

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IndependentGarageAssociation.co.uk

