

AA Membership

Terms & Conditions Booklet

UK Personal & Vehicle membership Breakdown Cover
Policy and Arrangement & Administration Contract

September 2018

Important information: Please read and retain



Welcome to the AA

A warm welcome to the AA and thank you for choosing AA membership. The AA's Breakdown Service is available 24 hours a day, 365 days a year. As the UK's largest motoring organisation the AA deals with around 3.5 million breakdowns each year throughout the UK, Channel Islands and the Isle of Man.

This booklet is split into 2 parts and sets out the Terms & Conditions of the contracts entered into when purchasing this AA membership:

- 1 - AA membership Breakdown Cover Policy; and
- 2 - AA membership Breakdown Cover Arrangement and Administration Contract.

For the purposes of these contracts and correspondence with you, "AA membership" refers to the above contracts collectively.

Please read this booklet carefully and keep it in a safe place as any use of your AA membership is subject to these Terms & Conditions.

Whilst most of the Terms & Conditions relating to AA membership Breakdown Cover apply to all UK Members, there are some variations depending on the type of cover you have purchased. To understand which of the Terms & Conditions apply to your particular membership, please make sure you are aware of the type of cover you hold. Your type of cover will be detailed in the Membership Statement section of the letter advised to you in writing separately and this will confirm if you have Personal or Vehicle membership, if your membership is annual, 2 year or continuous and the level of AA membership Breakdown Cover you hold (which determines the extent of service you receive).

If you are uncertain of this information then please call customer enquiries on 0343 316 4444 where one of our advisors will be able to help. Separate Terms & Conditions apply for Members resident in the Channel Islands or Isle of Man – to receive a copy please call 0343 316 4444.

AA membership can involve you contracting with three insurers for your AA membership Breakdown Cover: Roadside Assistance, At Home (Home Start) and National Recovery (Relay) are provided by Automobile Association Developments Limited (trading as AA Breakdown Services) Onward Travel (Stay Mobile) is underwritten by Acromas Insurance Company Limited, and AA Accident Response is underwritten by AA Underwriting Insurance Company Limited. The Terms & Conditions of your AA membership Breakdown Cover are set out in the 'AA membership Breakdown Cover Policy' part of this booklet.

AA membership also involves entering into a separate contract with us (Automobile Association Insurance Services Limited) under which we agree to arrange and administer your AA membership Breakdown Cover (see the 'AA membership Breakdown Cover Arrangement and Administration Contract' part of this booklet). The premiums due to the insurer(s) and the fee(s) for our services are detailed in the accompanying letter or advised to you in writing separately and together these amounts make up the total cost of your AA membership.

Demands and Needs

Our AA membership Breakdown Cover enables you to choose from a range of cover levels designed to meet your demands and needs. The Membership Statement section of the letter accompanying these Terms and Conditions shows the cover level(s) you have selected. The choices you have made will depend on your personal circumstances and therefore, please check your statement to ensure that the cover you have chosen continues to meet your needs.

Cover Level	Customer Needs
Roadside including AA Accident Response	Customers who need assistance in the event they breakdown more than ¼ mile away from their home address and recovery to a local repairer AA Accident Response will be available to you for Members with Annual or 2-year membership as from your renewal date after 01/08/2019 and for Continuous Members as from 01/08/2019
At Home (Home Start)	Customers who, need assistance in the event they breakdown at their home address and recovery to a local repairer
National Recovery (Relay)	Customers who if we are unable to repair the vehicle, need their vehicle to be recovered to a single destination of their choice
Onward Travel (Stay Mobile)	Customers who, if we are unable to arrange a prompt local repair, need a hire car or hotel accommodation or public transport costs to continue their journey

Contents

PART 1: AA MEMBERSHIP BREAKDOWN COVER POLICY - YOUR CONTRACT WITH THE INSURER(S)

Your AA membership Breakdown Cover Policy in full

If you require Breakdown Assistance.....	5
Where cover is available.....	5
How to contact the AA.....	5
How the AA will identify you are entitled to assistance.....	5
If you need to complain.....	6
Definition of words and phrases used in this Policy.....	7

About AA membership Breakdown Cover

Services available.....	8
Types of cover.....	8
Duration of cover.....	9
Vehicle specifications.....	9

Service Descriptions - What is covered and what is not covered

Roadside Assistance.....	10
AA Accident Response.....	11
At Home (Home Start).....	13
National Recovery (Relay).....	13
Onward Travel (Stay Mobile).....	14

General Terms & Conditions

General exclusions.....	16
General rights to refuse service.....	17
Additional services.....	18
Use of agents.....	18
Requests for assistance.....	18
Emergency nature of breakdown service.....	18
Subrogation.....	19
Cancellation & suspension of AA membership Breakdown Cover.....	19
Changes to your Recurring Payment Authority details.....	21
Renewal and Review.....	21
Changes to Terms & Conditions.....	21
Changes to your Personal Details.....	22
Matters outside the AA's reasonable control.....	22
Exclusions of liability for loss of profit etc.....	22
Enforcement of Terms & Conditions.....	22
Use of headings.....	22
Interpretation: use of English law & language.....	22

PART 2: AA MEMBERSHIP BREAKDOWN COVER ARRANGEMENT AND ADMINISTRATION CONTRACT – YOUR CONTRACT WITH AAIS:

Who regulates AAIS?.....25
Which companies does AAIS deal with?.....25
What services does AAIS provide?.....25
What will you have to pay for services provided by AAIS?..... 26
Changes to Terms & Conditions..... 26
Matters outside AAIS’s reasonable control.....26
Exclusion of liability for loss of profit etc.....26
Third parties.....27
Interpretation: use of English law & language.....27
What to do if you have a complaint?.....27
Is AAIS covered by the Financial Services Compensation Scheme (FSCS)?.....27
Use of headings.....27

USE OF YOUR PERSONAL INFORMATION.....28

COMPANY DETAILS.....35

Part 1. AA membership Breakdown Cover Policy
– Your contract with the insurer(s)

Your AA membership Breakdown Cover Policy in full

If you require Breakdown Assistance

Where cover is available:

AA membership Breakdown Cover detailed in this Policy only applies to those ordinarily resident in the UK travelling in a vehicle which first becomes stranded in the United Kingdom. AA Accident Response cover is not provided for an accident that occurs outside England, Wales or mainland Scotland

Cover is also available to residents of the Channel Islands and Isle of Man, however the appropriate cover for those territories should be purchased. Call AA membership on 0343 316 4444 and ask for information on Channel Islands and Isle of Man membership Breakdown Cover.

How to contact the AA:

If you have broken down and require assistance, please contact the AA on **0800 887766**. It is important that you contact the AA because if you contact a garage direct you will have to settle the bill and the AA will not be obliged to reimburse you.

How the AA will identify that you are entitled to assistance:

If you have access to AA membership Breakdown Cover under Personal Cover, please always carry your membership card with you (this is also applicable to Joint and Family Members).

If you have access to AA membership Breakdown Cover under Vehicle Cover, the AA recommends that the membership card is kept in the registered vehicle as the driver will require the card to access service. The AA may assume that anyone driving or travelling in the registered vehicle is authorised by the Member to request assistance for that vehicle.

When you contact the AA for assistance you will be asked to show your membership card to ensure that only those Members entitled receive service.

If a valid membership card and additional proof of identity cannot be produced, the AA reserves the right to refuse service. For further details please refer to General Terms & Conditions, clause 3f, page 19.

You should advise the AA immediately of any changes to name or address. Please refer to General Terms & Conditions, clause 17, page 22.

If you're not an AA Member or don't hold the relevant level of cover:

If you are not entitled to any AA membership Breakdown Cover services or you are not, at the time of the breakdown, entitled to the particular assistance service(s) you require, the AA may still be prepared to provide the required assistance. However, if so, in addition to paying the usual price for the relevant AA product, a supplementary premium will be payable. The cost of this premium will be confirmed to you at the time of purchase. This does not apply to AA Accident Response, or Onward Travel (Stay Mobile) which must have been purchased at least 24 hours before the relevant breakdown or accident occurs.

Payment Default:

Subject to any statutory rights you may have as a consumer, if the AA provides breakdown assistance services under your AA membership Breakdown Cover, at your request or at the request of someone who the AA believes is entitled to request assistance under your Cover, and subsequently it becomes apparent that you have not paid for your AA membership Breakdown Cover (or the relevant part thereof) then the AA will be entitled to charge you for the services actually provided.

If you need to complain

We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation.

There are several ways you can contact us:

Phone: 0344 209 0556
0161 333 5901

Email: customersupport@theAA.com

Post: Member Relations
The Automobile Association
Lambert House
Stockport Road
Cheadle, Cheshire
SK8 2DY

Fax: 0161 488 7544

Text Phone users can contact us using Next Generation Texting by prefixing any of our numbers with 18001.

We will either acknowledge your complaint within 5 working days of receipt, or offer you our final response if we have concluded our investigations within this period.

If we acknowledge your complaint, we will advise you who is dealing with it and when we expect to respond. We aim to respond fully within 8 weeks. However, if we are unable to provide a final response within this period we will write to you before this time and advise why we have not been able to offer a final response and how long we expect our investigations to take.

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.

There are several ways you can contact them:

Phone: 0800 023 4567 or 0300 123 9 123

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Post: The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Financial Services Compensation Scheme (FSCS)

Onward Travel (Stay Mobile), which is provided by Acromas Insurance Company Limited and AA Accident Response, which is provided by AA Underwriting Insurance Company Limited are covered by the FSCS.

If you have purchased, Onward Travel (Stay Mobile) you may be entitled to compensation from the FSCS if Acromas Insurance Company Limited cannot meet its obligations in relation to that cover. Likewise, as you have AA Accident Response you may be entitled to compensation from the FSCS if AA Underwriting Insurance Company Limited cannot meet its obligations in relation to that cover. The entitlement to compensation will depend on the type of business and the circumstances of the claim. General insurance (such as Onward Travel (Stay Mobile) and AA Accident Response), provided by a regulated insurer such as Acromas Insurance Company Limited Onward Travel (Stay Mobile) and AA Underwriting Insurance Company Ltd for AA Accident Response) is covered for 90% of the claim, without any upper limit. Further information about the compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or telephone 0800 678 1100 or 0207 741 4100.

Roadside, National Recovery (Relay) and At Home (Home Start) are provided by Automobile Association Developments Limited (trading as AA Breakdown Services) and the cover provided by this company does not fall within the FSCS.

Definition of words and phrases used in this Policy

Some common terms are used to make this Policy easier to understand. Wherever the following words or phrases appear they will always have the meaning set out below.

'AA' means the relevant insurer of the breakdown cover being Automobile Association Developments Limited (trading as AA Breakdown Services) for Roadside Assistance, National Recovery (Relay) and At Home (Home Start), Acromas Insurance Company Limited for Onward Travel (Stay Mobile) and AA Underwriting Insurance Company Limited for AA Accident Response or any or all of these insurer(s), as the context requires or allows.

'AAIS' means Automobile Association Insurance Services Limited.

