



# Non-Protocol Vehicle Costs

Support Guide

10-20-2022

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# 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. NVC will be costs that have been paid for by your insurance company or another company. Anything that you or the compensator have paid for would not be classed as an NVC. 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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## 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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## Tell us about your non-protocol vehicle costs (NVC)

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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

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.

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## 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

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- ▶ 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.

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

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## 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

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

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

The screenshot shows the 'Add non-protocol vehicle costs (NVC)' page. At the top left is the 'OFFICIAL INJURY CLAIM' logo, and at the top right are links for 'Account Management' and 'Logout'. The main heading is 'Add non-protocol vehicle costs (NVC)'. Below this is a 'Back' link. A section titled 'The costs you have incurred are for:' lists four categories: 'Repairs/total loss', 'Temporary vehicle costs', 'Storage', and 'Recovery'. Below the list, there is a paragraph: 'Add all the non-protocol vehicle costs that you want to add to the court case.' Another paragraph follows: 'You need to upload the Non-protocol Vehicle Cost document through the My Documents on the Claim details screen. If you have not done this yet, you can select Save and Exit and return to this screen after uploading.' A button labeled 'Add a non-protocol vehicle cost' is visible. Below it is a checkbox with the text: 'I have uploaded the Non-Protocol Vehicle Costs Claim Document to support my non-protocol vehicle costs claim \*'. At the bottom are two buttons: 'Continue' and 'Save and Exit'. On the right side of the page, there is a 'Key information' section with a minus sign and a link 'How to complete this screen'.

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 add the total amount being claimed. You can add as many NVC as required by selecting 'Add another non-protocol vehicle cost'. You may want to speak to the company that have paid for these costs to ensure all details entered are correct.

The screenshot shows the form for adding a non-protocol vehicle cost. It includes a 'Category \*' dropdown menu with a 'Remove' link. The dropdown menu is open, showing options: 'Select--', 'Repairs/total loss', 'Temporary vehicle costs', 'Storage', and 'Recovery'. Below the category field is a 'Description \*' text area with a 'Remaining: 500 characters' indicator. Below the description is a 'Loss amount \*' field with a pound sign (£) and a currency symbol. At the bottom of the form is a button labeled '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 accessed 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 (see NVC Claim Document upload on the next page). You will also need to upload any evidence to support the claim for NVC. This evidence will need to be uploaded under the 'Evidence to support your claim' category (NVC supporting evidence upload on the next page). This should be provided by the company that have paid for the costs. You may wish to ask for their assistance in acquiring these documents and completing the Non-Protocol Vehicle Costs Claim Document.

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

Continue

Save and Exit

NVC Claim Document upload:

Upload file(s) ✕

  
 Drag and drop files here

OR

Name	File Type	Category	Actions
2020-07-15-NVC Claim	.docx	NVC	

NVC supporting evidence upload:

Upload file(s) ✕

  
 Drag and drop files here

OR

Name	File Type	Category	Actions
Hire and Credit hire inv	.odt	Evidence to support	

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

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

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## Summary of non-protocol vehicle costs (NVC)

◀ [Back](#)

Summary of non-protocol vehicle costs

Category	Loss amount
<b>Repairs/total loss</b>	<b>£800.00</b>
Description	
Vehicle repairs	
<b>Totals</b>	
Non-protocol vehicle costs:	<b>£800.00</b>
Other protocol damages:	<b>£100.00</b>
Damages for injury:	<b>£1,145.00</b>
Total:	<b>£2,045.00</b>

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**

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

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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](#)

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- ▶ Temporary replacement vehicle
[Change](#)

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- ▶ Recovery and storage
[Change](#)

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- ▶ 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 have provided their response, you will go on to start preparing your court pack. See the 'Go to court - Offer' support guide' for further steps on this.

## What you need to do

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