

# Motor Breakdown - Roadside Assistance

## Insurance Product Information Document

Company: RIAS

Product: Rias Roadside Assistance Motor Breakdown

RIAS is a trading name of Ageas Retail Limited. Ageas Retail Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register no 312468.

This document provides a summary of the key information for this product. Full information is provided in the policy documentation.

### What is this type of insurance?

This is a motor breakdown policy which offers cover to customers who require assistance in the event that their car breaks down and they need roadside assistance and/or recovery to the nearest garage.



#### What is Insured?

- ✓ If your vehicle breaks down at least one mile away from home within the UK, we will arrange and pay for:
  - ✓ Callout and up to one hour's labour for assistance at the roadside, and if necessary;
  - ✓ The transportation of your vehicle, and up to 7 passengers to your home address or the nearest garage up to a maximum of 20 miles from the scene of the breakdown

#### Optional Cover

- If you have purchased 'personal cover', any car you are travelling in (which does not belong to you or your family) will be covered in line with the level of cover detailed above. Please check the maximum dimensions noted in the Restrictions section to make sure another car would be covered by this policy



#### What is not Insured?

- ✗ The cost of any replacement parts or materials
- ✗ Any subsequent call outs for any symptoms related to a claim which has been made within the last 28 days where a permanent repair has not been carried out
- ✗ Breakdowns caused by failure to maintain the vehicle in a roadworthy condition, including maintenance and proper levels of oil and water
- ✗ Specialist equipment, additional manpower and/or recovery vehicles, or a recovery further than 10 miles from the scene of the breakdown if your vehicle is immobilised due to snow, mud, sand, water, ice, or a flood
- ✗ Costs incurred in addition to a standard callout where service cannot be undertaken at the roadside because the vehicle is not carrying a serviceable spare wheel, aerosol repair kit, appropriate jack or, the locking mechanisms for the wheels
- ✗ The use of specialist off-highway recovery equipment or winching costs
- ✗ The cost of draining or removing contaminated fuel or other fluids
- ✗ Any labour charges other than up to one hour at the roadside



#### Are there any restrictions on cover?

- ! This policy is limited to a maximum of six callouts per year
- ! Personal cover is only available if you are with the car at the time of the breakdown and when help arrives. You may be asked to provide photographic identification
- ! Vehicles exceeding the following dimensions (including any load carried) are not covered; 3500kg, length 7m, height 3m, width 2.25m
- ! Vehicles used by you for hire or reward or to provide courier services are not covered
- ! Vehicles over 20 years old are not covered



#### Where am I covered?

- ✓ UK and the Isle of Man



#### What are my obligations?

- The vehicle must be in a roadworthy condition and continue to be maintained as per the manufacturers recommendations
- You must provide us with honest, accurate and complete information, and inform us without delay of any changes in your situation. In the event of a claim, you must notify us as soon as possible
- You'll need to let us negotiate, defend or settle any disputes or claims on your behalf. You'll also need to let us take legal action in your name to get back any payment we've made under this policy
- It's really important that you're honest with us when you're buying a policy or making a claim. Providing wrong or misleading information that you know could either help you gain financially, or us suffer a financial loss, is fraud and pushes up the cost of insurance for all customers



#### When and how do I pay?

- Annually by credit/debit card, cheque, postal order or cash, or;
- Monthly by Direct Debit



#### When does the cover start and end?

This policy starts from the date you have chosen to add the cover and will run concurrently with your motor insurance.



#### How do I cancel the contract?

You can cancel your policy by calling **0345 650 0345** or by writing to Rias, Deansleigh House, Deansleigh Road, Bournemouth, BH7 7DU.

You can also cancel your policy by e-mailing [help@rias.co.uk](mailto:help@rias.co.uk)

Cancellation within 14 days

- You have 14 days from either the purchase date of the policy or the date you receive the policy document (whichever date is later) to cancel the cover. Providing a claim has not been made, you will receive a full refund

Cancellation after 14 days

- You can cancel the policy any time after the 14 days. Providing no claim has been made you will only have to pay for the number of days you were covered