'AA Approved Repairer' means a carefully selected repairer by Us to provide the repair element of the AA Accident Response service to You.

'Breakdown' means an event:

- a) which causes the driver of the relevant vehicle to be unable to start a journey in the vehicle or involuntarily brings the vehicle to a halt on a journey because of some malfunction of the vehicle or failure of it to function; and
- b) after which the journey cannot be commenced or continued safely or without further concern in the relevant vehicle.

'Cover Period' means:

- a) for annual membership the period of 12 months; and
- b) for 2 year membership, the period of 24 months, commencing from the start or, as applicable, the renewal date of the membership subject to earlier termination.

'Member' means:

- **For Personal Cover**, the person to whom the membership documentation is addressed and who has purchased or been given AA membership Breakdown Cover; and
- **For Vehicle Cover**, the person to whom the membership documentation is addressed, who has purchased or been given AA membership Breakdown Cover and whose address is recorded with the AA as the home address of the vehicle registered under the relevant Vehicle Cover.

Please note: Any contract for AA membership Breakdown Cover is between the Member and the AA and not, (in the case of Personal Cover), between the AA and any person nominated as a Joint or Family Member nor, in the case of Vehicle Cover, between the AA and any driver entitled to assistance as a result of the Member's Vehicle Cover. As the Member, You will have access to information relating to any services provided under Your AA membership Breakdown Cover. It is Your responsibility to inform any users of Your AA membership Breakdown Cover that in using Your membership, they consent to their details being shared with You.

'Member's Home Address' means the address which the AA has recorded as the home address of the Member at the time of the relevant breakdown or accident.

'Membership Year(s)' means the period(s) of 12 months commencing from the start of the membership or from any anniversary of the start of that membership.

'Non Fault Accident' means an accident where the AA considers liability rests entirely with the other person, and that you have supplied the name, address of this person along with their vehicle details and that the other vehicle is showing a valid motor insurer on the Motor Insurer Database for the time for the accident.

'Replacement Hire Car' means a comparable car to Your Car.

'You', 'Your' means:

- **For Personal Cover**, the Member and/or, if the context requires, any Joint or Family Member who has been nominated by the Member; and
- **For Vehicle Cover**, the Member and, if the context requires, any person who is travelling in, and who requests assistance for, a vehicle that is registered under Vehicle Cover with the AA.

'Your Car' for the purpose of AA Accident Response means a car (being a car with 4 wheels, designed and constructed for the carriage of passengers with no more than 8 seats in addition to the driver's seat and meets the size & weight specifications in the Vehicle Specification set out on page 9 below) which you are the legal and registered keeper and that has in force a valid motor insurance to the minimum level required under UK law, valid road fund licence (unless exempt) and a current MOT test certificate (unless exempt).

'Your Vehicle' means:

- **For Personal Cover**, the vehicle which the Personal Member or any Joint or Family Member is travelling in at the time of the relevant breakdown or accident; and
- **For Vehicle Cover**, the vehicle which has been registered for cover with the AA at the time of the relevant breakdown or accident; and provided always that any such vehicle meets the vehicle specification set out on page 9.

About AA membership Breakdown Cover

This section details the different kinds of cover that are available under AA membership Breakdown Cover. The cover you hold will be set out in the Membership Statement section of the letter accompanying these Terms and Conditions, or if changes are made these will be confirmed separately to you in writing.

Services available

The AA offers a number of breakdown assistance services which can be purchased as part of AA membership Breakdown Cover. These include:



- Roadside Assistance – This is the minimum level of cover and provides roadside assistance throughout the UK, 24 hours a day, every day of the year. The AA's number 1 aim is to fix your car, but if it cannot be fixed it will be taken to the AA's choice of relevant local repairer or to a local destination of Your choice, provided it is no further. Please refer to page 10 onwards for full details.



- AA Accident Response is available to Members with Annual or 2 year membership as from your renewal date after 01/08/2019 and for Continuous Members as from 01/08/2019 if you have a Non-Fault Accident in Your car:-
1 - If your vehicle is repairable, the AA will arrange for the repairs to your vehicle by an AA Approved Repairer
2 - arrange for a comparable replacement car that meets your needs to be provided for the duration of those repairs.
Please refer to page 11 onwards for full details.



- At Home (Home Start) – Provides all the benefits of Roadside Assistance at your home address. Please refer to page 13 onwards for full details.



- National Recovery (Relay) - Recovery to a single UK destination of your choice if the AA is unable to fix your car at the roadside. This means you can choose to be taken home, to your destination or anywhere else on the UK mainland, regardless of how far this may be. Please refer to page 13 onwards for full details.



- Onward Travel (Stay Mobile) – If you are broken down and the AA cannot arrange a prompt local repair, Onward Travel (Stay Mobile) provides alternative travel options. You could choose from replacement car hire for up to 3 days (a collection and delivery service, or equivalent, is available from chosen suppliers, subject to availability and to supplier's terms and conditions (which includes payment of supplier's fuel charges)); alternative transport costs or overnight accommodation. Stay Mobile is limited to 3 claims in any one membership Year. Please refer to page 14 onwards for full details.

All Members must buy Roadside Assistance which comes with AA Accident Response (which is available for Members with Annual or 2 year membership as from your renewal date after 01/08/2019 and for Continuous Members as from 01/08/2019) and all services are normally only available at least 24 hours from purchase. See relevant service descriptions for further detail.

Types of cover

AA membership Breakdown Cover is available as either Vehicle or Personal Cover. If you select Personal Cover then you will also need to choose whether that AA membership Breakdown Cover is Single, Joint or Family based.

Personal Cover is available as:

- **Single Cover:** Covers the Member, as driver or passenger, in any vehicle (within the limits specified on page 9); or

- **Joint Cover:** Gives one other nominated person living at the Member's Home Address access to the AA membership Breakdown Cover. The nominated person may also be a student or member of the armed forces who normally lives at the Home Address but is temporarily living away; or
- **Family Cover:** Gives up to three other nominated people living at the Member's Home Address access to the AA membership Breakdown Cover. The nominated person may also be a student or member of the armed forces who normally lives at the Home Address but is temporarily living away.

Vehicle Cover covers Your Vehicle regardless of who is driving (provided the vehicle is within the limits specified on page 9).

Duration of cover

Personal and Vehicle Cover are available on either an annual, 2 year or continuous basis:

- **Annual Cover:** cover is for 12 months and is paid for in a single sum. If you pay for Annual cover under a recurring payment authority, for example by Direct Debit, your cover will unless You have been notified otherwise automatically be renewed at the end of the Cover Period. You will always be advised of this in advance and have the opportunity to cancel your AA membership Breakdown Cover;
- **2 year Cover:** Cover is for 24 months and is paid for either as a single sum or by two equal instalments within 12 months of the agreement of the contract. If you pay for a 2-year Cover under a recurring payment authority Your cover will, unless You have been notified otherwise, be automatically renewed at the end of the Cover Period;
- **Continuous Cover:** cover is paid for monthly or quarterly but runs on a continuous basis until cancelled.

Please refer to page 19 for further details on cancellation.

Although most of the Terms & Conditions within this Policy apply to Annual Cover, 2 year Cover and Continuous Cover there are some variations. These differences are detailed in the relevant places throughout the AA membership Breakdown Cover Policy part of this booklet.

Vehicle specifications

Breakdown assistance is only available for cars, motorhomes, vans, minibuses or motorcycles (including quads and trikes) which meet the specifications set out below.

Please note that "car, van, minibus or motorcycle" does not include, amongst other things, electric pavement vehicles, electrical wheelchairs, bicycles (including electric bicycles), any vehicle which cannot lawfully be used on the public highway and/or any non-motorised vehicle.

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

Maximum Vehicle Width: 8ft 3in (2.55m) which constitutes the overall width of the vehicle bodywork excluding mirrors, measured at the widest points.

Assistance will also be provided for a caravan or trailer which was on tow at the time of the breakdown, provided that it falls within the above limits.

Cover is provided for electric and hydrogen cars, vans, minibuses and motorcycles.

Additional vehicle specifications/restrictions applying to Vehicle Cover only

In addition to the general vehicle specifications set out above, the following terms apply to Vehicle Cover (Please note: these are not applicable to Personal Cover):

- AA breakdown assistance is only available under Vehicle Cover for a vehicle;
 - which has been registered with the AA at the time assistance is requested; and
 - which is a UK Vehicle registered with the DVLA.

It is possible to change the vehicle registered under Vehicle Cover during the Membership Year. Service will not be available for the new vehicle until 24 hours after the AA receives notification of the vehicle change. In addition the AA reserves the right not to re-register any vehicle which has been previously registered during the same Membership Year. The AA is not obliged to undertake more than 3 changes of vehicle within the Membership Year.

Service Descriptions – What is covered and what is not covered

Roadside Assistance

Provided by Automobile Association Developments Limited (trading as AA Breakdown Services)

What is covered:

- Roadside Assistance is available if Your Vehicle is stranded on the highway more than a quarter of a mile from the Member's Home Address following a breakdown or accident;
- Roadside Assistance is only available if You have purchased cover at least 24 hours before the relevant breakdown or accident in relation to which assistance is required occurred;
- If, following a breakdown, the AA or its appointed agent cannot fix Your Vehicle, it, together with the driver and up to a maximum of seven passengers, will be taken to the AA's choice of local repairer or to a local destination of Your choice, provided it is no further than the distance to the repairer.
- If Your Vehicle has run out of fuel or charge it will be taken to a local fuelling station, repairer or charge point, whichever is applicable. (this may not be a rapid charge point nor may it be in the direction which You were originally travelling);
- The AA will make a telephone call at Your request following a breakdown;
- Any contract for repair, other than repairs carried out by the AA or its agent under Your AA membership Breakdown Cover, is between the person requesting the repair and the repairer - it is not the AA's responsibility to instruct the repairer to undertake any work required or to pay them for it.

The AA does not guarantee that any recovery to a local repairer will be within the opening hours of the repairer, or that the repairer will be immediately available to undertake any required repair. Whilst the AA will endeavour to check that the chosen repairer carries out the type of repair work required, this cannot be guaranteed and the AA does not provide any assurance or warranty with respect to any work carried out at Your request by any third party repairer.

- If You and Your Vehicle are stranded at the roadside following an accident we can offer:
 - Where roadside repair is not possible and the accident is a Non-Fault Accident please refer to the full terms and conditions of AA Accident Response beginning on page 11
 - Support and advice from specially trained staff who can provide a preliminary view of liability and options on the next course of action available to You

What is not covered:

- Fuel and parts (unless these are carried by the AA or its appointed agent, and in the case of fuel is required to get a Vehicle that has run out of fuel to the nearest fuelling point, and/or in the case of parts those that are required to carry out the repair for which assistance was requested and cost £5 or less based on the AA's retail prices);
- oil;
- keys;
- other materials required to repair Your Vehicle;
- any supplier delivery service or call-out charges related to these items, and
- the provision of service on private property without the relevant permission;
- storage costs
- Any transport or other costs that You might incur or any incidental expenses that may arise during a recovery. The AA cannot accept any costs for passengers who do not accompany Your Vehicle while it is being recovered;
- Routine maintenance and running repairs for example but not limited to radios, interior light bulbs, heated rear windows;
- Any recovery or tow following an accident that is not a Non-Fault Accident (see General Terms & Conditions, clause 2, page 17);

- Assistance following a breakdown or accident attended by the police, highways agency or other emergency service, until the services concerned have authorised the vehicle's removal. If the police, highways agency or emergency service insist on recovery by a third party, the cost of this must be met by You;
- A second or subsequent recovery, after Your Vehicle has been recovered following a breakdown;
- All things excluded under General Terms & Conditions (see pages 16-22).

