

Breakdown Cover Insurance

Insurance Product Information Document

Company:
Toyota (GB) Limited

Product:
Lexus Roadside Assistance

Toyota Financial Services (UK) Plc is authorised and regulated by the Financial Conduct Authority. Financial Services Registration Number 310226.

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre-contractual and contractual information about the product is provided in your policy documents.

What is this type of insurance?

24/7 assistance if you break down at home or at the roadside, is involved in an accident or is vandalised



What is insured?

For UK Breakdown Assistance

- ✓ Cover for the Lexus Authorised Driver and the Lexus vehicle registered on the policy
- ✓ Unlimited call-outs
- ✓ Help at the roadside or at your home address
- ✓ Finding and diagnosing the vehicle fault
- ✓ Attempted repair of the fault
- ✓ Recovery to any single UK destination of your choice
- ✓ 72 consecutive hours' car hire or public transport costs or overnight accommodation

For European Breakdown Assistance

- ✓ Locating and dispatching spare parts within Europe
- ✓ Costs towards emergency repairs to locks and windows after attempted theft, up to the value of £200
- ✓ Alternative travel arrangements up to the value of £1,500, with a limit of £120 per day
- ✓ Emergency accommodation up to £500 per party, with a limit of £60 per person, per night
- ✓ Recovery to the UK or recovery to your destination
- ✓ Pre-agreed travel and accommodation costs to collect your vehicle, if you return home and repairs are completed in Europe



What is not insured?

- ✗ The same or similar cause of breakdown attended by us in the previous 28 days (including running out of fuel or charge)
- ✗ Faults due to lack of routine maintenance
- ✗ Recovery of more passengers than the eligible vehicle is legally able to carry (up to a max of 8, including the driver)
- ✗ Transportation of animals/livestock
- ✗ Recovery following an accident – the policyholder will need to contact Lexus Accident Management
- ✗ Any excess payable to the vehicle insurance company
- ✗ Cost of repairs and replacement parts that are not incurred at the roadside
- ✗ Personal luggage and equipment
- ✗ Additional costs as a result of travelling with pets
- ✗ Costs covered under your nominated vehicle's warranty
- ✗ Non-emergency repairs
- ✗ Rallying, off-road driving or motor sports
- ✗ Non-UK registered vehicles
- ✗ Anything else as described as not covered in your Lexus Roadside Assistance Member's handbook



Are there any restrictions on cover?

- ! The driver must be with the vehicle at the point of breakdown and when resource arrives
- ! The vehicle must be roadworthy, within 3.5 tonnes, no longer than 7m and no wider than 2.55m
- ! No vehicle recovery following vandalism
- ! No vehicle recovery to a destination of your choice if we can fix your vehicle
- ! No replacement vehicle, public transport costs or hotel accommodation if we can fix your vehicle or arrange a prompt local repair
- ! The tow to local repairer may not be within opening hours
- ! Maximum party size of 8 persons
- ! Your nominated vehicle will not be recovered if it will cost more than its current market value, or if the cost of repairs is £500 or less
- ! Cover cannot be transferred to another vehicle, if you no longer own the vehicle during the course of the policy term, it remains with the original Registered Vehicle
- ! Cover is only available and applicable for vehicles being used for personal use, not for vehicles being used in a commercial capacity



Where am I covered?

- ✓ Anywhere in the UK and Europe (as defined in the Lexus Roadside Assistance Terms and Conditions booklet)



What are my obligations?

- To keep your vehicle roadworthy, with valid vehicle excise duty (road tax), insurance (or SORN), and MOT (where applicable)
- The driver must be with the vehicle at the time of the incident (breakdown, accident or vandalism) and when the resource arrives
- To complete repairs in a timely manner following service notifications or previous patrol attendance



When and how do I pay?

A one-off payment will be taken every year



When does the cover start and end?

Your cover lasts for one year and the expiry date is shown on your covering letter



How do I cancel the contract?

Write to Lexus Roadside Assistance Customer Relations, Swallowfield One, Wolverhampton Road, Oldbury, West Midlands, B69 2AG or email lexusoperations@theAA.com