

## **complaint**

Mr R complains that Admiral Insurance Company Limited, under his motor insurance policy, will not pay him an adequate amount for the market value of his written-off car.

## **background**

Mr R insured his car with Admiral. It was written off after an accident and he made a claim for its market value. Admiral offered him £7,430 but he considers this inadequate. He bought the car only four months previously for £11,000 and had stated this value in his insurance application.

Our adjudicator did not recommend that the complaint should be upheld. He concluded, in summary, that Admiral's offer was reasonable - being higher than the valuations it had obtained.

Mr R does not accept the adjudicator's conclusions. He says, in summary, that the offered market value fails to take into consideration its cost or the condition of his car, its full service history, new tyres and various extras. Based on internet advertisements he considers the car worth at least £8,500.

## **my findings**

I have considered all the available evidence and arguments to decide what is fair and reasonable in the circumstances of this complaint.

In disputes over the valuation of used cars our role is to decide whether or not the insurer's offer is reasonable. Our approach is to look at the various motor trade guides (Parker's, CAP and Glass's). These contain values based on actual sale prices achieved for comparable cars. Dealers' and internet-advertised prices are not necessarily the same as sale prices.

We also take into consideration any other significant factors, such as whether the car has a number of high value options fitted, but do not consider the recent replacement of tyres relevant as this is maintenance rather than enhancement of the car.

The trade guides indicate a value of between £5,500 and £6,900. Admiral has offered £7,430, which is above these valuations, and I consider this to be a fair adjustment for the particular features of Mr R's car. I therefore consider its offer to be fair and reasonable in the circumstances.

## **my final decision**

For the reasons given above, my final decision is that I do not uphold this complaint.

Malcolm Rogers  
**ombudsman**