AA Accident Response

Available to Members with Annual or 2 year membership as from your renewal date after 01/08/2019 and for Continuous Members as from 01/08/2019.

Underwritten by AA Underwriting Insurance Company Limited

IMPORTANT INFORMATION

AA Accident Response is designed to help You if You have a motor accident in Your Car that was not Your fault. At our sole discretion we can offer You:

- Recovery of your car to one of our approved body repair garages and repair of your car
- Replacement hire car

If You are involved in a Non-Fault Accident we can recover Your Car if it is not mobile or unsafe to drive after an accident. We can arrange and manage repairs to Your Car and there is no excess to be paid. We can also arrange a Replacement Hire Car via a hire agreement rather than You having to enter into a credit hire agreement. We will pay for these services and recover our outlay from the at fault driver's insurance company. If You do have an accident, remember to write down as many details as possible, including the name and address of any people involved in the accident, details of the other vehicles involved in the accident and the details of anyone who may have seen the accident.

AA Accident Response does not replace your motor insurance policy and is not a substitute for Your legal requirement for Your Vehicle to be insured. AA Accident Response does not cover Your liabilities to others.

What is covered:

1. AA Accident Response is available only if You have a Non-Fault Accident in Your Car. The AA's sole decision on whether the accident was a Non-Fault Accident is final. You must promptly give the AA all relevant information about the accident, including, the name, address of the other person(s) involved in the accident along with their vehicle details and that the other vehicle is showing a valid motor insurer on the Motor Insurer Database for the time for the accident and any other information we reasonably request in regard to all matters relating to the accident. It will help us to confirm who is at fault if You can supply the name and addresses of any witnesses, if available.

2. Repairs

- (a) Following the Non Fault Accident the AA will take Your Car to the AA Approved Repairer who will carry out an assessment of the damage caused in the Non-Fault Accident that will be supplied to us for review. If repairs are economical and viable and you agree to use the AA Approved Repairer we will then instruct the AA Approved Repairer to carry out the repairs and we will pay for these.
- (b) If the AA considers that repairs to Your Car are not economical we will inform you of this and you will need to claim from your motor insurance.
- (c) Provision of Repairs is subject to the following:
 - (i) You agree to and will support the AA trying to recover any repair costs in your name, in accordance with clause 8 of the general terms & conditions on page 19 and if any costs for repairs that the AA has paid for are recovered by you or paid direct to you, you must pay such costs to the AA.

- (ii) You agree to use an AA Approved Repairer.
- (iii) You tell the AA as soon as Your Car becomes available for you to drive again.
- (iv) You collect or arrange delivery of Your Car when notified by the AA Approved Repairer that Your Car is ready for collection or delivery
- (v) If you are VAT registered you will be liable for the VAT element of the repairs, which you should recover in the normal way from HMRC
- (vi) The AA does not guarantee that Your Car will be delivered to the AA Approved Repairer during the opening hours of the repairer, or that the repairer will be immediately available to undertake any required repair.

3. Replacement Hire Car

- (a) Following the Non Fault Accident the AA will arrange the supply of a Replacement Hire Car and we will pay the cost of the Replacement Hire Car if Your Car cannot be driven, or is considered unsafe.
- (b) AA Accident Response is available only for Your Car (as defined) and the only type of vehicle that, subject to availability, the AA will arrange to be hired to You will be a four wheeled car.
- (c) If Your Car is uneconomical to repair and you make an insurance claim under 2(b) above, We will continue to pay for a Replacement Hire Car , however we will decide how long the Replacement Hire Car can be hired for. It is your responsibility to keep us updated on the progression of this insurance claim . Failure to do so may result in us ceasing to pay for the Replacement Hire car. If you do not accept a reasonable offer to settle the insurance claim, we may refuse to pay further hire costs.
- (d) Provision of a Replacement Hire Car is subject to the following: -
 - (i) You agree to and will support the AA trying to recover any Replacement Hire Car costs in your name, name in accordance with clause 8 of the general terms & conditions on page 19, and if any costs are recovered by you or paid direct to you that the AA has paid for provision of a Replacement Hire Car, you must pay such costs to the AA.
 - (ii) You agree that the AA selects the Replacement Hire Car supplier and the car to be hired.
 - (iii) You agree that the AA will decide how long a Replacement Hire Car can be hired for.
 - (iv) You enter into a car hire rental agreement with the AA's chosen supplier.
 - (v) You tell the AA as soon as Your Car becomes available for you to drive again.
 - (vi) You return the Replacement Hire Car to the AA's chosen supplier as soon as Your Car becomes available.
 - (vii) You meet the age and licensing rules of the Replacement Hire Car supplier and you follow any terms and conditions of the hire.
 - (viii) If you are VAT registered you will be liable for the VAT element of the repairs, which you should recover in the normal way from HMRC.
 - (ix) We can take details of your claim for AA Accident Response between 8am-8pm Monday to Sunday, but can only arrange delivery of a Replacement Hire Car between 9am and 4.30pm Monday to Friday (excluding public and bank holidays)

What is not covered

- 1) The AA will not pay for any financial loss including (without restricting in any way the type of loss being referred to here) depreciation in the market value of Your Car as a result of the accident and following its repair, any excess on Your motor insurance policy, any additional premium charged for your motor insurance policy, any claims for personal injury or death arising from the accident.
- 2) If you make a claim for AA Accident Response that is at all false or fraudulent, or support a claim with any false or fraudulent statement or documents you will lose the benefit of AA Accident Response and the AA may cancel Your membership in accordance with its rights under clause 12(b) page 20 of the AA membership General Terms & Conditions you will not be entitled to a refund of all benefits of the policy and any premiums that you have paid. In addition, the AA may recover from you any sums paid by way of benefit under this policy. If you fraudulently provided Us with false information, statements or documents the AA may record this on the anti-fraud databases and the AA may notify other organisations.

- 3) Accidents that arise from your unlawful use of drink or drugs
- 4) Any accident that occurs outside England, Wales or mainland Scotland .
- 5) Any accident if you are claiming against a person who does not have a valid motor insurance policy or a person who cannot be identified or traced;
- 6) Any accident that you have reported to your motor insurer and in relation to which your motor insurer has declined cover .
- 7) In respect of the repairs: -
 - a) The AA will not pay for repair costs when you make your own arrangements for repairs to Your Car after the accident.
 - b) The AA will not pay for repairs to vehicles that are not Your Car.
- 8) In respect of the Replacement Hire Car:-
 - a) Fuel
 - b) other charges arising from Your use of the Replacement Hire Car such as (without restricting in any way the type of charges being referred to here) any insurance excess charges, charges arising from damage to the hire car by You and daily hire charges arising if You keep the Replacement Hire Car after Your Car has been repaired.
 - c) Replacement Hire Car cannot be supplied with a tow bar and therefore Your caravan or trailer will have to, if eligible, be recovered under National Recovery (Relay).
 - d) The AA will not provide a replacement hybrid or electric vehicle.
 - e) The AA will not pay for Replacement Hire Car costs when you make your own arrangements for car hire after an accident.
 - f) If we arrange and pay for a Replacement Hire Car but subsequently it is established to the AA's reasonable satisfaction that the accident was not entirely the other person's fault, we will not pay any further Replacement Hire Car costs. However, we will not seek to recover from you any costs that we have already paid prior to notifying You of Our decision provided the accident details you have supplied are true and complete.
 - g) Daily hire charges that you incur when Your Car has been repaired and is ready for collection.
 - h) If the AA has arranged a Replacement Hire Car on your behalf but your own insurer is dealing with the damage to your car, you will not be covered if you fail to keep Us updated on the progression of the car damage when asked.

At Home (Home Start)

Provided by Automobile Association Developments Limited (trading as AA Breakdown Services)

What is covered:

- At Home (Home Start) extends Roadside Assistance cover and is available only to those who have purchased Home Start cover at least 24 hours before the relevant breakdown or accident occurred;
- At Home (Home Start) provides access to the same service as is available under 'Roadside Assistance' following a breakdown or accident at or within a quarter of a mile of the Member's Home Address.

What is not covered:

- All things excluded under 'Roadside Assistance' 'What is not covered' above.

National Recovery (Relay)

Provided by Automobile Association Developments Limited (trading as AA Breakdown Services)

What is covered:

- National Recovery (Relay) extends Roadside Assistance cover and is available only to those who have paid for the additional National Recovery (Relay) cover at least 24 hours before the relevant or accident breakdown occurred;

- Relay is available when the AA provides either Roadside Assistance or At Home (Home Start) service and the AA cannot repair Your Vehicle at the roadside or at Your home;
- Relay provides recovery of Your Vehicle, together with the driver and up to a maximum of seven passengers to any single destination of Your choice in the UK (see also General Terms & Conditions, clause 1g, page 16).

What is not covered:

- Recovery in cases of mis-fuelling. In such cases service will be restricted to a local tow provided under your Roadside Assistance cover;
- All things excluded under 'Roadside Assistance' 'What is not covered' on page 10.

Immediate requirement for National Recovery (Relay):

If you join already requiring National Recovery (Relay) (or you require National Recovery (Relay) before the 24 hours referred to above has elapsed) the AA may be prepared to provide National Recovery (Relay) assistance for the breakdown concerned. If the AA are prepared to provide National Recovery (Relay) assistance then You will need to pay a supplementary premium for purchasing National Recovery (Relay) in a breakdown situation in addition to the price of National Recovery (Relay). The cost of this will be notified to You by Us at the time of purchase.

Additionally, the AA is entitled to limit the relevant recovery under National Recovery (Relay) to the maximum mileage notified at the time the request for the relevant assistance was made and to charge for any recovery provided in excess of that mileage. The cost of this additional mileage will be confirmed to you at the time of purchase;

Compassionate Relay Assistance:

The AA may be prepared to make Relay available if You are, or the driver of Your Vehicle is, unexpectedly taken ill during a journey and no other passenger can drive Your Vehicle so as to complete Your intended journey. Any Compassionate Relay Assistance is given at the AA's absolute discretion and subject to the production of any proof of illness that the AA reasonably requires.

Onward Travel (Stay Mobile)

Underwritten by Acromas Insurance Company Limited.

