

Motor Breakdown Insurance

Insurance Product Information Document

Company: ERS

Product: Roadside Assistance Motor Breakdown cover

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This document provides a summary of the key information. It does not contain the full terms and conditions; these can be found in your policy document. You can find your policy document at www.ers.com.

What is this type of insurance?

Roadside Assistance Motor Breakdown cover – Covering the Insured vehicle if it breaks down no matter who is driving.



What is insured?

- ✓ **Roadside Assistance** – we will:
 - Provide up to 1 hour of labour costs at the roadside to try and repair the fault.
 - If we can't repair it, we'll take the insured vehicle & you to the nearest available repairer within 20 miles of the breakdown.
 - Phone someone to let them know what's happened.
- ✓ **Misfuelling cover**, if you put the wrong type of fuel in the insured vehicle.
- ✓ **Lost Keys cover**, either taking the insured vehicle & you to a repairer or to & from where the spare keys are located.



What is not insured?

- ✗ If a breakdown is within ¼ of a mile from home.
- ✗ Any costs (including labour) incurred for any repairs carried out other than at the breakdown.
- ✗ Misfuelling – any resultant damage or failure of any parts caused by incorrect fuel being used.
- ✗ Lost Keys – any repairing, replacing, or re-programming of keys.
- ✗ Any legal responsibility, loss or damage or any costs that are covered by any other insurance or breakdown organisation.
- ✗ The cost of any parts, components or materials used to repair or remobilise the insured vehicle.
- ✗ Any penalty, parking, congestion or emission charges or any fines.
- ✗ Loss of or damage to the insured vehicle or its contents, or any valuables carried in it.
- ✗ Breakdowns due to frost damage or failure to maintain the insured vehicle which leads to insufficient oil, coolant, or other fluids (excluding fuel).

N.B. Please refer to your policy wording for full terms and conditions.



Are there any restrictions on cover?

- ! Any claim within the first 24 hours after the policy start date. This does not apply to any renewing policies.
- ! Cover is for the insured vehicle and anyone driving it, providing they are legally able.



Where am I covered?

- ✓ We will provide the cover within the mainland of England, Scotland, Wales, Northern Ireland, the Isle of Man, the Channel Islands and the Scottish Isles



What are my obligations?

- Your premium is based on the information you gave at the start of the insurance and when it is renewed. If you have failed to give us complete and accurate information, this could result in you not being covered under this policy.
- If the insured vehicle suffers a breakdown, you must immediately tell the Rescue Control Centre.
- If the insured vehicle is fitted with locking wheel nuts you must carry the key/tool to remove them.
- Where possible you must stay with the insured vehicle when the Recovery Operator arrives.
- If the insured vehicle is involved in a road traffic accident, you must supply us with your motor insurance details when we ask for this information. You must also report the incident to your insurer immediately.
- Any emergency repairs undertaken at the roadside by recovery agents are temporary, to resolve the immediate breakdown. These repairs cannot be guaranteed and permanent repairs will need to be effected at the earliest opportunity. You are responsible for ensuring any repairs carried out at a repairing garage are to your satisfaction.
- You must make sure that the insured vehicle is in a roadworthy condition at all times and it has been maintained and serviced in accordance with the manufacturer's recommendations.
- You must tell us immediately about any changes to the information you have already provided. Please contact your administrator if you are not sure if information is relevant. If you don't tell us about relevant changes, your insurance may not cover you fully, or at all.



When and how do I pay?

- For full details of when and how you pay, you need to contact your administrator directly.



When does the cover start and end?

- Your insurance is a 12 month contract which may be renewed each year. Renewal will be subject to the terms and conditions that apply at the time of renewal.
- Your insurance cover start and end dates will be shown on your policy schedule and certificate of motor insurance.



How do I cancel the policy?

- You may cancel the insurance at any time by informing your administrator.
- If you change your mind about this insurance, you must advise us within 14 days of the start date. We will return any premium paid by you, unless a claim(s) has been made.
- After the 14 day period, you may cancel this insurance by contacting the administrator telling them of your wish to cancel. There will be no refund of premium.