

Breakdown Cover Insurance

Insurance Product Information Document

Company:
Volkswagen Group United Kingdom Limited

Product:
Volkswagen Roadside Assistance

Volkswagen Group United Kingdom Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Registration Number 464440.

Complete pre-contractual and contractual information about the product is provided in your Volkswagen Roadside Assistance documentation.

What is this type of insurance?

24/7 assistance if the registered vehicle breaks down at home or at the roadside, is involved in an accident or is vandalised.



What is insured?

- ✓ Finding and diagnosing the vehicle fault
- ✓ Attempted repair of the fault
- ✓ Recovery to any single UK destination of your choice
- ✓ 48 consecutive hours' replacement vehicle or public transport costs or overnight accommodation



What is not insured?

- ✗ 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 7)
- ✗ Transportation of livestock
- ✗ Any excess payable to the vehicle insurance company
- ✗ Anything else as described as not covered in your Volkswagen 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 and no wider than 2.3m (with the exception of Crafter CR39, CR50, CR50+ which are covered by Volkswagen Assistance)



Where am I covered?

- ✓ Anywhere in the UK or in Europe (as defined in the Volkswagen Roadside Assistance Member's handbook)



What are my obligations?

- To keep your vehicle roadworthy
- 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 on an annual basis



When does the cover start and end?

- Your cover lasts for either one or two years (depending on option selected) and the expiry date is shown on your covering letter



How do I cancel the contract?

- Write to Volkswagen Roadside Assistance Customer Care, Lambert House, Stockport Road, Cheadle, Cheshire SK8 2DY or email vwgcustomercareoperations@theAA.com