

# Breakdown Insurance

## Insurance Product Information Document



**Company:** RAC Motoring Services & RAC Insurance Ltd

**Product:** Vauxhall Assistance Breakdown cover

Breakdown cover arranged and administered by RAC Financial Services Limited (313989) and provided by RAC Motoring Services (310208) and/or RAC Insurance Ltd (202737). Registered in England & Wales, United Kingdom; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services and RAC Financial Services Limited are authorised and regulated by the Financial Conduct Authority. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

This document provides a summary of the key information regarding Vauxhall Assistance Breakdown Insurance. Please refer to the full terms and conditions and your schedule for more information about your chosen cover.

### What is this type of insurance?

Vauxhall Assistance Breakdown Insurance is intended to offer services relating to the breakdown of vehicles. It meets the demands and needs of those who wish to ensure the risk of the breakdown of vehicles is met now and in the future, and where additional cover is chosen, that certain additional risks relating to the breakdown of vehicles are met.



#### What is insured?

##### Vehicle Cover

- ✓ This covers the vehicle listed on your policy schedule and registered at your home address. The vehicle is covered whoever is driving

##### Roadside

- ✓ Assistance to repair your broken down vehicle at the roadside when you are more than ¼ mile from your home
- ✓ If your vehicle cannot be repaired at the roadside, RAC will transport you, your vehicle and passengers to the nearest Vauxhall franchised retailer, or a single destination of your choice up to 10 miles

The following levels of cover are optional, subject to availability. Please see your schedule to confirm your individual cover level:

##### Recovery

- RAC will extend the service provided under Roadside to any Vauxhall franchised retailer, or any single destination of your choice in the UK

##### At Home

- Assistance at or within ¼ mile of your home

##### Onward Travel

- Hire car, alternative transport or overnight accommodation to allow you to continue your journey if your vehicle cannot be repaired

##### European Breakdown

- Roadside assistance in Europe, recovery to a local garage and a contribution towards diagnosis and repairs
- Alternative transport or accommodation whilst the vehicle is repaired
- Help getting you and your vehicle home if it cannot be repaired by your planned return date
- Replacement driver if you or your passengers cannot drive the vehicle due to illness or injury



#### What is not insured?

- ✗ Any breakdown which has occurred prior to purchase
- ✗ Anything which is not a breakdown e.g. a road traffic collision
- ✗ Vehicles used for hire and reward
- ✗ The cost of any parts
- ✗ Any resource or equipment required to repair or recover a vehicle which is not normally carried by RAC
- ✗ Vehicles not holding a valid MOT, tax or insurance certificate



#### Are there any restrictions on cover?

- ! There are limits on the number of claims you can make and the amount of cover per section. Please see your schedule and terms and conditions
- ! Only Roadside cover starts straight away, optional cover does not. Please see 'Limits of Cover' in your terms and conditions
- ! If your caravan or trailer breaks down in the UK, RAC will only attend at the roadside and attempt a repair. No other benefits of the policy are available

##### Recovery - UK only

- If you break down as a result of a tyre fault and are not carrying a serviceable spare or the manufacturer's repair equipment RAC will only tow you 10 miles

##### European Breakdown

- Limited to journeys up to 90 days. Caravans or trailers are only covered when attached to your vehicle when the breakdown occurs



## Where am I covered?

- ✓ You are covered in England, Scotland, Wales, Northern Ireland, Jersey, Guernsey and the Isle of Man
- ✓ If you have purchased European Breakdown you are also covered in: Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Republic of North Macedonia, Romania, Russian mainland (west of Urals), San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta, Melilla and the Canary Islands), Sweden, Switzerland, Turkey (in Europe) plus Uskudar, Ukraine, Vatican City and any offshore islands of the above, except overseas territories outside of Europe



## What are my obligations?

- You must take reasonable care to complete any questions RAC ask you accurately when purchasing this Breakdown Insurance
- You must update RAC straight away if you wish to change your details, such as who is covered, your address and vehicle
- You must ensure your vehicle is in a legal and roadworthy condition
- You must report a breakdown to the RAC straight away, follow their instructions and comply with their full terms and conditions



## When and how do I pay?

- Payment will be required on or before the start date selected by you
- You can pay by debit card, credit card or direct debit
- The schedule will highlight when your renewal payment is due. Payment will be taken on that date through your selected payment method if you have given permission to RAC to do so

If you have a membership that renews automatically and you'd like to stop this from happening, you can:

- Visit [rac.co.uk/renewal](https://rac.co.uk/renewal)
- Call us on 0330 159 8809 to let us know

If you do this, your membership won't continue next time - you'll need to call us at renewal to stay covered



## When does the cover start and end?

- The start date is shown on your Breakdown Policy schedule
- If you have a rolling monthly contract the policy will end when you cancel it, which you can do at any time
- For all other contracts the end date is shown on your policy schedule



## How do I cancel the contract?

You may cancel your policy by contacting RAC customer services on 0330 159 8809