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FLEET RISK MANAGEMENT | PRE-RENEWAL GUIDE

Fleet Theft | Risk Management Checklist

A practical pre-renewal guide for commercial and rental fleet customers.

Use this checklist to guide a practical broker-customer conversation and prepare the evidence needed for a clearer renewal discussion.

Why this matters

Increases in theft and attempted theft can signal changes in the operating environment and may have a broader impact on operational continuity, claims performance and insurance outcomes. A single incident can create recovery costs, repair costs, replacement vehicle costs, salvage issues and operational disruption, all of which can affect both insured costs and business outcomes.

Keeping vehicles on the road is critical to day-to-day operations, whether that means transporting products, attending worksites, visiting customers or moving staff between locations. The true impact of vehicle downtime is often only felt after a theft or attempted theft occurs.

Claims data may not always show the full trend, particularly where theft attempts are unsuccessful, damage is managed internally or incidents are recorded as near misses rather than formal claims.

Whether or not theft or attempted theft has already affected a customer's fleet, a practical conversation about theft prevention and the risk management practices that are, or could be, in place can help support more sustainable fleet operations over time.

SITUATION	ACTION	OUTCOME
Theft, attempted theft or suspicious activity may be affecting the fleet, even when not all events become formal claims.	Review the risk management practices that can help prevent theft, support recovery and reduce operational impact.	A stronger plan for prevention, response and evidence before renewal.

Key considerations for the conversation

Before working through the checklist, consider:

- If there have been prior theft claims, what were the circumstances of each loss?
- Has the fleet experienced attempted theft, break-ins, tampering, suspicious activity or other near misses that did not result in a claim?
- Do CCTV, security reports, driver reports, repair invoices or internal incident logs show activity not captured in claims data?
- Are there patterns by location, time of day, vehicle type, driver or storage arrangement?
- Have neighbouring businesses or surrounding premises experienced similar activity or theft?
- What actions were taken after any claim, attempted theft or suspicious activity?

The checklist that follows is designed to support those risk management conversations and help bring the evidence together before renewal.

01

SECTION 01

Claims history and theft patterns

WHAT IS HAPPENING

A vehicle schedule does not show the full risk story. Theft claims, attempted theft, under-excess losses, self-managed repairs, near misses and repeat patterns can all influence how the fleet is viewed.

WHAT TO REVIEW

- [ ] Theft claims
- [ ] Attempted theft
- [ ] Break-ins, tampering or suspicious activity
- [ ] Number plate theft
- [ ] Recovery-related costs
- [ ] Under-excess losses
- [ ] Self-managed incidents or repairs
- [ ] Repeat patterns by vehicle, driver, location or use

EVIDENCE TO PREPARE

- [ ] Claims summary
- [ ] Under-excess loss record
- [ ] Internal incident or near-miss log
- [ ] CCTV, security reports, driver reports or repair invoices
- [ ] Repeat incident analysis
- [ ] Actions taken after theft, attempted theft or suspicious activity
- [ ] Evidence of improvement since the last renewal

WHY IT MATTERS

A stronger claims narrative can move the discussion from price pressure to risk quality, controls and improvement. It also helps show what has changed since the last renewal and what action has been taken.

02

SECTION 02

Telematics and vehicle tracking

WHAT IS HAPPENING

One risk management practice Fuse Fleet and CRI see as having a meaningful impact on the management of theft claims is telematics. When a vehicle is stolen or missing, the ability to locate it quickly can support recovery, reduce uncertainty and help limit the operational impact of the event.

WHAT TO REVIEW

- [ ] Which vehicles have telematics or tracking installed
- [ ] How tracking data is monitored
- [ ] Who is responsible for responding when a vehicle is missing
- [ ] How quickly tracking data can be accessed
- [ ] Whether previous incidents were supported by tracking data
- [ ] Where any coverage gaps remain

EVIDENCE TO PREPARE

- [ ] Telematics or tracking summary, including provider and vehicle count
- [ ] Vehicle tracking coverage across the fleet
- [ ] Theft response and recovery process
- [ ] Escalation contacts
- [ ] Examples where tracking supported location, recovery or claims response
- [ ] Recovery timing or outcome examples, where available

WHY IT MATTERS

Telematics and tracking can help locate vehicles sooner, support recovery and reduce uncertainty in the claims process. This evidence shows how the fleet is being actively managed and how faster recovery may reduce vehicle downtime, replacement vehicle pressure and claims handling complexity. Where telematics is not yet in place, this section can help identify tracking as a practical risk improvement to consider.

