



Toyota Insurance Services

When were we founded?
1999

What do we do?

We provide specialist insurance expertise and retail insurance products across all of the One Toyota entities and to our mutual customers.



What are our products and services?

Through our wider team, we provide insurance knowledge and expertise in underwriting, pricing, legal, risk, compliance, data protection, marketing and so much more! We also provide automotive and mobility products including; Motor Insurance, Total Loss Asset Protection and Minor Damage Insurance. We also aim to diversify our portfolio by introducing subscription, UBI and income protection and Tyre & Alloy products in 2022/2023.



How do we make money?

Retained underwriting profit, fees and commissions and income from provision of services.



Who is our typical customer?

All eligible Toyota, Lexus or multi franchise brand customers as well as our growing KINTO customer base.



Who are some of our biggest competitors?

Aggregators for MVI (Motor Vehicle Insurance), established specialist insurers and administrators for our Affinity product range as well as digital disruptors such as Cazoo and online insurance brokers.



Approximately how many people do we have?

We draw on the expertise and support of over 400+ staff across three locations; London, Newcastle and Epsom.



How do we impact the Toyota & Lexus retailer networks?

Providing bespoke products and services tailored to our network and customer requirements. Development support through specialised Insurance Performance Managers focussing on both income through sales of Affinity products and supporting Value Chain initiatives through the introduction of MVI. Did you know; currently 95% of all paint and body work is channelled back through our own retailer network?



What makes us unique?

Our growing team, our ability to underwrite products within group, our knowledge and expertise of our brands, retail insurance systems and controls, regulation and oversight as well as our dedicated field support and development methodology.



What's our mission statement?

We provide customer peace of mind; before, during and after their journey.

Where are we located?

Burgh Heath, Epsom, Surrey, London and Newcastle.



What are our key historical milestones and achievements?

2021: TIS becomes an integral voice of the TEC (Toyota Executive Committee) under One Toyota.

2022: Successfully launched an enhanced SMART programme with the ability to revert repairs back to the Toyota and Lexus networks.

1999: Launch of our industry leading MVI programme and the beginning of our provision of accident repair work back into our network.

2021: Our new offices in Burgh Heath.

2022: Successfully secured 100% underwriting capacity for all Toyota and Lexus products in-house through AIOI Nissay Dowa.

