

THATCHAM
THE MOTOR INSURANCE
REPAIR RESEARCH CENTRE

**THE BRITISH INSURANCE INDUSTRY'S
CRITERIA**

**INSURANCE RECOGNISED
AUTO-LOCKSMITHS**

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Issue 1: July 2010

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CRITERIA FOR INSURANCE RECOGNISED
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1. PREFACE

The introduction of standard fit Anti-Theft systems has seen a radical change in theft patterns. Vehicle Anti-Theft systems have become much harder for the criminals to defeat so they have changed tactics and now target the ignition key by every means possible.

However the motoring public still lose or break keys every day and need access to key replacement services and the thieves often try to use this avenue to facilitate their activities.

Vehicle manufacturers are required to have secure key replacement procedures in place for their customers but the Auto Locksmith industry, who also cater for the demands of the motoring public have not had the same level of support in combating vehicle crime as the vehicle manufacturers until now.

This is the first Edition of the British Insurance Industry's Criteria for Thatcham Recognised Auto-Locksmiths.

Those Auto-Locksmiths achieving recognition status are accorded permission to use the Thatcham LOGO and a unique ID / electronic password enabling access to the Thatcham Auto-Locksmith web portal. (See appendix C for guidance on the correct use of the Thatcham LOGO)

Thatcham recognised Auto-Locksmiths found to be not complying with procedures and/or having involvement in criminal activities shall be removed from the List and their registration revoked.

2. SCOPE

These criteria are a set of recommended practices for Auto-locksmiths handling insurance based requests related to the repair, replacement or provision of additional vehicle keys. (See Glossary for definition of Keys)

Vehicles covered by these criteria include

- Agricultural, Construction Plant and Machinery.
- Cars
- Car Derived Vans
- Heavy Commercial Vehicles
- Light Commercial Vehicles
- Motorcycles

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3. GLOSSARY

Thatcham – Motor Insurance Repair Research Centre

ALA – Auto Locksmiths Association

MLA – Master Locksmiths Association

OEM – Original Equipment Manufacturer (otherwise known as the vehicle manufacturer)

Auto-Locksmith

A professional locksmith recognised as being competent in the operation and maintenance of vehicle Anti-Theft systems, including the manufacture, cutting or reprogramming of vehicle keys, by his peers (members of MLA / ALA)

Keys

- Mechanical Keys equipped with Transponder chips,
- Smart cards
- Remote operating devices using infra red or wireless signals to communicate with the vehicle locking system.

Vehicle Anti-Theft Related data – Any information about vehicle Anti-Theft systems such as key codes.

4. Application for Recognition

4.1 Company, Business or Sole Trader

Applicants shall:

- Be a properly constituted companies, businesses or sole traders.
- Operate appropriate quality control procedures.
- Have minimum Public Liability Insurance of £1,000,000
- Be a member of a properly constituted Trade body or organisation recognised by Thatcham (See appendix A)

4.2 Employees

Employees, including management and directors as appropriate:

Shall provide proof of competency in:

- The operation and maintenance of vehicle Anti-Theft systems
- The manufacture, cutting or reprogramming of vehicle keys.

Employees, including management and directors as appropriate, shall be subject to a biennial Criminal Records Bureau disclosure

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4.3 Proof of Competency

Applicants shall be required to demonstrate proof of competency.

Acceptable levels of proof are:

- Qualification recognised by a properly constituted Trade body or organisation recognised by Thatcham.
- Sponsorship by a properly constituted Trade body or organisation recognised by Thatcham.
- Member of a properly constituted Trade body or organisation recognised by Thatcham.

4.4 Auto Locksmith Industry Code of Practise

As a condition of recognition applicants are required to sign and abide by the Auto Locksmith Industry Code of Practise

5. Thatcham Recognition

Successful applicants will be

- Issued with a unique Thatcham reference number
- Listed on the Thatcham Website as a Thatcham Recognised Locksmith
- Granted access to the Thatcham Locksmiths Portal.
- Permitted to use the Thatcham LOGO for the duration of their recognition.

5.1 Audit

Thatcham Recognised Auto Locksmiths shall be subject to a biennial audit by the MLA.

The Thatcham Recognised Trade Associations shall be shall be subject to a biennial audit by Thatcham.

5.2 Change of Employment

It is a condition of Thatcham recognition that Companies, Businesses and Sole Traders notify Thatcham of any changes in trading status and/or employees so that new staff can be recognised and that ex employees and defunct companies can be removed from the Thatcham listing.

Employees in good standing shall be permitted to retain their recognition provided that they or their new employers inform Thatcham of the change of employment.

6. Operational Requirements

Thatcham Recognised Auto-Locksmiths shall not:

- Carry out work for which they are not competent.
- Knowingly supply Anti-Theft products or information to any person or persons not qualified to receive them.
- Keep vehicle Anti-Theft related data longer than required.
- Differ from these criteria when working on a vehicle through this scheme.

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6.1 Replacement or Additional Key Procedures

Where replacement or additional keys are requested by the customer, the Thatcham Recognised Auto-Locksmith shall:

- Manufacture or cut replacement keys as requested.
- Delete all existing key codes from the vehicle Anti-Theft system.
- Reprogram original and replacement keys

On completion of the requested work Thatcham Recognised Auto-Locksmith shall demonstrate to the customer that the keys function correctly.

It recommended that the customer be requested to confirm in writing that that the work requested has been completed. This could be a signature on the copy invoice

6.2 Key Report

The key report procedure is a paperless system. Registered Auto-locksmiths are required to use their electronic password to log onto the Thatcham web portal to enter key reports.

The key report shall contain the following information:

- Date
- Job / Invoice number
- Make
- Model
- Vehicle Registration Mark (VRM)
- Vehicle Identification Number (VIN)
- Number of existing working keys Number and type of keys programmed or copied
- Total Number of keys in service

(For more detailed information see appendix B)

7. Complaints Procedure

In the first instance complaints concerning Thatcham Recognised Auto-Locksmiths shall be directed to the companies concerned.

In the event of a failure to resolve the complaint, it should be referred to the relevant trade body who shall decide whether the complaint should be referred to a complaints committee consisting of representatives of Thatcham, the MLA and ALA. Typical penalties for unacceptable practices may be considered to be suspension / cancellation of Thatcham Recognition and/or withdrawal of membership by the appropriate Trade organisation and/or criminal prosecution

8. Appeals Procedure

Thatcham Recognised Auto-Locksmiths who have been subject to the complaints procedure shall have the right to appeal.

The appeal shall be reviewed by a complaints committee consisting of representatives of Thatcham, the MLA and ALA.

The complaints committee ruling shall be final and abiding.

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Appendix A

Thatcham Recognised Trade Associations

Master Locksmiths Association
5d Great Central Way
Woodford Halse
Daventry
Northants
<http://www.locksmiths.co.uk/>

The Auto Locksmith Association
PO Box 66
Saxmundham
IP17 3WA
<http://www.autolocksmiths.net>

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