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## About Audi Roadside Assistance – Frequently Asked Questions

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### How does Audi Assistance compare with other breakdown cover?

Audi Assistance is the only breakdown cover giving access to specially trained Audi technicians carrying genuine Audi parts and tools and using Audi state-of-the-art diagnostic equipment. Cover is provided in partnership with the AA, which is the UK's No. 1 breakdown provider, having been Which? recommended 5 years running\*.

\*Source: Which? Recommended Breakdown Service Provider 2018-2022. Verify at theAA.com/Best

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### Am I covered for breakdowns outside the UK?

Yes, Audi Assistance includes cover in more than 40 countries across Europe, with English-speaking incident managers and transport back to the UK if required.

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### Can members of my family call out Audi Assistance if they need help?

Yes, Audi Assistance covers your vehicle no matter who is driving it.

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### How many times can I break down?

Audi Assistance is here for you whenever you need us – we do not restrict the number of callouts you can make during your cover period.

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### How quickly can you reach me?

If you break down, we've got the latest satellite technology to help find the shortest route to get to you and can keep you informed with text updates. We also give priority to people in vulnerable situations.

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### Do you offer Audi Assistance on vehicles over 10 years of age?

We're currently unable to sell policies on vehicles over the age of 10 online but can do via our call centre. Call our renewal line on 0330 053 0374 between 8am – 6pm, Monday – Friday.

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## Existing breakdown customers

### I've broken down but haven't received my Audi Assistance confirmation pack yet. What should I do?

Don't worry, just call us on 0330 100 3374 if you break down in the UK, or 00800 1330 3939\* for breakdowns in Europe. You will need to quote your vehicle registration number.

\*Not free from a mobile phone. Alternative European breakdown number: 0033 (0) 472 171 258.

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### **How do I cancel my Audi Assistance policy?**

If you opt to pay by continuous payment means, you can cancel your auto-renewing payment at any point by emailing us at [VWGsales@theAA.com](mailto:VWGsales@theAA.com) or by calling us on or 0330 053 0374 (see above for opening hours).

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### **How do I complain about Audi Assistance?**

If you have either a compliment or a complaint, we really want to hear from You. We welcome Your comments as they give us the opportunity to put things right and to improve Audi Assistance service.

There are several ways You can contact us:

Phone: 0344 209 0556

Email: [vwgcustomercareoperations@theAA.com](mailto:vwgcustomercareoperations@theAA.com)

Post: Audi Roadside Assistance Customer Care  
The Automobile Association  
Floor 2  
Park Square  
38 Bird Hall Lane  
Cheadle Heath  
Cheadle  
SK3 0XN

Text Phone users can contact us using Relay UK by prefixing any of our numbers with 18001.

We will either acknowledge your complaint within 5 working days of receipt or offer you our final response if we have concluded our investigations within this period. If we acknowledge your complaint, we will advise you who is dealing with it and when we expect to respond. We aim to respond fully within 8 weeks. However, if we are unable to provide a final response within this period we will write to you before this time and advise why we have not been able to offer a final response and how long we expect our investigations to take.

If you remain unhappy with our final response, or we have not managed to provide a final response within 8 weeks of your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service for help and advice. They can be contacted at Insurance Division Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Telephone +44 800 023 4567 or +44 300 123 9123 or email [enquiries@financialombudsman.org.uk](mailto:enquiries@financialombudsman.org.uk)