What is covered:

- Onward Travel (Stay Mobile) extends Roadside Assistance cover and is only available where cover has been purchased at least 24 hours before the relevant breakdown occurred;
- Onward Travel (Stay Mobile) is available if Your Vehicle is immobilised following a breakdown which the AA has attended under Roadside Assistance or At Home (Home Start) and where the AA cannot arrange a local prompt repair;
- Members with Onward Travel (Stay Mobile) may choose from one of the following; a replacement car, or overnight accommodation, or public transport costs which are described in detail on page 15 below.

What is not covered:

- Onward Travel (Stay Mobile) cannot be claimed retrospectively and must be requested at the same time as the request for breakdown assistance is made or such assistance is given;
- Onward Travel (Stay Mobile) is not available following an accident or self induced fault (possible examples of self induced fault include: mis-fuelling, lost keys or locking keys in Your Vehicle) (see General Terms & Conditions, clause 2, page 17);
- Onward Travel (Stay Mobile) is limited to 3 claims in any one Membership Year.

Onward Travel (Stay Mobile) benefit options:

A: Replacement vehicle

What is covered:

- The cost to supply a replacement vehicle for up to 3 days, by our chosen supplier, subject to availability. Where possible the AA will arrange for Your replacement vehicle to be of a similar model to Your own vehicle and suitable to Your specific needs (our minimum standard is a mid-range saloon or hatchback up to 1,600cc);
- (If you Breakdown within the UK Mainland or Northern Ireland), a collection/ delivery service of the replacement vehicle within a 30 mile-radius of the breakdown or Your chosen location. (You can either be picked up or for the replacement vehicle to be delivered to you within these limits);

What is not covered:

- Additional charges incurred if You keep the replacement vehicle for longer than 3 days; or
- Fuel costs (including those resulting from pick-up, collection and delivery of the vehicle); or
- Any ferry, toll or congestion charges incurred in the replacement vehicle; or
- Any insurance excess charges, or other insurance related charges (see important information below)
- Replacement vehicles cannot be supplied with a tow bar and therefore Your caravan or trailer will have to, if eligible, be recovered under National Recovery (Relay) with Your Vehicle
- We cannot guarantee a like for like replacement for Your Vehicle (this includes being unable to provide a replacement hybrid or electric vehicle).

Important Information: Replacement vehicles are supplied to You by the AA's chosen suppliers. The hire agreement will be between You and the relevant supplier and will be subject to that supplier's Terms & Conditions. These will usually require or include (amongst other things):

- Drivers to be aged at least 18 years and to have held a full driving licence for at least 12 months.
- Production of a full driving licence valid at the time of issue of the hire vehicle ;
- Any applicable endorsements as advised by the replacement vehicle supplier;
- For drivers under the age of 21 provision of a replacement vehicle may be subject to the use of their own insurance, where available, for the duration of the hire period. Any costs incurred in this event will not be covered. If the driver's own insurance cannot cover this alternative transport (see option B below) will be required.
- A valid credit card may be required. Alternatively the supplier will require a deposit of not less than £50 and may also undertake a simple credit check before releasing the vehicle to you;
- A minimum insurance excess of £500, in the case of damage to or theft of the hire vehicle;
- Limitations on the availability and/or engine capacity of the replacement vehicle drivers aged at 18-21 years are restricted to a hatchback type vehicle up to 1,200cc;
- The collection and delivery service is limited to a maximum delivery distance of 30 miles. You are responsible for making arrangements for the return of the hire vehicle to the supplier.
- If the hire vehicle is not taken at the time and receipt of the hire vehicle is delayed at Your request and with the AA's agreement, You are responsible for arranging delivery directly with the supplier. (The AA may be prepared to assist with these arrangements).
- The collection and delivery service is (or equivalent) is available from the chosen suppliers, subject to availability, to the supplier's terms and conditions and to Your payment of the supplier's fuel charges connected with collection and delivery. A minimum of two hours notice is required by the suppliers to arrange the delivery of a vehicle, with an additional two hours to deliver.
- If the AA's chosen supplier refuses hire for any reason, subject to prior price approval and authorization from the Onward Travel (Stay Mobile) team who can be contacted by calling 0370 4050606, You are entitled to arrange a hire vehicle from another provider being arranged by the Member. Claims for the reimbursement of costs of such hire should be made in writing and sent together with proof of purchases and receipts to: The AA, Stay Mobile Claims, Agency Accounts, Fanum House, Basingstoke, Hampshire RG21 4EA.

OR

B: Alternative Transport costs**What is covered**

Costs for Alternative transport incurred by the driver and up to a maximum of seven passengers (see General Terms & Conditions clause 1g, on page 16) travelling to a single UK destination that have been agreed at the time of breakdown by the Stay Mobile team, who can be contacted by calling 0370 4050 606. Claims should be made in writing and sent together with proof of purchases and receipts to: The AA, Stay Mobile Claims, Agency Accounts, Fanum House, Basingstoke, Hampshire RG21 4EA.

What is not covered

Costs that have not been agreed and authorized by the Stay Mobile Team.

OR

C: Overnight accommodation

What is covered

The AA will arrange and pay directly for one night's bed and breakfast on the day of the breakdown at a hotel of the AA's choice for the driver and up to a maximum of seven passengers (see General Terms & Conditions clause 1g, on page 16).

What is not covered

Any additional costs incurred during overnight accommodation such as other meals, drinks, telephone calls and newspapers are not included. You must settle these direct with the hotel before leaving.

General Terms & Conditions

General exclusions

1. AA membership Breakdown Cover does not provide for:
 - a. **Any vehicle servicing or re-assembly**
For example, where servicing or re-assembly is required as a result of neglect or unsuccessful work on the vehicle (including, but not limited to, DIY vehicle maintenance), other than that on the part of the AA or its agents;
 - b. **Garage labour costs**, that is
the cost of garage or other labour required to repair Your Vehicle, other than labour provided by the AA or its agents at the scene of the breakdown or accident or which is covered under AA Accident Response;
 - c. **Fuel draining**, that is
any costs of draining or removing fuel, lubricants or other fluids as a result of the introduction of an inappropriate substance. In the event of the introduction of an inappropriate substance which results in the need to drain or remove fuel, lubricants or other fluids, the only recovery the AA will make available to you will be to arrange for your vehicle, the driver and up to 7 passengers to be taken to the AA's choice of relevant local repairer or another location of your choice, provided it is no further, but you will have to pay for any work required;
 - d. **Failure to carry a serviceable spare**, that is
any additional charges resulting from Your failure to carry a legal and serviceable spare wheel or tyre, except where this is not provided as manufacturers' standard equipment. The AA will endeavour to arrange on your behalf, but will not pay for, assistance from a third party;
 - e. **Having Your Vehicle stored or guarded in Your absence**;
In the event that the AA does agree to, or needs, to arrange storage of Your Vehicle, for example without limitation, because the AA is not reasonably able to locate the delivery address You have provided or You have not provided, or do not provide when the AA requests, adequate delivery instructions, the AA will be entitled to charge You reasonable storage charges;
 - f. **Service to Vehicles on private property unless relevant permission is given**, that is
the provision of service when Your Vehicle is on private property e.g. garage premises, unless You can establish that You have the permission of the owner or occupier;
 - g. **Excess passengers**
the provision of any service or benefit to or for any persons in excess of the number of seats fitted in the vehicle at the time of breakdown, or to anyone who was not travelling in the relevant vehicle at the time of the breakdown. If there are more people than the maximum allowed, the AA will seek to arrange, but will not pay for, their onward transportation;
 - h. **Trade transportation**, that is
the recovery of any vehicles bearing trade plates or which the AA has reason to believe have just been imported or purchased at auction;
 - i. **Transporting from trade premises**, that is
the transportation of immobilised vehicles where the AA considers this to be part of a commercial activity, for example, to, from or for motor dealers or delivery companies;
 - j. **Locksmiths, tyre, glass or bodywork specialists costs**, that is
the cost (including any call out charge) of any locksmith, glass, or tyre specialist, should the AA consider this to be required. The AA will endeavour to arrange this help on Your behalf, however it will not pay for these specialist services and any contract for services provided

will be between You and the relevant specialist. If, in the AA's professional opinion, Your Vehicle requires recovery to such a specialist to be mobilised and, to effect that recovery, specialist lifting equipment not normally carried by AA mechanics is required, the AA will arrange the recovery but at Your cost. If use of a locksmith or other specialist would, in the AA's professional opinion, mobilise the vehicle, no further service will be available for the breakdown in question;

- k. **Transporting animals**, that is the transportation or arrangement of the transportation of any animal (guide dogs or hearing dogs will be transported together with their owner, unless this is not possible for health and/or safety reasons). The AA will not recover horses or livestock. If the AA does at its absolute discretion, agree to transport an animal, then this will be at Your own risk. It is Your responsibility to secure any animal being transported or to make alternative arrangements for its transportation;
 - l. **Participation in sporting events**, that is assistance for vehicles broken down as a result of taking part in any "Motor Sport Event", including but not limited to racing, rallying, trials or time-trials or auto test. However, for the avoidance of doubt, the AA does not consider "Concours d'élégance" events, track test days for road-legal vehicles or rallies held exclusively on open public highways where participants are required to comply with the normal rules of the road, to be Motor Sports Events.
2. Accident Recovery: Where a roadside repair is not possible
- a. If the accident is not a Non-Fault Accident or, if the accident is a Non-Fault Accident but You do not wish to use the AA Accident Response service, The AA may provide (but not pay for) recovery following an accident. If so, You will be responsible for paying the AA's charges for this assistance. Where an insurance claim is being made, we can look to recover these charges from Your insurer and, We reserve the right to reclaim our recovery cost provided under this policy from the insurer of a known third party driver, who was at fault in relation to the incident.
 - b. If specialist equipment is required, You will be responsible for paying the cost of any equipment used. You must give the AA, on request, any relevant information it reasonably requests in regard to all matters referred to in this clause. Please note that, following an accident, or otherwise, it is and remains Your responsibility to ensure that You properly comply with any requirements of Your motor insurer in making a claim under Your motor insurance policy.
 - c. Where You do not request the services from us at the time of the incident and/or where You arrange for assistance and recovery services to be provided by another provider, we will make no contribution toward the cost of these (either to you or the provider).
 - d. If following an accident, You require one of the Onward Travel (Stay Mobile) services (and You have Onward Travel (Stay Mobile)), the AA may, again, be prepared to arrange this for You but will not be responsible for any costs involved. You must pay, on request, any applicable charges. You must give the AA, on request, any relevant information it reasonably requests in regard to all matters referred to in this clause.

General rights to refuse service

Please note: if a Member is refused service by the AA the Member has the right to an explanation in writing (see "If you need to complain" page 6 for Member Relations contact details).

