

## AA Van Rescue - Policy Summary

### Terms and Conditions Summary

This document supplies you with basic details of your AA Van Rescue Breakdown Assistance cover. The provider of this cover is Automobile Association Developments Limited, trading as AA Breakdown Services. This is not a statement of the full Terms and Conditions of your policy, which can be found in your Terms and Conditions booklet (the 'Booklet') and should be read in conjunction with this summary. The duration of cover is 12 months.

## What are the main features/benefits of AA Van Rescue?

**UK Roadside Assistance** – Provides assistance for vehicles registered with us following a breakdown more than ¼ mile from home or office address.

**UK Home Start** – Provides breakdown assistance following a breakdown at or within a ¼ mile home or office address.

**UK Relay** – Provides recovery of an immobilised vehicle, and up to a maximum of 8 people (including driver) to a single destination of your choice on the mainland or in Northern Ireland.

## Are there any significant exclusions or limitations to my AA Van Rescue?

**Key restrictions to your cover are noted below (refer to the booklet for full details of these and any other restrictions):**

- Service is available within the UK and is only available for the covered vehicle, which complies with the stated weight, width and length restrictions (see under vehicle type, weight, size and age restrictions).
- Assistance following a breakdown or accident attended by the police, highways agency or other emergency service, until the services concerned have authorised the covered vehicle's removal. If the police, highways or emergency service insist on recovery by a third party, the cost of this must be met by the driver (see under 'general exclusions').
- Relay services are not available following a Home Start service request (see under Relay cover 'what is not covered').

**See under the section General Terms and Conditions in your booklet for full terms of the following restrictions:**

- All forms of recovery are not available following an accident.
- Vehicle servicing or reassembly e.g. where this is required as a result of neglect or unsuccessful work on the covered vehicle other than on the part of the AA or its agents
- Service is discretionary where it is requested to deal with the same or similar fault or cause of breakdown to that attended in regard to the same vehicle within the proceeding 28 days.
- The driver must be with the covered vehicle at the times of breakdown and assistance.  
A valid entitlement card and some other form of identification must be produced.
- Service will be refused if anyone behaves in an abusive or threatening manner to AA employees.
- There is a 24 hour delay on the availability of service (Home Start and Relay only).

## Maximum Vehicle dimensions

Maximum Vehicle Weight: 3.5 tonnes (3,500kg) gross vehicle weight.

Maximum Vehicle Width: 7ft 6in (2.3m).

## What if I want to cancel my AA Van Rescue?

You have the right to cancel Van Rescue within a 14 day 'cooling-off period', commencing either from the agreement of the contract, or your receipt of the Van Rescue documents, whichever happens later. Should you exercise your right to cancel during this period, you will be entitled to a full refund of the premium you have paid unless a request for service has been made, where any refund will be subject to a charge for the assistance provided.

Subject to any other statutory rights you may have, there will be no refund following the cooling-off period.

Your AA Van Rescue policy runs in-conjunction with your van insurance policy. In the event of cancellation/non renewal of your Van Insurance all cover under this insurance will cease.

## What if I need to make a call out?

If you require breakdown assistance please call 0800 107 0388

You will need to provide your Van Rescue Membership Number and details of your circumstances.

## What do I do if I am unhappy with the service I receive?

If you wish to complain about AA Insurance Services please contact us using the address below.

The Customer Care Unit  
AA Insurance Services  
PO Box 2AA  
Newcastle Upon Tyne  
NE99 2AA

To register a complaint about the breakdown service, please contact us using the address below.

AA Business Services  
Swallowfield One  
Wolverhampton Road  
Oldbury  
B69 2AG

If you remain unhappy with our final response, or we have not managed to provide a final response within 8 weeks of your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service for help and advice.

They can be contacted at:

Insurance Division Financial Ombudsman Service,  
South Quay Plaza,  
183 Marsh Wall,  
London, E14 9SR.

Tel: 0800 023 4567 or 0300 1239 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

For full details about how to complain, please see the policy wording.

## Are we covered by the Financial Services Compensation Scheme (FSCS)?

Automobile Association Developments Limited, trading as AA Breakdown Services, is not covered by the Financial Services Compensation Scheme (FSCS).