

Summary of the changes to your Silver AA breakdown cover.

Cover	What's changing
Increase in cover	
In the UK Roadside Assistance section, we'll remove the different treatments for Channel Island and Isle of Man customers.	We'll remove the Channel Island and Isle of Man specific wording and all customers within the UK will have the same options available to them when they breakdown.
In the General Exclusions section, we'll add the option for the AA to organise a tyre fitter to attend your vehicle if required.	The AA is unable to offer permanent tyre repairs or replacement tyres. For tyre related issues we can now organise for a tyre fitter to come out to your vehicle if required. Please note, any costs associated with tyre fitting are not covered under your Breakdown Cover.
In the General Exclusions section, we'll add that Assistance animals can now be transported.	We'll add confirmation that Assistance animals can now be transported if they are in the vehicle when you breakdown.
Decrease in cover	
In the Vehicle Specifications and General Exclusions sections, we'll add a new exclusion for commercial vehicles.	We'll limit our services to vehicles that are used for private and domestic use only. Vehicles used for commercial activities will not be eligible for assistance. If you have a commercial vehicle you can speak to us about alternative cover options.
In the UK Roadside Assistance and General Exclusions sections, we'll add additional information regarding storage fees for your vehicle.	You are already liable for any storage costs related to your breakdown. If you do not collect your vehicle within an agreed timescale we'll have the option to sell your vehicle to recoup these costs.
In the General Exclusions section, we'll add an exclusion for vehicles located at a garage or repair shop.	We'll introduce an exclusion for vehicles located at a garage or repair shop.
In the General Rights to Refuse Service section, we'll add the right to investigate customers we believe are using the service an excessive amount.	We'll introduce the right to investigate customer usage where we have reason to believe excessive use is a result of the terms and conditions being breached. We have the right to refuse service in these instances.

We'll also update the terms and conditions wording to make it simpler and easier to understand.