03

SECTION 03

Vehicle key control and key theft

WHAT IS HAPPENING

Electronic theft methods, key cloning and poor vehicle key control can increase theft exposure, particularly where vehicles are used by multiple drivers or stored across several locations.

WHAT TO REVIEW

- [ ] How keys are stored and secured
- [ ] Who has access to vehicle keys
- [ ] How keys are issued and returned
- [ ] How spare keys are managed
- [ ] What happens when a key is lost, stolen or not returned
- [ ] Whether keyless-entry vehicles use secure storage such as Faraday pouches or boxes

EVIDENCE TO PREPARE

- [ ] Key control procedure
- [ ] Key register or access record
- [ ] Driver handover process
- [ ] Lost or unreturned key process
- [ ] Secure key storage details

WHY IT MATTERS

Clear key control helps show that vehicle access is actively managed and theft exposure is being reduced where possible. It also gives practical evidence of who can access vehicles and what happens when access is compromised.

04

SECTION 04

Vehicle storage and after-hours parking

WHAT IS HAPPENING

Vehicles may be more exposed when they are kept in open yards, public streets, customer sites, shared car parks or employee homes.

WHAT TO REVIEW

- [ ] Where vehicles are stored during business hours
- [ ] Where vehicles are stored after hours and overnight
- [ ] Which locations have lighting, gates, cameras or controlled access
- [ ] Whether any sites have repeated theft, break-ins, tampering or plate theft
- [ ] Whether higher-value or higher-theft vehicles are concentrated in certain locations

EVIDENCE TO PREPARE

- [ ] Garaging schedule
- [ ] Depot and parking locations
- [ ] After-hours parking rules
- [ ] Security measures by location
- [ ] Photos of yards, gates, lighting, cameras or access controls
- [ ] Incident history by location

WHY IT MATTERS

Clear storage information helps explain where the risk sits and what controls are in place at each location. It also helps identify whether theft activity is linked to a specific site, time of day or storage arrangement.

05

SECTION 05

Theft response and operational impact

WHAT IS HAPPENING

A theft or attempted theft can create costs beyond the vehicle itself. Replacement vehicles, towing, storage, recovery delays, salvage issues and lost productivity can disrupt day-to-day operations.

WHAT TO REVIEW

- [ ] What happens when a vehicle is stolen, missing or suspected of being tampered with
- [ ] Who reports the incident to police, the broker, claims team and internal stakeholders
- [ ] Whether replacement vehicles are available and how they are sourced
- [ ] How vehicle downtime is measured
- [ ] Who manages towing, storage, recovery and salvage
- [ ] How vehicle unavailability affects staff, customers, revenue or service delivery

EVIDENCE TO PREPARE

- [ ] Theft response process
- [ ] Police report process
- [ ] Towing, storage and recovery records
- [ ] Replacement vehicle process
- [ ] Hire vehicle costs
- [ ] Operational impact notes
- [ ] Business continuity process

WHY IT MATTERS

A clear response process helps show how the business manages the operational impact of a theft event. It also explains how recovery, replacement vehicles and communication are managed when a vehicle is unavailable.

06

SECTION 06

Renewal evidence summary

Use this summary to bring the evidence from the checklist into one place. The aim is to show what has changed, what controls are in place and what proof is available for the renewal conversation.

- [ ] Fleet profile and vehicle mix
- [ ] Claims and incident summary
- [ ] Garaging and location summary
- [ ] Vehicle key control process
- [ ] Telematics or tracking summary, including provider and vehicle count
- [ ] Theft response and recovery process
- [ ] CCTV, security reports, driver reports or internal incident logs
- [ ] Replacement vehicle or operational continuity process
- [ ] Risk improvements made since the last renewal
- [ ] Explanation of any high-frequency or high-cost theft-related losses
- [ ] Rental handover, return or overdue/missing vehicle process, where applicable

07

SECTION 07

Final check before renewal

Before renewal, ask:

- [ ] Where does our theft and attempted theft risk sit?
- [ ] What controls are in place?
- [ ] How are theft-related incidents and near misses documented?
- [ ] How quickly can we locate and recover vehicles?
- [ ] How do we manage vehicle downtime after a theft event?
- [ ] What has changed since the last renewal?
- [ ] What evidence is ready for renewal?

The strongest fleet insurance conversations are built on evidence.

Fleet customers can speak with their broker about preparing theft risk evidence ahead of renewal. Brokers can contact Fuse Fleet or CRI to discuss commercial and rental fleet exposure, risk management evidence and claims performance.

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