



Frequently asked questions

Why do I get access to SYNETIQ Auctions?

IAA acquired SYNETIQ in March 2022. As we begin to integrate our businesses, we are offering IAA members access to SYNETIQ Auctions free of charge, and vice-versa.

As a member of both platforms, you will get access to daily auctions, thousands more salvage vehicles every week, and be able to collect your vehicle from even more locations across the UK.

How do I get my free SYNETIQ Auctions account?

If you are a subscribed member of IAA Auctions, you can register with SYNETIQ Auctions free of charge.

Step-by-step instructions can be found below.

Step 1

Visit <https://auctions.synetiq.co.uk/account/user-registration/registration-1/> and complete the "Start your registration" form.

Remember to include your IAA ID. If you aren't sure what it is, you can find it on your IAA Buyer dashboard.

IAA Buyer ID

You must include your IAA Buyer ID to qualify for a free SYNETIQ Auctions account.





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Step 2

Verify your account using the codes sent to your mobile phone and email address.

Step 3

Complete the "Enter your details" form.

Step 4

Click continue to create an account, then choose your username and password.

Step 5

That's it – you're done! **You do not need to upload documentation or pay the subscription fee** – your account will be verified automatically. You will be sent an email confirmation when your account is ready to use.

Once I am registered on both SYNETIQ Auctions and IAA, what happens when my subscription expires?

The registration expiration date for the platform you were registered with first will be honoured.

For example, if you registered for a 1-year subscription with IAA on 1st January 2022 and then registered with SYNETIQ Auctions on 21st June 2022, your subscription for both platforms expires on 1st January 2023.

If you choose to renew your subscription, your new subscription will still give you access to both platforms.

Who do I speak to if I need help?

If you have an enquiry about your IAA account, including vehicles and purchases, please contact 01268 696444.

If you have an enquiry about your SYNETIQ Auctions account, including vehicles and purchases, please speak to one of our advisors through our Live Chat on our website Monday-Friday, 8.30am-5pm.



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What happens to my personal data?

When you register with IAA in the UK, you are agreeing to their terms and conditions and their privacy policy.

What are the differences between IAA in the UK's auctions and SYNETIQ Auctions?

We recommend familiarising yourself with SYNETIQ's frequently asked questions to learn about the features on the SYNETIQ Auctions platform:

<https://synetiq.zendesk.com/hc/en-gb/sections/360005071340-Auction>