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## About Lexus Roadside Assistance – Frequently Asked Questions

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

Cover is provided in partnership with the AA, which is the UK's biggest and best breakdown organisation\*. The AA's aim is to get you back on the road as fast as possible. The Lexus roadside package is comprehensive, includes European cover, competitively priced and is exclusive to Lexus drivers.

\*Source: Based on largest direct cover market share. Drivers in the UK have rated us the best breakdown service against all other major breakdown providers for the last three years. Visit [theAA.com/best](https://theAA.com/best)

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

Yes, Lexus 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 Lexus Assistance if they need help?

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

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### Am I covered by Lexus Assistance if I break down in another vehicle?

Yes, under the terms of this product Lexus Assistance also covers you for breakdowns in Other Vehicles. Please see the Terms and Conditions definitions section for details.

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### How many times can I break down?

Lexus Assistance is here for you whenever you need us – we do not restrict the number of callouts you can make during your cover period. However, we do refuse the right to provide service for repeat faults which haven't been repaired.

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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. We also give priority to people in vulnerable situations.

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## Existing breakdown customers

### I've broken down but haven't received my Lexus Roadside Assistance welcome pack yet. What should I do?

Don't worry, just call us on 0800 246 866 if you break down in the UK, or 0044 (0) 1737 50 00 24 for breakdowns in Europe. You will need to quote your vehicle registration number.

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### **My cover is coming to an end – can I renew it?**

Yes, you can call 0800 169 0393 and our dedicated Lexus Roadside Assistance team will be able to renew your cover for 12 or 24 months. Lines are open Monday to Friday, 8am to 6pm.

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### **How do I complain about Lexus 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 Lexus Assistance service.

There are several ways You can contact us:

Phone: 0800 169 0393

Email: [Ira@lexus.co.uk](mailto:Ira@lexus.co.uk)

Post: Lexus Roadside Assistance Customer Care  
The Automobile Association  
Swallowfield One  
Wolverhampton Road  
Oldbury  
West Midlands  
B69 2AG

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)