3. The AA reserves the right to refuse to provide or arrange assistance where the service request is for, or relates to:
 - a. **Repeat breakdowns within 28 days**, that is where service is requested to deal with the same or similar cause of breakdown (including running out of fuel or charge) to that which the AA attended within the preceding 28 days. It is Your responsibility to make sure that emergency repairs carried out by the AA are, where appropriate, followed as soon as possible by a permanent repair. The AA shall not be entitled to refuse assistance if the reason for the repeat breakdown is due to the negligence of the AA or its appointed agent.
 - b. **Unattended vehicles**, that is where You are not with Your Vehicle at the time of the breakdown or accident and You are unable to be present at the time that assistance arrives;
 - c. **Unsafe, unroadworthy, unlawful etc vehicles**, that is where in the AA's reasonable opinion, immediately before the relevant breakdown or accident, Your Vehicle was dangerous, overladen, unroadworthy or otherwise unlawful to use on a public road. Without restricting the generality of the AA's rights under this

provision, and Your responsibility to comply with all applicable legal requirements, please note that for a UK registered vehicle to be used or kept on a public road, and subject to any relevant exemption that may apply, the vehicle must have a current excise licence (that is, up to date vehicle tax), a current MOT test certificate and have in force valid motor insurance to the minimum level required under UK law;

- d. **Assisting where unsafe or unlawful activities**, that is where, and other than solely as a result of a failure on the part of the AA, the giving of service would involve a breach of the law (including, without in any way restricting the type of breach being referred to under this sub-clause, a breach of the AA's health and safety duties);
- e. **Delay in reporting**, that is where the breakdown is not reported within 24 hours of You becoming aware of the breakdown. (The AA may agree to extend this period in exceptional circumstances);
- f. **We cannot verify membership**, that is where You cannot produce a valid membership card (or appropriate receipt) and some other form of identification. If these cannot be produced, and the AA is unable to verify that the appropriate AA membership Breakdown Cover is held, the AA reserves the right to refuse service. However if You are unable to prove entitlement to service or You are aware that You do not hold entitlement to an AA service, the AA may, at its discretion, offer service on the immediate payment (by credit, debit or switch card) of the usual price for the relevant cover required, plus a supplementary premium for joining while already requiring assistance. The cost of this premium will be confirmed to you prior to purchase. Please note that this does not apply to AA Accident Response, which cannot be offered if You are aware that You do not hold entitlement to an AA service and cannot be purchased on the basis of joining while needing assistance. The amounts paid will be fully refunded if it can be established that the relevant level of service entitlement was held at the time of the breakdown. (For information, please see section 4 of the AA membership Breakdown Cover Arrangement and Administration Contract on page 26, for AAIS's fees in the event of refund). Any services provided under Onward Travel (Stay Mobile) must be paid for in advance by You and will be fully refunded if it can be established that entitlement to Onward Travel (Stay Mobile) was held at the time of the breakdown. No refunds will be given if entitlement under AA membership Breakdown Cover cannot be proved, or simply because Your Vehicle cannot be fixed at the roadside;
- g. **Unreasonable behaviour**, that is where the AA considers, on reasonable grounds, that You:
- (i) or anyone accompanying You, or who is receiving or is entitled to receive assistance in connection with Your AA membership Breakdown Cover is behaving or has behaved in a threatening or abusive manner to AA employees, Mechanics or agents, or to any third party contractor; or
 - (ii) have falsely represented that You are entitled to services that You are not entitled to; or
 - (iii) have assisted another person in accessing AA services to which they are not entitled; or
 - (iv) owe the AA money with respect to any services, spare parts or other matters provided by the AA or by a third party on the AA's instruction.
- h. **The Recovery of Unaccompanied children**, that is the recovery of any child under 16 years of age unless they are accompanied at all times by an adult (unconnected with the AA or its agents).

Additional services

4. Any additional services made available by the AA which are not described in these Terms & Conditions are provided on a purely discretionary basis and may be withdrawn at any time.

Use of agents

5. Service from dedicated AA mechanics is subject to availability and may be supplemented by use of appropriate agents. The AA will only accept responsibility for the actions of an agent where the agent is acting on the AA's instruction.

Requests for assistance

6. All requests for assistance must be made to the AA using the contact instructions provided by the AA from time to time. If You contact a garage direct, You will have to settle its bill and the AA will be under no obligation to reimburse You.

Emergency nature of breakdown service

7. AA mechanics are trained and equipped to carry out emergency roadside repairs and are not in a position to comment on the general safety or roadworthiness of a vehicle after a breakdown or an emergency repair. In addition, whilst AA mechanics will exercise such care & skill as is reasonable in a roadside emergency situation in determining whether the vehicle is safe to drive, completion of an emergency repair cannot be taken to signify or in any way guarantee the general roadworthiness of the vehicle concerned.

Subrogation

8. In the event that the AA provides AA Accident Response the AA will be entitled to take over and conduct at the AA's expense and in Your name: -
 - (i) The negotiation defence or settlement of any claim against the at fault driver for recovery in respect of costs paid by the AA for AA Accident Response ;
 - (ii) Legal proceedings to recover for the AA's benefit any payments made for AA Accident Response.
 - (a) You must give the AA all documentation, help and information they may need.
 - (b) The AA reserves the right to recover costs paid by the AA for AA Accident Response from your own motor insurance and you must assist the AA to recover of costs paid by the AA for AA Accident Response from your motor insurance.

Cancellation & Suspension of AA membership Breakdown Cover

9. The Member has the right to cancel their AA membership Breakdown Cover within a 14 day 'cooling off period', commencing either from the agreement of the contract (which is the renewal date for renewing Annual or 2-year Cover) or the receipt of the relevant membership documents, whichever happens later.

The following refund policy will apply for Members cancelling within the cooling off period:

- a) if the Member joined (or upgraded) already requiring assistance, the Member will receive a full refund of the total AA membership Breakdown Cover premium paid for joining (or for upgrading) but additional charges for assistance provided, which was already required at the time the Member joined (or upgraded) will not be refunded and, if not already paid, may be deducted from any refund of AA membership Breakdown Cover premium.
 - b) if the Member did not join already requiring assistance, the Member will receive a full refund of the AA membership Breakdown Cover premium for joining less the cancellation fee that Automobile Association Insurance Services Limited charges. If you were not in a breakdown situation when you upgraded, you will receive a full refund of the additional premium for upgrade. Please see section 4 of the AA membership Breakdown Cover Arrangement and Administration Contract, on page 26 for information on AAIS's fees in the event of cancellation. You must not, in any event, make further use of the cancelled AA membership Breakdown Cover.
10. Outside of any relevant cooling off period (on joining or renewal) the following will apply:

a) for Members with Annual or 2-year cover:

there will be no refunds for cancellation except when cancellation is requested by or on behalf of a Member because the Membership ceases to be of benefit to the Member for one of the following reasons:

- 1) death of the Member or, where the Membership is Joint or Family, death of any other nominated person on the Membership;
- 2) the Member is permanently unable to drive due to illness or injury (where the Membership is Joint or Family, this will also apply to any other nominated persons on the Membership)

Any refund will be on a pro rata basis.

The AA reserves the right to require the production of appropriate evidence to prove the reason for cancellation where a pro rata refund is claimed.

If a member does not meet the above refund criteria, but finds themselves temporarily not in need of their AA membership Breakdown Membership cover, the Member may be entitled to suspend your cover, in which case they should refer to the suspension information provided below.

b) for those with Continuous Cover:

Members paying monthly or quarterly can cancel their cover at any time by giving a minimum of 30 days notice. No refunds will be considered upon cancellation and cancellation will take effect at the next payment date following the end of the notice period.

Please note: Continuous Members must contact Us on 0343 316 4444 in order to cancel their AA membership Breakdown Cover. If the Member only cancels their Direct Debit, this will not cancel the Continuous Cover and we may arrange to collect the payment from the credit card or debit card supplied for the initial payment, in order to ensure the Member remains covered. We will advise the Member in writing prior to this. Unless otherwise notified by the Member, we will then continue to collect payment using this method, but we will advise the Member in writing that monthly payments will continue in this manner.

Once you have called us, cancellation will take effect at the next payment date following the end of the notice period. Please note that Continuous Members are entitled to change their level of AA membership Breakdown Cover at any time, however if the Member asks for a service to be removed from the cover held then this will take effect at the next payment date and no part refund of premium will be due.

11. Suspension:

For Members with Annual Cover or 2-year Cover, if during the course of the Cover Period your circumstances change so that the Member temporarily does not require AA membership Breakdown Cover, You may suspend Your Membership no more than once in each Cover Period, for a period of at least 90 days but for no more than 5 years, if:

- 1) the Member is living abroad, or
- 2) the Member has cover from another provider, or
- 3) the Member has access to AA Breakdown included with a new car purchase, or
- 4) the Member is temporarily unable to drive due to illness or injury.

Suspension of Onward Travel (Stay Mobile) is not available. In the event that the Member requests, and the AA agrees to suspend their AA Membership any cover held for Roadside Assistance, At Home (Home Start) and National Recovery(Relay) will be suspended but any Onward Travel (Stay Mobile) cover will be cancelled. The Member will receive a pro rata refund of premium for the Onward Travel (Stay Mobile) cancellation.

The AA reserves the right to require the production of appropriate evidence to prove the reason for suspension (and pro rata refund in respect of Onward Travel(Stay Mobile)).

Any unused period of Roadside Assistance, At Home (Home Start) and National Recovery (Relay) cover will commence at your reactivation date (the end of the Member nominated suspension period). There will be no refund in respect of unused Roadside Assistance At Home (Home Start), Home Start and National Recovery and (Relay) cover. Service cannot be used during the suspension period. The Member must contact the AA if they wish to reactivate the cover early. If the Member reactivates the cover whilst already brokendown, a charge may be payable, which will be confirmed to the Member at the time. When cover is reactivated, the terms and conditions in place at that time will apply, and they may have changed from the terms and conditions applying at the time of suspension.

12. The AA shall have the right to cancel Your AA membership Breakdown Cover (or any extensions to Your AA membership Breakdown Cover) or choose not to accept a new application for AA membership Breakdown Cover (or any extensions to Your AA membership Breakdown Cover) for the same Member in the following circumstances:

- a) the AA has been entitled to refuse service, on more than one occasion under sub-clause 3 c or sub-clause 3d or on one or more occasions under sub-clause 3 g (see page 17-18) since the membership first began; or
- b) the AA considers, in its reasonable opinion, and as a result of the Member's conduct, that there has been a breakdown in its relationship with the Member; or
- c) AA membership Breakdown Cover was taken out where the AA was, or is, entitled to cancel an existing or previous AA membership Breakdown Cover under sub-clause a) b) e) or f) of this clause; or
- d) The member had taken out another AA membership Breakdown Cover policy in the 6 month period prior to applying for the current AA membership Breakdown Cover; or
- e) excessive use of the service has occurred for example, but without restriction through failure to seek permanent repair following any temporary repair effected by an AA employee, patrol member or agent or due to lack of routine vehicle maintenance or failure to maintain fuel or charge in Your Vehicle; or
- f) You or any other person accompanying You behave inappropriately to any representative of the AA by acting in an abusive manner via any communication medium. If the AA decides to cancel Your membership, Your membership will be cancelled upon AA's notification in writing to You. This will be two days from the date of the AA's letter if the AA write to you and immediately if the AA notify you electronically.

g) if the AA has in the previous 6 months chosen not to renew or has cancelled another AA membership Breakdown Cover policy taken out by the Member.

