

Vehicle Breakdown Insurance

Insurance Product Information Document

Company: UK General Insurance Ltd on behalf of Great Lakes Insurance SE

Product: National Recovery, Homestart & European Vehicle Breakdown

UK General Insurance Limited is registered in the UK, regulated and authorised by the Financial Conduct Authority.
Registration Number: 310101

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-contract and contractual information about the product can be found in the policy wording provided by your insurance broker.

What is this type of Insurance?

This policy is designed to provide roadside assistance in the event of a vehicle breakdown.



What is Insured?

UK Cover

Roadside Assistance

- ✓ A recovery operator attending the breakdown and spending up to 60 minutes on repairing the vehicle.

Local Recovery

- ✓ Recovery to a suitable garage or chosen destination if the vehicle cannot be repaired at the roadside.

Alternative Travel UK

- ✓ Alternative travel or a hire vehicle to allow you to complete your original journey.

Emergency Overnight Accommodation UK

- ✓ Emergency overnight accommodation whilst the vehicle is being repaired within the UK territorial limits.

Caravans and Trailers

- ✓ Recovery of caravans and trailers if attached to the vehicle at the time of the breakdown.

Keys

- ✓ Assistance if you lose, break or lock your vehicle keys within your vehicle.

Misfuel Assist

- ✓ Assistance if your vehicles fuel tank is filled with the incorrect type of fuel.

Redelivery

- ✓ If the vehicle cannot be repaired at the roadside or a suitable garage cannot accept it, the vehicle and passengers will be recovered and arrangements will be made for you to collect the vehicle.

Driver Illness/Injury

- ✓ An alternative driver to return the vehicle to the nominated destination if you are unable to continue your journey due to illness or injury.

Message Service

- ✓ Passing on two messages to your home or place of work to let them know of your predicament and ease your worry.

Home Assist

- ✓ A recovery operator attending a breakdown at the home address and spending up to 60 minutes repairing the vehicle.

Nationwide Recovery

- ✓ Recovery of the vehicle and passengers to the home address or preferred location if closer.

Pre-Departure Cover

- ✓ Reimbursement of up to £500 towards a rental vehicle or rebooking sea or motorail travel if the vehicle breakdowns no more than 7 days before a pre-booked trip within the territorial limits.



What is Insured? Continued...

European Cover

Roadside Assistance Abroad

- ✓ A recovery operator attending the breakdown and spending up to 60 minutes on repairing the vehicle.

Recovery and Repatriation Service

- ✓ Your vehicle and passengers being transported to your home address if the vehicle cannot be repaired within 48 hours or by your intended return.

Alternative Transports Abroad

- ✓ Alternative transports or a hire vehicle to allow you to continue your trip.

Emergency Overnight Accommodation Abroad

- ✓ Emergency overnight accommodation whilst the vehicle is being repaired within the UK territorial limits.

Shipping of Spare Parts

- ✓ The cost of shipping replacement parts to the repairing garage.



What is not Insured?

- ✗ Assistance following: theft, fire, or vandalism.
- ✗ Breakdowns caused by a failure to maintain the vehicle in a roadworthy condition including the routine servicing of the vehicle in accordance with the manufacturers recommendations or maintaining proper levels of oil and water.
- ✗ Breakdowns caused by overloading of the vehicle or carrying more passengers than it is designed to carry.
- ✗ Assistance if the vehicle is deemed to be illegal, untaxed, uninsured, unroadworthy or dangerous to transport.
- ✗ The costs of any parts, components or materials used to repair the vehicle.
- ✗ Repair and labour costs other than an hour's roadside labour at the scene.
- ✗ The use of specialist equipment occasionally required because the vehicle is not between the kerbs, it has modifications, or nearby obstructions are impeding the usual method of assistance.



Are there any restrictions on cover?

- ! The maximum amount payable per period of insurance is £15,000.
- ! The maximum number of call-outs per period of insurance is 6.
- ! The maximum amount payable under Alternative Travel UK is £250 per claim.
- ! The maximum amount payable under Emergency Overnight Accommodation UK is £150 for a lone traveller or £75 per person, up to £500 per claim.
- ! The maximum amount payable under Misfuel Assist is £250 per claim.
- ! The maximum amount payable under Alternative Transport Abroad is £500 per claim.
- ! The maximum amount payable under Emergency Overnight Accommodation Abroad is £150 per person and £1000 per incident.
- ! Caravans/trailers attached to the vehicle must not exceed 7 metre/23 feet in length.



Where am I Covered?

- ✓ UK Claims: Great Britain, Northern Ireland, the Isle of Man, and (for residents only) Jersey and Guernsey.
- ✓ European Claims: Albania, Andorra, Austria, Balearics, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Canary Isles, Corsica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Guernsey (for non-residents) Hungary, Italy, Jersey (for non-residents), Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Sardinia, Serbia, Sicily, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey (West of Bosphorus) and Vatican City.



What are my obligations?

- At the start of the contract the information you provide must be true and complete to the best of your knowledge and belief and you must tell us if anything changes later.
- You must provide complete and accurate answers to any questions asked.
- You must observe and fulfil the terms, provisions, conditions and clauses of this policy – failure to do so could affect your cover.



When and how do I pay?

- You should make payment to your broker, this may be by making a one-off payment or your broker may be able to arrange credit facilities if required.



When does the cover start and end?

- This cover lasts for one year, and the dates of the cover are specified in your policy schedule.



How do I cancel the contract?

- If you decide for any reason that this policy does not meet your insurance needs, please return it to your insurance broker within 14 days from the date of purchase or on the day you received your policy documentation. Providing no claims have been made or pending, we will refund you your premium in full.
- You may cancel the insurance cover at any time after this by informing your insurance broker, however, you will not be entitled to a refund of the premium.