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"The vehicle recovery market continues to grow and develop, boosted primarily by an ever expanding car parc. Although mature and highly competitive it is continuing to evolve, with recent attention being given to new styles of policy and the use of technology. Although dominated by three major players, smaller companies are slowly growing their share of sales."

- Neil Mason, Head of Retail Research

### This report looks at the following areas:

- Recent rise in IPT only serves to strengthen focus on price
- Buying direct online appears to be in decline
- Opportunities for new styles of policy

This Report covers vehicle breakdown recovery services available to car owners, whether on a direct or indirect basis, as is common in the marketplace.

The value of the vehicle recovery services market is made up of fees from memberships, paid either directly or indirectly, as well as revenue from the ad hoc sector.

Membership fees comprise any premiums paid to ensure that a vehicle or person is insured in the event of a breakdown. Fees can be paid either direct by the consumer to the recovery company or indirectly through an intermediary that will offer insurance to the consumer often as part of a bundle of services.

The value of the ad hoc sector is revenue from motorists who are not members of an organisation and therefore use the services of a recovery operator – normally an independent – on an informal or ad hoc basis.

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This report is part of a series of reports, produced to provide you with a more holistic view of this market



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