In the event that the AA decides to cancel AA membership Breakdown Cover under this clause 12 that membership will be cancelled with effect from the Member's receipt of the AA's written notification of cancellation. Notification will be deemed to have been received by the Member two days from the date of the AA's letter of cancellation, if the AA writes to you, or immediately if the AA notifies the Member electronically. Where the Member concerned has Annual Cover or 2-Year Cover, the AA shall give a pro rata refund (calculated on a daily basis) of the premium based on the unexpired cover at cancellation. For those with Continuous Cover a pro rata refund of the monthly or quarterly premium based on the unexpired cover at cancellation will be due.

13. The AA shall also have the right to cancel Your AA membership Breakdown Cover (or any extensions to Your AA membership Breakdown Cover):
- immediately if any premium or other related charge is overdue;
 - if the AA has in the previous 6 months chosen not to renew a separate membership relating to You or Your Vehicle; or
 - at any time by giving at least 45 days notice

Changes to your Recurring Payment Authority details

14. If the Member pays under recurring payment authority and the Member's account and/or card details change, we will approach the Member's card provider/bank for, or receive from the Member's card provider/bank, updated details to help continue to provide the services requested. If the Member has agreed to pay for AA membership Breakdown Cover by continuous monthly premiums and a premium is overdue or missed, we may arrange to collect the payment from the credit card or debit card supplied for the initial payment, in order to ensure the Member remains covered. We will advise the Member in writing prior to this. Unless otherwise notified by the Member, we will then continue to collect payment using this method, but we will advise the Member in writing that monthly payments will continue in this manner.

Renewal and Review

15. The AA reserves the right and is entitled not to renew Annual Cover or 2 year cover or to change Your premium or offer a different product.
- Annual Cover and 2 year Cover**

If AA membership Breakdown Cover is annual or for 2-years, we will write to the Member, giving at least 2 weeks notice, to confirm whether the membership will be renewed and will provide details of any changes to the premium and the Terms and Conditions applicable to the membership for the next Cover Period. If the membership is due for renewal and is paid for under an existing Direct Debit or Continuous Credit Card authority, then unless we hear to the contrary, or we have given You notice of non-renewal, Your AA membership Breakdown Cover will be automatically renewed at the end of each Cover Period that such authority remains in place. If a Member does not want to renew on this basis, they should notify the AA before the renewal date. Where notification not to renew is received near to the renewal date e.g. within 7 days, it may not be possible to prevent payment under a Direct Debit or Continuous Credit Card authority from being collected although this will be repaid if cover has not been renewed. For information, this should be done by contacting AAIS on 0800 435 980, see section 3 of the AA membership Breakdown Cover Arrangement and Administration Contract on page 25. Please note that Continuous Cover does not renew see clause 15 b) below.
 - Continuous Cover**

Provided the applicable premium has been paid, a Continuous membership will continue until it is cancelled by the Member in accordance with the provisions set out in clause 10b, or Us in accordance with the provisions set out in clauses 12 or 13. However, we may review the premium and other Terms and Conditions of a continuous membership in accordance with clause 15 c) below
 - Business Use**

If you hold Vehicle membership in relation to a vehicle which is used as a taxi or any vehicle used to carry goods for reward including haulage, the provision of courier services, or parcel delivery, then without prejudice to the generality of clause 15 above, We reserve the right to review your membership and to cancel your AA membership Breakdown Cover by providing written notice of at least 45 days.

Changes to Terms & Conditions

16. a) Annual cover and 2 year cover: The AA is entitled to change any of the Terms & Conditions at renewal. The AA also reserves the right to make changes to these Terms & Conditions during the Cover Period, on the giving of at least two weeks notice, where this is necessary in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority.
- b) Continuous Cover: the AA is entitled to make changes to any of these Terms & Conditions (and to the premium payable) at anytime during the Cover Period, but will always give You at least 45 days prior notice of any such change(s). In the event that within 15 days of such notice You cancel Your AA membership Breakdown Cover, You will be entitled to a pro-rata refund for any unused period of Cover for which a premium has been paid.

Changes to your Personal Details

17. Changes to your name or address must be notified to the AA immediately. This must be done by contacting AAIS on 0343 316 4444 or by writing to AAIS at: **Member Administration, The AA, Lambert House, Stockport Road, Cheadle, Cheshire, SK8 2DY.**
- The AA is entitled to serve any notice to be given under these terms and conditions, or any other materials it is required to give to You, by sending the same to the last address provided by You if the AA usually contact you by post, or the last email address provided by you if the AA usually contact you electronically

Matters outside the AA's reasonable control

18. While the AA seeks to meet the service needs of Members at all times, its resources are finite and this may not always be possible. The AA shall not be liable for service failures where the AA is faced with circumstances outside its reasonable control. Events which might constitute circumstances outside the AA's reasonable control include (but are not limited to) Acts of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority (including the refusal or revocation of any licence or consent), fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, vehicle, roads that are not reasonably accessible by the AA, equipment or systems failures, shortages of fuel or other necessary supplies, failure of telecommunications lines or systems, default of suppliers or sub-contractors, theft, malicious damage, strike, lock out or industrial action of any kind.

Exclusion of liability for loss of profit etc

19. The AA shall not, in any event, and to the extent permitted by law, have any responsibility for
- (a) any increased costs or expenses; or
 - (b) any loss of:
 - (i) profit; or
 - (ii) business; or
 - (iii) contracts; or
 - (iv) revenue; or
 - (v) anticipated savings; or
 - (c) for any special or indirect losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), from breach of contract or otherwise. For the avoidance of doubt, nothing in this clause or these Terms & Conditions shall exclude or restrict the AA's liability for negligence resulting in death or personal injury.

Enforcement of Terms & Conditions

20. Failure to enforce or non-reliance on any of these Terms & Conditions by the AA will not prevent the AA from subsequently relying on or enforcing them.
21. None of the Terms & Conditions, or benefits, of AA membership Breakdown Cover are enforceable by anyone else other than the Member. For the avoidance of doubt, and without limiting the above, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement or amendment of such act, are excluded.

Use of headings

22 The headings used in this Policy are for convenience only and shall not affect the interpretation of its contents.

Interpretation: use of English law & language

23. Your AA membership Breakdown Cover and these Terms & Conditions are governed and should be interpreted by the laws of England and Wales. The EEA State, for the purpose of AA membership Breakdown Cover, is the United Kingdom. The Terms & Conditions are written in English and all correspondence entered into shall be in English.

Part 2. AA membership Breakdown Cover Arrangement and Administration Contract – Your Contract with AAIS

AA membership Breakdown Cover Arrangement & Administration Contract - Your Contract with AAIS

Set out below are the Terms and Conditions of your contract with Automobile Association Insurance Services Limited ("AAIS") relating to AAIS's arrangement and administration of your AA membership Breakdown Cover.

The minimum duration of your arrangement and administration contract with AAIS is the duration of your AA membership Breakdown Cover and your contract with AAIS will terminate simultaneously with the termination of the related AA membership Breakdown Cover (whatever the reason for such termination).

1. Who regulates AAIS?

AAIS is authorised and regulated by the Financial Conduct Authority. The Financial Conduct Authority is an independent body that regulates the financial services industry in the UK. AAIS's permitted business is that of an insurance intermediary dealing in and arranging contracts of general insurance. You can check this information on The Financial Services Register by visiting their website www.fca.org.uk The registration number is 310562.

2. Which companies does AAIS deal with?

AAIS deals with Automobile Association Developments Limited (trading as AA Breakdown Services) which underwrites Roadside Assistance, At Home (Home Start) and National Recovery (Relay), Acromas Insurance Company Limited which underwrites Onward Travel (Stay Mobile) and AA Underwriting Insurance Company Limited which underwrites AA Accident Response. AAIS acts as an agent of these underwriters, when accepting or refunding premiums and when handling any claim monies. These are the only underwriters of breakdown assistance available through AAIS. AAIS may renew your cover to a different underwriter or notify you of a future change if the underwriter of AA products has changed for new policies for any reason.

Please note that some sales are not arranged through AAIS and if this applies to your cover, you will be issued with a separate document identifying the company which arranged your cover, and giving the required information about that company.

3. What services does AAIS provide?

AAIS provides the following services to you:

- Providing information about breakdown cover on offer: AAIS will provide you with information on the breakdown cover available from the insurer(s) under AA membership Breakdown Cover and will ask you some questions to help narrow down the level and type of that breakdown cover of interest to you. You will not receive advice or any recommendation on which level or type of breakdown cover to buy and you will need to make your own choice on which level and type of breakdown cover you require.
- Arranging breakdown cover. Once you decide what cover you require, AAIS will arrange this for you with the insurer(s), dealing with payment and issuing the relevant membership documentation and card(s).
- Administering breakdown cover: After arranging breakdown cover AAIS will administer it on your behalf, including supplying replacement membership documentation, keeping your membership records up to date, dealing with enquiries; changes to payment methods, renewals (including Autorenewal) of Cover and cancellations (including refunds of premium on behalf of the insurer(s)).

If the Member has agreed to pay for Cover by continuous monthly premiums and a premium is overdue or missed, AAIS may arrange to collect the payment from the credit card or debit card supplied for the initial payment, in order to ensure the Member remains covered. We will advise the Member in writing before doing this. Unless otherwise notified by the Member, we will then continue to collect payment using this method, but will advise the Member in writing that we are doing this.

- Making changes to breakdown cover: If during your membership you wish to change the type or level of cover AAIS will provide you with information to help you make your choice and will arrange any changes with the insurer(s), including dealing with any additional payments and issue any relevant membership documentation and card(s).
- If, during the currency of your AA membership, the relevant insurer wishes to alter the Terms & Conditions of AA membership Breakdown Cover, AAIS will provide you with the relevant information. AAIS will, for compliance purposes, keep a copy of the policy that was issued to you. Communication by AAIS concerning any policy issued will be in English.

AAIS act for the insurer(s) in marketing their insurance products: AAIS is authorised to act for the insurer when entering into a contract of insurance with you on their behalf. AAIS may receive and retain commission from the insurer in respect of any insurance that you take out through it. AAIS handles Onward Travel (Stay Mobile) claims on behalf of Acromas Insurance Company Limited. Acromas Insurance Company Limited calculates the profit made on Onward Travel (Stay Mobile). If Acromas Insurance Company Limited achieves a level of profit above an agreed amount they pay AAIS a percentage commission of the total premium. The percentage is adjusted periodically, up or down, so that Acromas Insurance Company Limited achieves the agreed level of profit. AA Underwriting Insurance Company Limited is part of the AA plc group of companies. AA plc holds 10% or more voting rights within AA Underwriting Insurance Company Limited.

4. What will you have to pay for services provided by AAIS?

AAIS will always inform you of, or confirm in writing its fees for the services it provides under this contract and the fees will be identified separately from the AA membership Breakdown Cover premium.

AAIS will normally charge an arrangement and administration fee in relation to the services it provides. You will be advised, in advance, if this fee will apply, and the amount payable.

