

Company Name: The Motoring Organisation
Distance from you: 0.00Miles
Full Address: Parkway Works
Kettlebridge Road
SHEFFIELD

Primary Trade:
Contact Name: Christopher Pinkney

Postcode: S9 3BL
Contact Email: chris.pinkney@tmo.co.uk
Company Website: <https://www.tmo.co.uk/>
Company Number:
Comments:

Contact Telephone: 0330 055 2080
Contact Fax:
Contact Mobile:

Services Provided:
• Insurance Services

Traders Overall Rating:  9 Points

Number of reviews: 7

Customer Service					
Quality of Work/Service					
Punctuality / Efficiency / Time Taken					

Comments from consumers who have used this trader
23-Feb-2023

The service received by TMO is absolutely terrible. Have had multiple vehicles insured by them, however they always find a way to dodge paying out a claim. The part was clearly covered, all proper documentation was provided to them, part was opened up, and there was no damage and they reject it over the phone claiming its a 'wear and tear item'! On the phone one member of their staff admitted they are not sure its wear and tear! but still they have the audacity to reject the claim. Its not the first time something like its has happened. The staff are very rude and defensive. A full review needs to be done on how many claims they actually do approve! They are cheats and do not put the rejection in writing. Business Response: We're really sorry to hear that you're not happy with your cover. Feedback like this is important to us, so we have fully reviewed any claims submitted and hope our response will help to provide some clarity. For the most recent claim, you opted to use your own garage rather than our network. Whilst we allow customers to make

this choice, one of the downsides we inform them of is that we can't guarantee the quality of the garage or whether they will send the evidence we need - which was unfortunately the case in this claim. This was compounded when the repair was carried out without authorisation from us despite instruction not to do so. We were unable to help with the claim due to us not receiving evidence of a sudden mechanical failure. To summarise the other claims, there was an instance of us not receiving any diagnostic information or images from the garage. There were also multiple other repairs that were carried out without authorisation. There were various outcomes for these ranging from the item failing outside of what we provide warranty for, to us not being able to get sufficient evidence, to costs being covered as a gesture of goodwill. It is really important that the claims process and advice given by the claims team is followed, as it helps give us the best chance at being able to authorise a claim. With regards to us putting the decision in writing, we are of course more than happy to do so if requested. I will ensure the claims department get this to you as soon as possible. I appreciate that it is disappointing when we are unable to help, and hope this provides some understanding as to why. If you have any other questions, please do not hesitate to be in touch with our teams.

24-Dec-2021

14-Dec-2021

The Motoring Organisation has been an absolute pleasure to deal with, providing prompt service to our dealers, with regular visits and follow ups, not to mention the many customers who have benefitted from their Roadside assistance and recovery.

13-Dec-2021

Warren and the team at the TMO have always offered a superb level of service to our dealers and customers! The TMO have a can-do attitude and are always there on hand to help even in the trickiest of situations. A great working partner that always puts the customer first! THANK YOU

13-Dec-2021

Exceptional service from The motoring organisation as always. As a current customer we have experienced nothing but transparency, flexibility and punctuality throughout the services provided! Thank you to Warren and the rest of The Motoring organisation support team.

13-Dec-2021

13-Dec-2021

Worked with The Motoring Organisation now for a number of year and their level or service, details to repairs and Account Manager make them second to none. Wouldn't use anyone else!