

Q) What security products do Thatcham Research certify?

- Please refer to: [Product Categories](#)

Q) I need a Thatcham Research certified product fitted, are you able to help?

- Please refer to the [Thatcham Security Certification](#) on our website where you can search for the relevant details and categorisation of a variety of aftermarket security products.

Q) What Thatcham Research security certified product is fitted to my vehicle?

- Please refer to your vehicle manufacturers website or contact your local dealer.
- For Thatcham Research insurer members, refer to the Vehicle Data section within the member portal.

Q) What is the best security product for my vehicle?

- Products certified by Thatcham Research all meet the minimum requirements set within the British Insurance industry's criteria for vehicle security. Please check with your insurer for information on what type of security system they require.

Q) My Thatcham Research certified security device is faulty, are you able to help?

- Thatcham Research certify security products to specific criteria and do not manufacture or supply security products. You will need to establish who the manufacturer of the product is and contact them directly. If the manufacturer is not known, you will need to contact a local installer of security products who may be able to identify the product or offer a replacement.

Q) I have an issue regarding the installation of my security product, are you able to help?

- The manufacturer of the security product is responsible for providing a professional installation programme for its product network. If you consider that such an installation has been carried out incorrectly or is of poor quality, please contact the manufacturer directly.

Q) Is my vehicle vulnerable to keyless relay attack?

- Please refer to Thatcham Research's [security ratings](#) for information on vehicle makes/models tested for security ratings, along with our advice to reduce the risk of theft.

Q) Is there an insurance discount for having a Thatcham Research certified product fitted?

- Any insurance discounts would be at the discretion of your chosen insurer. For further enquiries, please contact your insurer directly.

Q) I have a Thatcham Research certified tracking device fitted to my vehicle, do I need to maintain the subscription?

- If you have a Thatcham Research certified tracking or location device installed at the request of your insurer, it is highly likely that the subscription must be maintained to provide 24/7 cover. For further details please contact your insurer directly for their terms and conditions for maintaining cover.

Q) Is this tracking product Thatcham Research category S5 or S7 certified?

- Please refer to the Thatcham Research [security certification](#) page on our website where you can search for relevant categories and see the various aftermarket security products.
- Please also refer to the relevant vehicle manufactures website or contact your local dealer for more information.
- For Thatcham Research insurer members, refer to the Vehicle Data section within the member portal.

Q) Are Thatcham Research categories 5, 6 & 7 still certified?

- As of 1st January 2019, categories 5, 6 and 7 have been discontinued and replaced with new categories - S5 and S7.

Q) Are Thatcham Research tracking categories 5, 6 & 7 still recognised by insurers?

- It will be at the individual insurer's discretion. Please check with your insurer directly.

Q) Does Thatcham Research certify mechanical security products?

- No, Thatcham Research does not certify mechanical security products.

Q) How can I get my security product certified by Thatcham Research?

- If the product comes under one of the products described in [Product Categories](#), please contact thatchamvehiclesecurity@thatcham.org

Q) Can you confirm if a certain theft method is possible on a specific vehicle?

- If you are a Thatcham Research insurer member, please contact Thatcham Research member services.

Q) How can we become Thatcham Research insurer members?

- Please contact our customer services customerservices@thatcham.org

For further enquiries please contact thatchamvehiclesecurity@thatcham.org **Please note that due to a high volume of emails, we will not be able to respond to queries that have already been answered in the Q&A section.**

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