Subject to statutory rights you may have as a consumer, AAIS will not refund any of its fees except:

- a) If you cancel in the circumstances set out in Clause 3f on page 18;
- b) If you cancel in the circumstances set out in Clause 9a on page 19;
- c) If you cancel in circumstances set out in Clause 9b on page 19 AAIS will refund its fees but may charge a cancellation fee of £20.

AAIS will also tell you about any other charges relating to Your AA membership including that AAIS may charge you a fee for a replacement card and for written notification of VAT status.

AAIS has authorised Automobile Association Developments Limited (AADL) to act as its agent for the purposes of receiving any amounts due under your contract with AAIS. Payments will be taken using the payment method provided when purchasing your AA membership Breakdown Cover. If you are due a refund of premium following cancellation or another transaction, AAIS will be entitled to deduct any fee, charges or other sums you owe in respect of your AA membership before making any such refund.

5. Changes to Terms & Conditions

Annual and 2-year cover: AAIS is entitled to change any of these Terms and Conditions at renewal. AAIS also reserves the right to make changes to these Terms & Conditions during the Cover Period on the giving of at least two weeks notice, where this is necessary in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority.

For Continuous Cover: AAIS is entitled to make changes to any of these Terms & Conditions (and to the fees payable) during a Continuous Cover contract, but will always give Members paying monthly or quarterly at least 45 days prior notice of any such change(s).

6. Matters outside AAIS's reasonable control

AAIS shall not be liable for service failures where it is faced with circumstances outside its reasonable control. Events which might constitute circumstances outside AAIS's reasonable control include (but are not limited to) Acts of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority (including the refusal or revocation of any licence or consent), fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, vehicle, roads that are not reasonably accessible by the AA, equipment or systems failures, shortages of fuel or other necessary supplies, failure of telecommunications lines or systems, default or suppliers or sub-contractors, theft, malicious damage, strike, lock out or industrial action of any kind.

7. Exclusion of liability for loss of profit etc

AAIS shall not, in any event, and to the extent permitted by law, have any responsibility for

- a) any increased costs or expenses; or
- b) any loss of
 - (i) profit; or
 - (ii) business; or
 - (iii) contracts; or
 - (iv) revenue; or
 - (v) anticipated savings; or
- c) for any special or indirect losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), from breach of contract or otherwise.

For the avoidance of doubt, nothing in this clause or these Terms & Conditions shall exclude or restrict the AAIS's liability for negligence resulting in death or personal injury.

8. Third parties

None of the Terms and Conditions, or benefits, of this Contract are enforceable by anyone else other than the Member. For the avoidance of doubt, and without limiting the above, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement or amendment of such act, are excluded.

9. Interpretation: use of English law & language

This contract is written in English and is governed by, and should be interpreted under, the laws of England and Wales.

10. What to do if you have a complaint?

We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation.

There are several ways you can contact us:

Phone: 0344 209 0556
0161 333 5910

Email: customersupport@theAA.com

Post: Member Relations
The Automobile Association
Lambert House
Stockport Road
Cheadle, Cheshire
SK8 2DY

Fax: 0161 488 7544

Text Phone users can contact us using Next Generation Texting by prefixing any of our numbers with 18001. We will either acknowledge your complaint within 5 working days of receipt, or offer you our final response if we have concluded our investigations within this period. If we acknowledge your complaint, we will advise you who is dealing with it and when we expect to respond. We aim to respond fully within 8 weeks. However, if we are unable to provide a final response within this period we will write to you before this time and advise why we have not been able to offer a final response and how long we expect our investigations to take. 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.

There are several ways you can contact them:

Phone: 0800 023 4567 or 0300 123 9 123

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Post: The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Please note that consumer disputes relating to a product or service that has been bought online may be submitted to the European Commission Online Dispute Resolution platform at the following website : <http://ec.europa.eu/odr>.

11. Is AAIS covered by the Financial Services Compensation Scheme (FSCS)?

The activities of AAIS in arranging AA membership Breakdown Cover are covered by the FSCS. You may be entitled to compensation from the scheme if AAIS cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance arranging is covered for 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or telephone 0800 678 1100 or 0207 741 4100.

12. Use of headings

The headings used above are for convenience only and shall not affect the interpretation of its contents.

USE OF YOUR PERSONAL INFORMATION

Use of your Personal Data

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. It applies to all products and services, and cases/examples where we collect your personal data.

The AA plc and our Data Protection Officer

We're The AA PLC, Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA. We are a data controller of your personal data. The AA Group of companies means AA PLC, together with any entity in which AA PLC directly or indirectly has at least a 50% shareholding and where we act in support of the AA Charitable Trust for Road Safety and the Environment.

We have a dedicated data protection officer ("DPO"). You can contact the DPO by writing to the above address, marking it for the attention of the DPO, or by using the contact details in your policy terms and condition or going to the Contact Us section of our website.

1. What kinds of personal information about you do we process?

Personal information that we'll process in connection with all of our products and services, if relevant, includes:

- **Personal and contact details**, such as title, full name, contact details and contact details history;
- **Your date of birth, gender and/or age**;
- **Your nationality**, if needed for the product or service;
- **Details of beneficiaries**, such as joint policy holders, named drivers, beneficiaries of our products or services;
- **Family members** (if relevant to the product or service);
- **Records of your contact with us** such as via the phone number of our breakdown service and, if you get in touch with us online using our online services or via our smartphone app, details such as your mobile phone location data, IP address and MAC address;
- **Products and services** you hold with us, as well as have been interested in and have held and the associated payment methods used;
- **The usage of our products and services**, any call outs and claims, and whether those claims were paid out or not (and details related to this);
- **Marketing to you and analysing data**, including history of those communications, whether you open them or click on links, and information about products or services we think you may be interested in, and analysing data to help target offers to you that we think are of interest or relevance to you;
- **Vehicle information**, such as make and model, faults, repairs and repair costs. Offers may include our car, insurance, financial services, connected car, travel and any of our other products and services;
- **Telematics and driving information** about your vehicle (including assessing and predicting faults or issues), driving style (including recommending improvements and assessing risk associated with your driving style), location and routes taken (for example, if you have Car Genie);
- **Driving school assessment**, including feedback and analysis of your instructor;
- **Information about your use of products or services held with our business partners**, such as insurance policies, mortgage, savings or financial services and products;
- **Information we obtained from third parties**, including information about insurance risk, pricing, claims history, instances of suspect fraud and usage history;

- **Personal information which we obtain from Credit Reference Agencies and Fraud Prevention Agencies** (see the section on 'Fraud Prevention Agencies' below), including public (e.g. defaults, CCJs) and shared credit history, financial situation and financial history;
- **Fraud, debt and theft information**, including details of money you owe, suspected instances of fraud or theft, and details of any devices used for fraud;
- **Criminal records information**, including alleged offences, for example if you apply for car insurance;
- **Information about your health or if you are a vulnerable customer;**
- **Information about your property**, such as location, value, number of rooms, property type and building work you've had done;
- **Financial details about you**, such as your salary and details of other income, details of your savings, details of your expenditure, and payment method(s);
- **Details about all of your existing borrowings and loans**, if relevant;
- **Information about your employment status**, if relevant;
- **Information about your property occupier status**, such as whether you are a tenant, live with parents or are an owner occupier of the property where you live at the time of your application;
- **Your residency and/or citizenship status**, if relevant, such as your nationality, your length of residency in the UK and/or whether you have the permanent right to reside in UK;
- **Your marital status, family, lifestyle or social circumstances**, if relevant to the product (for example, the number of dependents you have or if you are a widow or widower);
- **Information we buy or rent from third parties**, including demographic information, vehicle details, details of outstanding finance, vehicle claims history, marketing lists, publicly available information, and information to help improve the relevance of our products and services;
- **Insights about you and our customers** gained from analysis or profiling of customers;
- Where relevant, **information about any guarantor** which you provide in any application;
- **Third party transactions**; such as where a person other than the account holder uses the service, information about that person and the transaction; and
- **Tax information**, if relevant (for example, for savings accounts).

2. What is the source of your personal information?

We'll collect personal information from the following general sources:

- From you directly, and any information from family members, associates or beneficiaries of products and services;
- Information generated about you when you use our products and services;
- From a broker or other intermediary (e.g. comparison site) who we work with to provide products or services or quote to you;
- AA Group companies, if you already have a product with them, have applied for one or have held a one previously;
- Business partners (e.g. financial services institutions, insurers), account beneficiaries, or others who are a part of providing your products and services or operating our business;
- From other sources such as Fraud Prevention Agencies, Credit Reference Agencies, other lenders, HMRC, DWP, publicly available directories and information (e.g. telephone directory, social media, internet, news articles), debt recovery and/or tracing agents, other organisations to assist in prevention and detection of crime, police and law enforcement agencies; and
- We buy or rent information about you or customers generally from third parties, including demographic information, vehicle details, claims history, fraud information, marketing lists, publicly available information, and other information to help improve our products and services or our business.

3. What do we use your personal data for?

We use your personal data, including any of the personal data listed in section 1 above, for the following purposes:

- Assessing an application for a product or service you hold with us, including considering whether or not to offer you the product or service, the price, the risk of doing so, availability of payment method and the terms;
- Managing products and services relating to the product or service, or application for one;
- Updating your records, tracing your whereabouts, and recovering debt;
- Managing any aspect of the product or service;
- To make automated decisions on whether to offer you a product or service, or the price, payment method, risk or terms of it;
- To perform and/or test the performance of our products, services and internal processes;
- To improve the operation of our business and that of our business partners;
- To follow guidance and best practice under the change to rules of governmental and regulatory bodies;
- For management and auditing of our business operations including accounting;
- To carry out checks at Credit Reference and Fraud Prevention Agencies pre-application, at application, and periodically after that;
- To monitor and to keep records of our communications with you and our staff (see below);
- To administer our good governance requirements and those of other members of our Group, such as internal reporting and compliance obligations or administration required for Annual General Meeting (“AGM”) processes;
- For market research and analysis and developing statistics;
- Assessing and profiling aspects of your vehicle (including assessing and predicting faults or issues), driving style (including recommending improvements and assessing risk associated with your driving style), location and routes taken (if relevant to your product or service);
- For direct marketing communications and related profiling to help us to offer you relevant products and service, including deciding whether or not to offer you certain products and service. We'll send marketing to you by SMS, email, phone, post, social media and digital channels (e.g. using Facebook Custom Audiences and Google Custom Match). Offers may relate to any of our products and services such as cars, roadside assistance, money and financial services, insurance, travel, member offers (“Member Benefits”) as well as to any other offers and advice we think may be of interest;
- To provide personalised content and services to you, such as tailoring our products and services, our digital customer experience and offerings, and deciding which offers or promotions to show you on our digital channels;
- To develop new products and services and to review and improve current products and services;
- To comply with legal and regulatory obligations, requirements and guidance;
- To provide insight and analysis of our customers both for ourselves and for the benefit of business partners either as part of providing products or services, helping us improve products or services, or assess or improve the operating of our businesses;
- To share information, as needed, with business partners (e.g. financial services institutions, insurers), account beneficiaries, service providers or as part of providing and administering our products and services or operating our business;
- To facilitate the sale of one or more parts of our business;
- To enable other AA group companies to perform any of the above purposes; and
- To process any donations made to the AA Charitable Trust.

