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## About Volkswagen Roadside Assistance – Frequently Asked Questions

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

Volkswagen Assistance is the only breakdown cover giving access to specially trained Volkswagen technicians carrying genuine Volkswagen parts and tools and using Volkswagen state-of-the-art diagnostic equipment. Cover is provided in partnership with the AA, which is the UK's largest breakdown organisation\*. The AA's aim is to get you back on the road as fast as possible.

\*Source: Based on highest number of members and largest direct cover market share. Source: Brand and Market Tracker study conducted by Old Street Data Science, June 2020

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

Yes, Volkswagen 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 Volkswagen Assistance if they need help?

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

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### How many times can I break down?

Volkswagen 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. We also give priority to people in vulnerable situations.

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### Do you offer Volkswagen 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 0800 912 1439 between 8am – 6pm, Monday – Friday.

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## Existing breakdown customers

### I've broken down but haven't received my Volkswagen Roadside Assistance card yet. What should I do?

Don't worry, just call us on 0800 777 192 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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### **My cover is coming to an end – can I renew it?**

Yes, you can call 0800 912 1439 and our dedicated Volkswagen 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 cancel my Volkswagen 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 [VWGcustomercareoperations@theAA.com](mailto:VWGcustomercareoperations@theAA.com) or by calling us on or 0800 912 1439 (see above for opening hours).

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

There are several ways You can contact us:

Phone: 0844 209 0556

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

Post: Volkswagen Roadside Assistance Customer Care  
The Automobile Association  
Lambert House  
Stockport Road  
Cheadle  
Cheshire  
SK8 2DY

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)