

Supplementary evidence submitted by Insure the Box as requested in the evidence session on Wednesday 7 October.

Q92 – What is the cancellation fee for people wishing to end their insurance contract with Insure the Box and have a black box removed from their car?

Our cancellation fees are:

- £30 if customer doesn't yet have a black box in their car
- £80 if customer has a black box (£30 admin fee + £50 for box fitting)

Q113/Q114 – What proportion of young drivers who take up insurance with Insure the Box are retained after their first year to receive the 36% discount offered upon first renewal?

In 2019, 59% of customers after their first year were offered an average premium discount of 36% on renewal. These customers were considered as 'the best drivers', earning more than 60 monthly Bonus Miles. 68.2% of these customers accepted the renewal offer and were retained.