



Non-Protocol Vehicle Costs

Support Guide

10-20-2022

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CLAIM

Non-Protocol Vehicle Costs

Support Guide

Non-Protocol Vehicle Costs (NVC) are vehicle costs that have been dealt with outside of the portal. When you choose to go to court over your offer, you will be asked if you have any NVC to include in your claim at court. You will need to speak to your insurance company or the company that have paid for these costs to find out if they would like you to include them at court.

When you indicate that you would like to include NVC you will be asked a number of questions around the costs that have been paid and who has paid for them.

You are first asked 'Was your vehicle written off/beyond economic repair?'. If you answer 'Yes' you will need to indicate if you have been paid for this loss by your insurer or finance company and if they need you to include these sums at court.

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[Account Management](#) [Logout](#)

Tell us about your non-protocol vehicle costs (NVC)

You need to tell us if any non-protocol vehicle costs should be included in your claim at court.

These are vehicle costs payable by you (the claimant) to one or more third-party organisations or business out of any damages you recover; and are not protocol vehicle costs.

Contact your insurer/another company to find out if any such pay-outs or costs need to be included in your claim at court. This covers the following:

- the cost of repairs to the vehicle you were travelling in
- the value if written off
- the cost of a temporary replacement vehicle
- storage and recovery

If they are, select yes. The next few screens will then guide you through what you can claim and who you need to contact.

Do you have any non-protocol vehicle costs to include in your claim? *

Yes No

Was your vehicle written off/beyond economic repair? *

Yes No

Has your insurer paid you or your finance company for this loss? *

Yes No

Does your insurer need you to include any sums paid to you/ your finance company? You must ask your insurer before answering this question. *

Yes No

Continue
Save and Exit

Key information

- ▶ What are non-protocol vehicle costs?
- ▶ When should I contact my insurer/other company?
- ▶ When should I contact credit hire companies?

If your vehicle was not written off, you will be asked 'Have repairs to your vehicle been completed?'. If they have you will be asked 'Who paid for the repairs?'. If this was your insurer or another company, you will be asked if they need you to include the sums paid at court.

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Contact your insurer/another company to find out if any such pay-outs or costs need to be included in your claim at court. This covers the following:

- the cost of repairs to the vehicle you were travelling in
- the value if written off
- the cost of a temporary replacement vehicle
- storage and recovery

If they are, select yes. The next few screens will then guide you through what you can claim and who you need to contact.

Do you have any non-protocol vehicle costs to include in your claim? *

Yes No

Was your vehicle written off/beyond economic repair? *

Yes No

Have the repairs to your vehicle been completed? *

Yes No

Who paid for the repairs? *

- I did
- The compensator did
- My insurer did
- Another company did

Does your insurer/ another company need you to include any sums paid to you? You must ask your insurer before answering this question. *

Yes No

[Continue](#)

[Save and Exit](#)

Key information

- ▶ What are non-protocol vehicle costs?
- ▶ When should I contact my insurer/other company?
- ▶ When should I contact credit hire companies?

You will then be asked if you were provided with a temporary replacement vehicle. If you were, you will be asked who paid for this. If it was your insurer or another company, you will be asked if they need you to include the sums paid in court.

Temporary replacement vehicle

[Back](#)

This deals with the following costs paid by your insurer/another company:

- the cost of a temporary vehicle replacement (for example a hire car or other vehicle provided on a temporary basis)

Contact your insurer/another company to find out if any pay-out or cost needs to be included.

Were you provided with a temporary replacement vehicle (for example, a hire car or other vehicle provided on a temporary basis)? *

Yes No

Did you pay for the temporary replacement vehicle? *

Yes No

Who provided the temporary replacement vehicle? *

My insurer
 Another company
 The compensator

Does your insurer/ another company need you to include any sums paid to you? You must ask your insurer before answering this question. *

Yes No

[Continue](#)

[Save and Exit](#)

Key information

▶ When should I contact my insurer/other company?

▶ When should I contact credit hire companies?

You will then be asked who arranged for the vehicle to be taken to the garage for repairs and who arranged for the vehicle to be held in storage. If this was arranged by your insurer or another company, you will be asked if they need you to include the sums paid at court.

Recovery and storage

[Back](#)

This deals with the following costs paid by your insurer/another company:

- cost of recovery and storage

Contact your insurer/another company to find out if any pay-out or cost needs to be included.

Did you drive your vehicle to the garage for repairs? *

Yes No

Who arranged for your vehicle to be taken to the garage? *

My insurer
 Another company
 The compensator

Was your vehicle held in storage? *

Yes No

Who arranged for the storage? *

My insurer
 Another company
 The compensator

Does your insurer/ another company need you to include any sums paid to you? You must ask your insurer/ another company before answering this question. *

Yes No

[Continue](#)

[Save and Exit](#)

Key information

- ▶ When should I contact my insurer/other company?
- ▶ When should I contact credit hire companies?

You will then need to add the NVC being claimed to the claim.

Upon selecting 'Add a non-protocol vehicle cost' you will see the below options. You will need to select the category (see screenshot on the right for the options), provide a description of the NVC and the total loss being claimed. You can add as many NVC as required by selecting 'Add another non-protocol vehicle cost'.

In order to proceed, you need to tick this box to confirm that you have uploaded the 'Non-Protocol Vehicle Costs Claim Document'. This document can be found in Annex C of the Pre Action Protocol which can be access at this link: <https://www.justice.gov.uk/courts/procedure-rules/civil/protocol/pre-action-protocol-for-personal-injury-claims-below-the-small-claims-limit-in-road-traffic-accidents-the-rta-small-claims-protocol>

The document will need to be completed, signed, and uploaded to the 'My documents' section of the claim overview page. This will need to be uploaded under the 'NVC' category.

I have uploaded the Non-Protocol Vehicle Costs Claim Document to support my non-protocol vehicle costs claim *

Continue **Save and Exit**

Once you have completed your answers you will see a summary of the answers you have provided for NVC.

Summary of non-protocol vehicle costs (NVC)

[← Back](#)

Summary of non-protocol vehicle costs

Category	Loss amount
Repairs/total loss	£800.00

Description

Vehicle repairs

Totals

Non-protocol vehicle costs:	£800.00
Other protocol damages:	£100.00
Damages for injury:	£1,145.00
Total:	£2,045.00

I have uploaded the Non-Protocol Vehicle Costs Claim Document to support my non-protocol vehicle costs claim

Yes

Important information you should be aware of

① If you believe your claim for damages for injury is worth more than £5,000, or your overall claim (including damages for injury and NVC costs) is worth more than £10,000, you should not continue your claim through this portal. You will need to notify the compensator of this but you may want to seek advice first.

Continue **Save and Exit**

You will then need to check your answers and click 'Confirm and Send' if you are happy with them.

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Check your non-protocol vehicle costs (NVC) answers

[◀ Back](#)

Check and confirm that the details below are correct before selecting Confirm and Send. Once you have submitted these non-protocol vehicle costs answers, you will not be able to change them. If you want to make changes before submitting, select Change.

- ▶ Tell us about your non-protocol vehicle costs (NVC) [Change](#)
- ▶ Temporary replacement vehicle [Change](#)
- ▶ Recovery and storage [Change](#)
- ▶ Summary of non-protocol vehicle costs [Change](#)

[Confirm and Send](#) [Save and Exit](#)

The claim will then go to the compensator who will need to review the NVC that have been added and decide if they wish to dispute these. Once the compensator has provided their response, you will go on to start preparing your court pack.

What you need to do

The compensator is reviewing the non-protocol vehicle costs information you provided.