4. What are the legal grounds for our processing of your personal information (including when we share it with others)?

We rely on the following legal bases to use your personal data:

- 1) **Where it is needed to provide you with our products or services**, such as:
 - a) Assessing an application for a product or service you hold with us, including consider whether or not to offer you the product, the price, the payment methods available and the conditions to attach;
 - b) Managing products and services you hold with us, or an application for one;
 - c) Updating your records, tracing your whereabouts to contact you about your account and doing this for recovering debt (where appropriate);
 - d) Sharing your personal information with business partners and services providers when you apply for a product to help manage your product;
 - e) All stages and activities relevant to managing the product or service including enquiry, application, administration and management of accounts, illustrations, requests for transfers of equity, setting up/changing/removing guarantors; and
 - f) For some of our profiling and other automated decision making to decide whether to offer you a product and/or service, particular payment method and the price or terms of this.
- 2) Where **it is in our legitimate interests to do so**, such as:
 - a) Managing your products and services relating to that, updating your records, tracing your whereabouts to contact you about your account and doing this for recovering debt (where appropriate);
 - b) To perform, test the performance of, our products, services and internal processes;
 - c) To follow guidance and recommended best practice of government and regulatory bodies;
 - d) For management and audit of our business operations including accounting;
 - e) To carry out searches at Credit Reference Agencies pre-application, at the application stage, and after that. Where you have been introduced to us by a broker or other intermediary they may do these searches on our behalf;
 - f) To carry out monitoring and to keep records of our communications with you and our staff (see below);
 - g) To administer our good governance requirements and those of other members of our Group, such as internal reporting and compliance obligations or administration required for AGM processes;
 - h) For market research and analysis and developing statistics;
 - i) For direct marketing communications and related profiling to help us to offer you relevant products and services, including deciding whether or not to offer you certain products and service. We'll send marketing to you by SMS, email, phone, post and social media and digital channels (e.g. using Facebook Custom Audiences and Google Custom Match);
 - j) Subject to the appropriate controls, to provide insight and analysis of our customers to business partners either as part of providing products or services, helping us improve products or services, or to assess or to improve the operating of our businesses;
 - k) For some of our profiling and other automated decision making; and
 - l) When we share your personal information with these other people or organisations other than for providing products and services to you, as necessary for running our business or comply with legal or regulatory obligations.
- 3) To comply with our **legal obligations**
- 4) With your **consent or explicit consent**:
 - a) For some direct marketing communications;
 - b) For some of our profiling and other automated decision making; and

- c) For some of our processing of special categories of personal data such as about your health, if you are a vulnerable customer or some criminal records information.

5) For a **public interest**, such as:

- a) Processing of your special categories of personal data such as about your health, criminal records information (including alleged offences), or if you are a vulnerable customer.

5. When do we share your personal information with other organisations?

We may share information with the following third parties for the purposes listed above:

- AA Group companies and service providers;
- Business partners (e.g. financial services institutions, insurers), account beneficiaries, or others who are a part of providing your products and services or operating our business;
- Governmental and regulatory bodies such as HMRC, the Financial Conduct Authority, the Prudential Regulation Authority, the Ombudsman, the Information Commissioner's Office and under the Financial Services Compensation Scheme;
- Other organisations and businesses who provide services to us such as debt recovery agencies, back up and server hosting providers, IT software and maintenance providers, document storage providers and suppliers of other back office functions;
- Credit Reference and Fraud Prevention Agencies (see below); and
- Market research organisations who help us to develop and improve our products and services.

6. How and when can you withdraw your consent?

Where we're relying upon your consent to process personal data, you can withdraw this at any time by contacting us using the contact details in your policy documents or going to the Contact Us section of our website.

7. Is your personal information transferred outside the UK or the EEA?

We're based in the UK, but sometimes your personal information may be transferred outside the European Economic Area. If we do so, we'll make sure that suitable safeguards are in place, for example by using approved contractual agreements, unless certain exceptions apply.

8. How do we share your information with credit reference agencies?

To process your application, we'll perform credit and identity checks on you with one or more credit reference agencies (**CRAs**). Where you take insurance, financial or credit from us we may also make periodic searches at CRAs to manage your account with us. To do this, we'll supply your personal information to CRAs and they will give us information about you. This will include information from your credit application and about your financial situation and financial history. CRAs will supply to us both public (including the electoral register) and shared credit, financial situation and financial history information and fraud prevention information.

We'll use this information to:

- Assess your creditworthiness and whether you can afford to take the product;
- Verify the accuracy of the data you have provided to us;
- Prevent criminal activity, fraud and money laundering;
- Manage your account(s);
- Assess payment methods available to you;
- Trace and recover debts; and
- Make sure any offers provided to you are appropriate to your circumstances.

We'll continue to exchange information about you with CRAs while you have a relationship with us. We'll also notify the CRAs about your settled accounts. If you borrow and don't repay in full and on time, CRAs will record the outstanding debt. This information may be given to other organisations by CRAs. **The identities of the CRAs, their role as fraud prevention agencies, the data they hold, the ways in which they use and share personal information, data retention periods and your data protection rights with the CRAs are explained in more detail on our website.**

When CRAs receive a search from us they will place a search footprint on your credit file that may be seen by other lenders.

If you're making a joint application, or tell us that you have a spouse or financial associate, we'll link your records together, so you should make sure you discuss this with them, and share with them this information, before lodging the application. CRAs will also link your records together and these links will remain on your and their files until such time as you or your partner successfully files for a disassociation with the CRAs to break that link.

9. How do we share your information with Fraud Prevention Agencies?

This is explained in a separate leaflet available on our website or by using the contact details in your policy documents.

10. What should you do if your personal information changes?

You should tell us so that we can update our records. The contact details for this purpose are in your policy documents. We'll then update your records if we can.

11. Do you have to provide your personal information to us?

We're unable to provide you with our products or services if you do not provide certain information to us. In cases where providing some personal information is optional, we'll make this clear.

12. Do we do any monitoring involving processing of your personal information?

In this section, monitoring means any: listening to recording of, viewing of, intercepting of, or taking and keeping records (as the case may be) of calls, email, text messages, social media messages, in person face to face meetings and other communications.

We may monitor where permitted by law and we'll do this where the law requires it, or to comply with regulatory rules, to prevent or detect crime, in the interests of protecting the security of our communications systems and procedures, and for quality control and staff training purposes. This information may be shared for the purposes described above.

13. What about other automated decision making?

We sometimes make decisions about you using only technology, where none of our employees or any other individuals have been involved. For instance, we may do this to: decide whether to offer you a product or service, to determine the risk of doing so, the price we will offer, whether to offer you credit, what terms and condition to offer you, assess lending, insurance and business risks, or to assess what payment methods we can offer you. We may also do this using data from other parts of the AA, including product or services details (including usage of them or claims made) and telematics data captured including on your vehicle, driving behaviour and location information.

We'll do this where it is necessary for entering into or performing the relevant contract, is authorised by laws that apply to us, or is based on your explicit consent.

14. For how long is your personal information retained by us?

Unless we explain otherwise to you, we'll hold your personal information based on the following criteria:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations;
- For as long as we provide goods and/or services to you and then for as long as someone could bring a claim against us; and/or
- Retention periods in line with legal and regulatory requirements or guidance.

15. What are your rights under data protection laws?

Here is a list of the rights that all individuals have under data protection laws. They don't apply in all circumstances. If you wish to use any of them, we'll explain at that time if they are engaged or not. The right of data portability is only relevant from May 2018.

- The right **to be informed** about your processing of your personal information;
- The right to have your personal information **corrected if it is inaccurate** and to have **incomplete personal information completed**;

- The right **to object** to processing of your personal information;
- The right **to restrict processing** of your personal information;
- The right **to have your personal information erased** (the “right to be forgotten”);
- The right to **request access** to your personal information and to obtain information about how we process it;
- The right to **move, copy or transfer your personal information** (“data portability”); and
- Rights in relation to **automated decision making which has a legal effect or otherwise significantly affects you.**

You have the right to complain to the Information Commissioner’s Office which enforces data protection laws - <https://ico.org.uk/>. You can contact our DPO for more details on all the above.

16. Your right to object

You have the right to object to certain purposes for processing, in particular to data processed for direct marketing purposes and to data processed for certain reasons based on our legitimate interests. You can contact us using the contact details in your policy documents to exercise these rights.

17. What are your marketing preferences and what do they mean?

We may use your home address, phone numbers, email address and social media or digital channels (e.g. Facebook, Google and message facilities in other platforms) to contact you according to your marketing preferences. You can stop our marketing at any time by contacting us using the details below or by following the instructions in the communication.

Changes to this privacy notice

We may change this privacy notice from time to time by updating this page in order to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you revisit our website – theaa.com/privacy-policy.

Contact Us

If you have any questions about this privacy notice, or if you wish to exercise your rights or contact the DPO, you can use the contact details in your policy book or you can go to the Contact Us section of our website. Alternatively, you can write to AA PLC, Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA, marking it for the attention of the DPO or email dataprotection@theaa.com.

COMPANY DETAILS

Automobile Association Developments Limited, trading as AA Breakdown Services, is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Registered office: Fanum House, Basing View, Basingstoke RG21 4EA. Registered in England and Wales Number: 01878835.

Acromas Insurance Company Limited 57-63 Line Wall Road, Gibraltar. Registered Number 88716 (Gibraltar). Acromas Insurance Company Limited is authorised by the Financial Services Commission, Gibraltar. Acromas Insurance Company Limited is a member of the Association of British Insurers.

Automobile Association Insurance Services Limited is an insurance intermediary authorised and regulated by the Financial Conduct Authority. Registered office: Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA. England and Wales. Company registration number 2414212.

AA Underwriting Insurance Company Limited First Floor, Grand Ocean Plaza, Ocean Village, Gibraltar. Registered Number 106606 (Gibraltar). AA Underwriting Insurance Company Limited is authorised by the Financial Services Commission, Gibraltar. AA Underwriting Insurance Company Limited is a member of the Association of British Insurers.

USEFUL CONTACT INFORMATION

For Breakdown Assistance in the UK:	0800 88 77 66
To renew Your membership:	0800 43 59 80
To purchase European Breakdown Cover:	0800 444 500
Enquiries or policy changes:	0343 316 4444 customersupport@theAA.com
For Breakdown Assistance in the Republic of Ireland (under discretionary/reciprocal arrangements)	00800 88 77 66 44
For free help and advice following a road traffic accident you can call AA Accident Response on	0800 048 2678

SMS text messaging is available for use by deaf, hard of hearing or speech impaired Members in a breakdown situation by sending an SMS to 07860 027 999.

Information is available in large print, audio and Braille on request. Please call 0800 262 050 for details.

Text Phone users can contact us using Next Generation Texting by prefixing any of our numbers with 18001.

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