

## A-Plan Rescue Policy summary



A-Plan Breakdown Cover Policy Summary		
<p><b>Summary :</b> The information shown here is only a summary of what is covered. It does not form part of the contract between <b>you</b> and <b>us</b>. Please read <b>your</b> policy booklet and certificate for full details of all terms, conditions, endorsements and excesses that apply to <b>you</b></p> <p>The policy <b>you</b> have bought is underwritten by <b>Inter Partner Assistance</b> and will run for 12 months as mentioned on your're A-Plan Policy Quotation.</p> <p><b>Type of Cover :</b> The cover <b>you</b> have chosen is Motor Breakdown Cover. Please read <b>your</b> policy booklet carefully and review it periodically to make sure this cover continues to meet <b>your</b> needs.</p> <p>During any 12-month period <b>we</b> will not be responsible for more than six claims in total.</p> <p><b>Significant Features and Benefits.</b></p> <p>The following table shows the features and benefits of <b>your</b> Motor Breakdown cover along with significant exclusions.</p>		
Significant features and benefits	Significant and unusual exclusions or limits	Relevant section in the policy document
A <b>vehicle policy</b> covers <b>breakdown</b> help for the specific <b>vehicle</b> .		
<p><b>Roadside help</b></p> <p>If <b>your vehicle</b> cannot be driven because of a <b>breakdown</b>, <b>we</b> will arrange for a <b>vehicle</b> rescue operator to spend up to one hour to try to fix it. If it cannot be fixed, <b>we</b> will arrange for the <b>vehicle</b> to be taken to a local garage to be repaired at <b>your</b> cost.</p>	<p>Transport to a local garage is for the <b>vehicle, driver</b> and up to six passengers. <b>We</b> will not cover a <b>breakdown</b> at or within one mile away from <b>your home</b>.</p>	Section A
<p><b>Nationwide recovery in the UK</b></p> <p>As well as the benefits above, if <b>your vehicle</b> cannot be repaired at the roadside or at a local garage the same day, <b>we</b> will arrange one of the following.</p> <ul style="list-style-type: none"> <li>- For the <b>vehicle, driver</b> and up to six passengers to be taken to <b>your</b> destination or home.</li> <li>- Bed-and-breakfast accommodation for one night.</li> <li>- To hire another <b>vehicle</b>.</li> </ul> <p>An emergency <b>driver</b> is also available under this section.</p>	<p>Within the UK only. <b>We</b> will not cover a <b>breakdown</b> at or within one mile away from <b>your home</b>.</p> <p><b>We</b> will pay up to £40 per person for bed and breakfast (£280 in total).</p> <p>The hire <b>vehicle</b> will only be a <b>vehicle</b> of up to 1600cc, and for a period of 24 hours.</p> <p><b>We</b> may need a medical certificate before an emergency <b>driver</b> is provided.</p>	Section B
<p><b>Homestart in the UK</b></p> <p>If <b>your vehicle</b> cannot be driven because of a</p>	<p>Transport to a local garage is for the <b>vehicle, driver</b></p>	Section C

