

first direct

First Directory Motor Breakdown Assistance

Policy Terms and Conditions

Effective from 1 July 2023

Please read this policy document and keep it for reference.

Call **0800 046 83 11** in the event of a Motor Breakdown in the UK, or **+44 1603 606 385** in the event of a Motor Breakdown in Europe.

- Emergency roadside repairs, including from your home address.
- Cover is for you as a driver or passenger in an eligible vehicle within the UK and Europe.

First Directory Motor Breakdown Assistance: Policy Terms and Conditions

1. Introduction

These are the terms and conditions for your First Directory Motor Breakdown Assistance policy which is administered by Aviva Insurance Limited. Registered in Scotland 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our firm reference number is 202153. You may check this information and obtain further information about how the Financial Conduct Authority protect you by visiting www.register.fca.org.uk. Provided by RAC Motoring Services Registered No 01424399 and/or RAC Insurance Limited Registered No 2355834. Registered in England. Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority. FCA firm reference number 310208. RAC Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA firm reference number 202737. You may check this information and obtain further information about how the Financial Conduct Authority protect you by visiting www.register.fca.org.uk.

These terms and conditions give you full details of what is covered, what is not covered, the limits and conditions that apply and how to make a claim – you should read them and keep them in a safe place. If you fail to comply with these terms and conditions, the RAC may refuse cover in the event of a claim.

If you need to contact **first direct** regarding the administration of this insurance, please call us on **03 456 100 100**.

Definition of words

When the following words or phrases appear in bold, they will have the meanings described below:

Beyond economical repair	When the total cost required to repair the vehicle , including any taxes, is greater than the market value of the vehicle . If the vehicle has broken down or been involved in a road traffic collision in Europe , the total cost required to repair the vehicle will be based on the estimate for repair provided by the service provider in the applicable country in Europe where the breakdown or road traffic collision has occurred.
Breakdown, Breaks down, Broken down	An event that stops the vehicle from being driven because of a mechanical or electrical failure (including battery failure, running out of fuel and flat tyres) but not as a result of misfuel, a road traffic collision , fire, flood, theft, acts of vandalism, any fault caused by actions or omissions of the driver of the vehicle (other than running out of fuel or battery failure), or any key related issue (other than keys locked in the vehicle).
Claim, Call-out	Each separate request for service or benefit for cover under any section of this policy.
Caravan, Trailer	Any caravan or trailer that is less than (a) 3,500kg (3.5 tonnes); (b) 7.0 metres (23ft) long including a tow bar; (c) 2.55 metres (8ft 4in) wide; and (d) 3.0 metres (9ft 10in) high.
Europe	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Republic of Ireland, Romania, Russian mainland (west of Urals), San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla), Sweden, Switzerland, Turkey (European side plus Uskudar), Ukraine, Vatican City and any offshore islands of the above, except overseas territories outside of Europe.

Home	The address in the UK where you live permanently.
Journey	Means a holiday or trip in a vehicle to Europe which begins on departure from the home and ends on return to the home .
Market value	The market value in the UK as reasonably determined by the RAC , in accordance with published industry data (using Glass's Guide or other appropriate trade vehicle valuation guides), of a vehicle, based upon a vehicle of the equivalent age, make, recorded mileage and model as the vehicle .
RAC	<ul style="list-style-type: none"> • Section A means RAC Motoring Services; • Sections B and C means RAC Insurance Limited; • Additional Services means RAC Motoring Services; and <p>In each case any person employed or engaged to provide certain services on their behalf.</p>
Reimburse, Reimbursement	Reimbursement by the RAC under the reimbursement process.
Road traffic collision	For the purposes of Section C only, a traffic collision in Europe that immobilises the vehicle ; and For all other sections, means a traffic collision involving a vehicle within the UK .
UK	England, Wales, Scotland, Northern Ireland and, for the purpose of this policy, includes the Channel Islands and the Isle of Man.
Vehicle	<p>A UK registered vehicle that is either:</p> <ul style="list-style-type: none"> • a car or light van with a maximum length of 6.4 metres (21ft), maximum weight of 3,500kg (3.5 tonnes) and a maximum width of 2.55 metres (8ft 4in) wide; or • a motorhome with a maximum length of 7.0 metres (23ft) long including a tow bar, maximum weight of 3,500kg (3.5 tonnes) and maximum width of 2.55 metres (8ft 4in) wide.
You, your, yourself, yours	Means the First Directory holder who is driving the vehicle for their own personal use or who is a passenger in the vehicle and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

2. Period of Cover

First Directory Motor Breakdown Assistance is available to **you** as a First Directory holder (the person or persons named on the **first direct** 1st Account from which the monthly fee is deducted).

