



Non-Protocol Vehicle Costs

Support Guide

10-1-2025

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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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- 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

- 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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[Logout](#)

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 costs being claimed to the claim.

Add non-protocol vehicle costs (NVC)

[Back](#)

The costs you have incurred are for:

- Repairs/total loss
- Temporary vehicle costs

Add all the non-protocol vehicle costs that you want to add to the court case.

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.

Add a non-protocol vehicle cost

Continue **Save and Exit**

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, add the total amount being claimed and the name of the company that handled the loss on your behalf. 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.

Category* [Remove](#)

Recovery

Description*

Remaining: 500 characters

Loss amount*

£

The company which handled this loss on my behalf is (e.g. your insurer / another company etc)

Company name*

Add another non-protocol vehicle cost

Category*

Select --

Select --

Repairs/total loss

Temporary vehicle costs

Storage

Recovery

When adding details of 'Temporary vehicle costs' you will be asked some additional questions.

Hire period: the period(s) of hire I am claiming for is/are

Hire start date*

Day
Month
Year

--
--
--

Hire end date*

Day
Month
Year

--
--
--

My need to hire a replacement vehicle: (you must state all facts relied up to explain why you needed to hire a replacement vehicle for the duration of the hire period.)

I needed the vehicle because*

Remaining: 500 characters

The daily rate(s) of hire I am claiming is/are

Daily hire rate as shown on rental agreement*

£

The rate of hire is reasonable for the following reasons (you must state all facts relied up by you to explain why the rate of hire was reasonable)

The rate of hire was reasonable because*

Remaining: 500 characters

The period of hire is reasonable for the following reasons (you must state all facts relied up by you to explain why the period of hire was reasonable)

The period of hire was reasonable because*

Remaining: 500 characters

My claim for hire is a claim for "credit hire". I was unable to afford to pay for the hire myself (this is known as "impecuniosity") for the following reasons: (you must state all facts relied up by you to explain why you were not able to afford to pay for the hire of the replacement vehicle.)

I was unable to meet the cost of the hire because*

Remaining: 500 characters

You will then see a summary of the costs you have added to the claim. This includes your damages for injury, other losses and NVC.

There is a warning message at the bottom of the screen to let you know that you should not proceed through the portal if you believe your damages for injury are worth more than £5,000 or your overall claim (damages for injury and other losses) are worth more than £10,000. This £10,000 limit does not include your NVC so you may proceed through the portal if your NVC takes the total above £10,000.

Summary of non-protocol vehicle costs (NVC)

[◀ Back](#)

Summary of non-protocol vehicle costs

Category	Loss amount
Repairs/total loss	£1,000.00


Description
Test

Company name
Test

Totals

Non-protocol vehicle costs:	£1,000.00
Other protocol damages:	£0.00
Damages for injury:	£2,790.00
Total:	£3,790.00

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) 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.

ContinueSave and Exit

You will then need to review the answers you have provided and select 'Continue' if you are happy with them.

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](#)

Continue

Save and Exit

Based off of the details you have entered, the portal will generate a 'Non-Protocol Vehicle Costs Claim Document' that will be required by the court. You will need to virtually sign the statement of truth here to confirm that you believe the facts in that document to be true.

Confirm the accuracy of the portal information

[◀ Back](#)

*Note that all fields marked with * are mandatory.*

I believe that the facts stated in this Non-Protocol Vehicle Costs Claim Document are true.

I understand that proceedings for contempt of court may be brought against me if I make, or cause to be made, a false statement in a document verified by a statement of truth without an honest belief in its truth.

I understand that I will be directed by the Court to disclose financial and other documents supporting my response on impecuniosity after proceedings have been issued.

Name of signatory on the signed form

First name *

Middle name

Last name *

Accept and Send
Save and Exit

You will be able to view the 'Non-Protocol Vehicle Costs Claim Document' under the 'My documents' section on the claim overview page.

My documents

New document(s) received

Keep your claim up to date by uploading any evidence.

[View documents](#)

[Upload documents](#)

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.