

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 2.55m (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 one year and the expiry date is shown on your covering letter



How do I cancel the contract?

Write to Volkswagen Roadside Assistance Customer Care, Floor 2, Park Square, 38 Bird Hall Lane, Cheadle Heath, Cheadle, SK3 0XN or email vwgcustomercareoperations@theAA.com