Your cover will begin as soon as **you** become a First Directory holder. This cover will end with effect from the first date on which any of the following happen:

- **you** cease to be a resident within the **UK** (meaning that **your home** is no longer there)
- **you** are no longer a First Directory holder
- **first direct** removes this cover as a benefit of First Directory.

3. Your cover

This policy covers **you** in the event of **vehicle breakdown**. **Your** cover is personal to **you**. **You** are therefore covered whilst travelling in any eligible **vehicle** as a driver or passenger and in attendance at the time of the **breakdown**.

First Directory Motor Breakdown Assistance has been designed to protect **you** against costs incurred in the event of a **breakdown** within the **UK** or **Europe**.

IMPORTANT

- In order to make a claim under Section B (Onward Travel), the **RAC** must have first attended under Section A (Roadside Assistance, At Home and Recovery);
- There is a limit to the amount that is covered for certain types of **claims** or for certain sections, as set out in this policy.

Meeting your needs

- This policy is intended to offer services relating to the **breakdown of vehicles**. It meets the demands and needs of those who wish to ensure the risk of the **breakdown of vehicles** is met now and in the future and that certain additional risks relating to the **breakdown of vehicles** are met.
- There are general conditions that apply to all sections. There are also specific conditions that are set out in each section that apply to each section. **You** must meet all of these conditions.
- All requests for service must be made directly to the **RAC**.

Additional benefits

Urgent message relay

If the **vehicle** has **broken down** and **you** need to get in touch with friends and family urgently, the **RAC** will get a message to them.

Replacement driver

If **you** become ill during a journey in the **UK** and no one within the party can drive the **vehicle**, the **RAC** may be able to provide a replacement driver. This service is discretionary, and the **RAC** will decide whether or not to provide this service.

Additional services

The **RAC** can provide additional services that are not included in **your** policy but the **RAC** will charge for these, for example to:

1. Purchase the replacement parts **you** need to get on **your** way;
2. Pay for specialist equipment, i.e. equipment that is not normally required by the **RAC** to complete repairs and recoveries, for example winching and specialist lifting equipment;
3. Extend the hire time for a replacement car; or
4. Arrange a second or extended recovery.

If **you** need extra help, the **RAC** will agree the costs up front and will need full payment before the **RAC** can help. If **you** are the First Directory holder, **you** will be responsible for any additional charges. This means if the **RAC** help someone under **your** policy and they cannot pay, the **RAC** will invoice **you**. This is why the **RAC** request proof of identity at the **breakdown**.

Hire Car Terms

What is covered

Certain sections of this policy include the supply of a hire car and the following terms will apply:

1. Hire cars must be arranged with the **RAC** within 24 hours of the time of **breakdown**
2. For Section B the **RAC** will arrange and pay for the hire of a compact saloon for up to 24 hours
3. For Section C the **RAC** will arrange and pay for the hire of a compact saloon for up to 14 days, or until the **vehicle** has been fixed, if sooner. If the **vehicle** has more seats than the hire car that the **RAC** provide and **you** require more seats, the **RAC** may need to provide two hire cars.
4. If **you** are not eligible for a hire car arranged by the **RAC** for any reason, such as not meeting the hire car provider's terms (e.g. **you** have points on **your** driving licence) and choose to hire a car **yourself**, **you** should let the **RAC** know before **you** hire a car. If the **RAC** have agreed the cost, they will **reimburse** this cost up to a maximum of £35 per day;
5. Where the **RAC** arrange a hire car, the **RAC** will pay the insurance and collision damage waiver (this covers the cost of damage, but in the case of an accident **you** would still need to pay the excess).

What is not covered

In addition to the conditions and exclusions which apply to this whole policy, there is no cover for:

1. Any specific car make, model or accessories, including tow bars; or
2. