

Breakdown Cover

Insurance Product Information Document



**Company: Automobile Association
Insurance Services Limited**

**Product: TSB Premier Account
Breakdown Cover**

Automobile Association Insurance Services Limited operate as an insurance intermediary, authorised and regulated by the Financial Conduct Authority. Financial Services Registration Number 310562.

This document provides a summary of the key features and exclusions of the insurance. Complete pre-contractual and contractual information is provided in other documents. The full terms and conditions of the cover can be found in the policy document which contains more details on exclusions and restrictions. It is important you read the policy document carefully and keep it for future reference.

What is the type of insurance?

24/7 cover in case the car you are travelling in (either as a driver or passenger) breaks down at home or by the roadside in the UK. Onward travel or overnight accommodation if your vehicle cannot be repaired promptly either at the side of the road or by a local repairer. Plus Accident Management support to help with arrangements when you and your car have been involved in an accident or your car has been vandalised.



What is insured?

Roadside Assistance

- ✓ Cover (investigation and attempted repair of fault) for fitting of parts up to the value of £5 at the roadside or home if your car breaks down.
- ✓ Towing of the vehicle, driver and passengers to our choice of relevant local repairer or a local destination of your choice (whichever is closest) if we're unable to fix your vehicle.

Relay

- ✓ Recovery to any single UK destination of your choice if we're unable to fix your car or arrange a prompt local repair.

Stay Mobile

- ✓ Your choice of one of the following onward travel options:
 - ✓ 72 consecutive hours' car hire OR
 - ✓ Public transport costs OR
 - ✓ Overnight accommodation

Accident Management

- ✓ 24 hour helpline to help in arranging the repair, recovery and claim processing for vehicles following an accident or vandalism where you're claiming under your motor insurance.



What is not insured?

- ✗ Faults where the same or similar fault was identified by us for a breakdown of the same vehicle within the past 28 days, where the breakdown has re-occurred due to not following our recommendation for repair.
- ✗ Routine maintenance, running repairs, fuel (unless required to reach nearest petrol station), parts (unless costing £5 or less and carried by the attending mechanic or agent), oil or keys.
- ✗ Recovery of more passengers than the eligible vehicle is legally able to carry (up to a maximum of 7).
- ✗ Transportation of livestock.
- ✗ Labour, repair or other material costs (other than those carried out by us or our agents at the roadside) required to repair your vehicle.
- ✗ Relay is not available in the case of mis-fuelling, a local tow will be provided.
- ✗ Stay Mobile cannot be provided retrospectively.
- ✗ Stay Mobile is not available following an accident.



Are there any restrictions on cover?

- ! The account holder needs to be with the vehicle at the point of breakdown and when your AA mechanic arrives.
- ! The vehicle must be roadworthy, within 3.5 tonnes and no wider than 2.3 m.
- ! Accident Management: Vehicle must be less than 5 years old and have fully comprehensive car insurance.
- ! Vehicle recovery after an accident.
- ! Assistance is not available following a breakdown or accident attended by the emergency services, until the vehicle's removal is authorised.
- ! Stay Mobile is limited to 3 claims in any one subscription year.
- ! For Home Start, Relay and Stay Mobile your account must have been opened at least 24 hours before the breakdown occurred.



Where am I covered?

✓ From the address registered with your bank and anywhere in the UK, Channel Islands and Isle of Man.



What are my obligations?

- To keep your vehicle roadworthy, making sure it is taxed, insured and with a valid MOT test certificate.
- You as the bank account holder need to be with the vehicle at the time of the incident and when our mechanic arrives. You'll need to show your debit card plus proof of ID.
- Ensure that, where appropriate, permanent repairs are made to your vehicle following emergency repairs carried out by our mechanic when they checked your vehicle.
- To report any breakdown or accident to us promptly.



When and how do I pay?

Breakdown Cover is included within your TSB Premier Account, for which there is a monthly fee.



When does the cover start and end?

From the date your TSB Premier Account is opened – cover under the policy will end if the account is closed, we believe you are acting fraudulently or TSB cancels the policy.



How do I cancel the contract?

You can cancel your policy at any time – contact TSB on **0345 975 8000** to close your Premier Account.