

Driving collaboration in the UK motor industry

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As one of the UK's largest motor insurers, we're committed to adapting to industry changes so that we continue to deliver great outcomes for our customers.

The UK Government's motor taskforce highlighted the need for greater collaboration in the wider motor ecosystem, and our UK Motor team recently hosted its Automotive Insight Day at our Cardiff headquarters, bringing together over 80 representatives from vehicle manufacturers, industry bodies, garages, and key partners, including Thatcham, Copart, BYD, Steer Automotive Group, Autoglass, and Chery Group.

The event explored ways to streamline repair processes, increase parts availability, embrace new vehicle technologies and required skills. For example, with the UK Government set to phase out petrol and diesel cars by 2030 and nearly half of UK vehicles predicted to be zero emission by 2035, it's important that our repair network partners have the skills needed to fix electric vehicles and support our customers as they transition to greener ways of travelling.

Our UK Motor team shared its approach to pricing and risk management, explaining how we calculate premiums and the impact of different risk factors on customers' premiums, as well as how connected car technology is used to reward safe drivers with lower prices.

Discussions emphasised the need for supply chain collaboration to reduce claims costs, overcome shortages, and ensure we get customers back on the road as quickly and safely as possible.

Through ongoing collaboration and a focus on innovation, we'll continue to support changes in the motor industry so that the motor ecosystem can deliver for motorists.