

RAC Breakdown Cover

Insurance Product Information Document

Company: RAC Motoring Services Limited and/or RAC Insurance Limited

Product: RAC Breakdown Cover

RAC
Warranty

Breakdown cover provided by RAC Motoring Services (Registered No 01424399) and/or RAC Insurance Ltd (Registered No 2355834). Registered in England; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority in respect of insurance mediation activities. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

IMPORTANT: This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions. You will find full information in the RAC Breakdown Cover terms and conditions and your RAC Roadside Enrolment Form.

What is this type of insurance?

RAC Breakdown Cover provides help following a breakdown of your vehicle. It also provides other benefits.



What is insured?

- ✓ **Roadside**
Help to repair the vehicle at the roadside when you're more than a quarter mile from your home. Help to transport the vehicle, you and up to seven passengers to a destination of your choice, up to 10 miles, if the RAC cannot repair the vehicle at the roadside.
- ✓ **At Home**
Help to repair the vehicle at, or within, a quarter of a mile of your home.
- ✓ **Recovery**
Help to transport the vehicle, you and up to seven passengers to a destination of your choice, within the UK, if the RAC cannot repair the vehicle.
- ✓ **Onward Travel**
Up to £150 per person and £500 in total for either alternative transport or overnight accommodation for the passengers while the vehicle is repaired.



What is not insured?

- ✗ Any breakdown which has occurred prior to purchase.
 - ✗ Anything which is not a breakdown e.g. a road traffic collision.
 - ✗ The cost of any parts.
 - ✗ Any breakdown resulting from a fault that has previously been attended and has not been properly repaired or the advice after a temporary repair has not been followed.
- For full details of exclusions please see the Terms and Conditions.



Are there any restrictions on cover?

- ! The vehicle must be less than:
 - 3.5 tonnes,
 - 5.5 metres long (including a tow bar)
 - 2.3 metres wide
 - ! Motorcycles under 121cc or mobility scooters are not covered.
 - ! If a 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.
 - ! If the vehicle breaks down while towing a caravan or trailer and the RAC provide recovery, the caravan or trailer will be recovered with the vehicle (provided it is no heavier than 3.5 tonnes, no longer than 7 metres and no wider than 2.55 metres) to a single destination.
 - ! If the breakdown as a result of a tyre fault and are a spare is not being carried or the manufacturer's repair equipment we will only tow you 10 miles.
 - ! There are limits on the amount of cover per section. Please see your terms and conditions.
- For full details please refer to the full Terms and Conditions enclosed.



Where am I covered?

✓ You are covered in England, Scotland, Wales, Northern Ireland, Jersey, Guernsey and the Isle of Man.



What are my obligations?

You must take reasonable care to complete and accurately answers to the questions asked when you take out and make changes to this RAC Breakdown Cover and when you make a claim.

You must let TWG Service Limited know immediately if you need to change anything, such as 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 a one off payment by debit or credit card or by ten direct debit payments.



When does the cover start and end?

Cover begins on the start date shown on your RAC Roadside Enrolment Form.

Cover will continue until the end date as shown on your RAC Roadside Enrolment Form.

RAC Breakdown Cover is cancelled if your associated parts and labour policy is cancelled.



How do I cancel the contract?

You can cancel RAC Breakdown Cover by contacting TWG Services Limited by telephone or post:

Telephone: 0330 100 3728

In writing: TWG Service Limited
The Aspen Building,
Floor 2,
Vantage Point Business Village,
Mitcheldean,
Gloucestershire, GL17 0AF