<p><b>breakdown</b> at or within one mile of <b>your home</b>, <b>we</b> will arrange for a <b>vehicle</b> rescue operator to spend up to one hour to try to fix it. If it cannot be fixed, <b>we</b> will arrange for the <b>vehicle</b> to be taken to a local garage to be repaired at <b>your</b> cost.</p>	<p>and up to six passengers.</p>	
<p><b>Misfuelling in the UK</b></p> <p><b>We</b> will cover <b>you</b> if <b>your vehicle</b> is subject to <b>misfuelling</b> during the period of insurance. The following applies both on the forecourt on-site and once the <b>vehicle</b> has been driven away from the forecourt:</p> <ol style="list-style-type: none"> <li>1. draining and flushing the fuel tank on site using a specialist roadside <b>vehicle</b> or</li> <li>2. replenishing the fuel tank with 10 litres of the correct fuel</li> <li>3. up to a maximum value of £250 per claim in any period of insurance</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>We</b> will only cover 1 claim during <b>your</b> period of insurance.</li> <li>2. No claim will be paid relating to <b>misfuelling</b> that happened before taking out this policy.</li> <li>3. Where the <b>misfuelling</b> occurs outside the United Kingdom</li> <li>4. Fuel, other than the 10 litres of correct fuel to replenish the fuel tank after draining and flushing out the contaminated fuel;</li> <li>5. Any claim resulting from foreign matter entering the fuel system except for diesel or petroleum;</li> </ol>	<p>Section D</p>
<p><b>European help</b></p> <p>If <b>your vehicle</b> cannot be driven because of a <b>breakdown</b> in Europe (including the UK part of <b>your journey</b>), <b>we</b> will arrange for a <b>vehicle</b> rescue operator to spend up to one hour to try to fix it. If it cannot be fixed, <b>we</b> will arrange for the <b>vehicle</b> to be taken to a garage to be repaired at <b>your</b> cost. <b>You</b> may also be entitled to the following:</p> <ol style="list-style-type: none"> <li>1. delivering replacement parts;</li> <li>2. other travel arrangements;</li> <li>3. emergency car hire;</li> <li>4. emergency accommodation;</li> <li>5. an emergency <b>driver</b>; and</li> <li>6. <b>vehicle</b> recovery to the UK.</li> </ol> <p>This will only apply if it is shown on <b>your</b> current A-Plan Personal Quotation and if <b>you</b> have paid the premium.</p>	<p>Transport to a local garage is for the <b>vehicle, driver</b> and up to six passengers.</p> <p><b>We</b> will include labour charges and parts up to £200 to make <b>your vehicle</b> secure following theft or attempted theft of the <b>vehicle</b>.</p> <ol style="list-style-type: none"> <li>1. The cost of the parts is not covered.</li> <li>2. Limited travel for <b>you</b> and <b>your</b> passengers to <b>your</b> intended destination.</li> <li>3. Car hire up to £70 a day and £750 in total.</li> <li>4. B&amp;B expenses up to £40 per person a day and £500 in total</li> <li>5. <b>We</b> may need a medical certificate before this benefit is provided.</li> <li>6. If <b>your vehicle</b> is not repaired before <b>your</b> planned return to the UK, cover includes transport costs to get <b>you, your</b> passengers and <b>your vehicle</b> home.</li> </ol>	<p>Section E</p>

#### Renewals

This policy is not subject to automatic renewals. A-Plan will contact **you** in reasonable time before **your** policy end date to discuss **your** renewal options.

#### Cancellation rights

If **you** find that this cover does not meet **your** needs, please contact A-Plan within 14 days of receiving this document and **we** will cancel this policy

**We** may cancel this policy by giving **you** at least 14 days' notice at **your** last-known address. **We** can refuse to renew any individual policy.

**Making a claim**

If **you** need **breakdown** help in the UK, please call 0330 123 1631, or +44 1737 334027 if **you** need European **breakdown** help.

Deaf Text : 07624808266

**You** should have the following information available: **Vehicle** registration number, **your** name and home postcode, **vehicle** make, model and colour, **your** location and an idea of the nature of the problem.

**Complaints procedure**

If **you** are not satisfied with any part of this policy or **our** service, please contact **us** on 01737 815215 or write to: Customer Relations - Motor **Breakdown**, Inter Partner Assistance SA, 106-118 Station Road, Redhill, Surrey, UK. RH1 1PR.  
Email: [quality.assurance@axa-assistance.co.uk](mailto:quality.assurance@axa-assistance.co.uk).

If **your** complaint is not dealt with, **you** can refer **your** complaint to the Financial Ombudsman Service.

Inter Partner Assistance SA is a member of the Financial Services Compensation Scheme (FSCS). **You** may be able to get compensation from this scheme in the event **We** are unable to meet **our** liabilities.

**Details about our Regulator**

The policy is underwritten by Inter Partner Assistance SA (IPA) which is fully owned by the AXA Assistance Group. Inter Partner Assistance is a Belgian firm authorised by the National Bank of Belgium and subject to limited regulation by the Financial Conduct Authority. Details about the extent of its regulation by the Financial Conduct Authority are available from **us** on request. Inter Partner Assistance SA firm register number is 202664. **You** can check this on the Financial Services Register by visiting the **Website** [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the Financial Conduct Authority on 0800 111 6768.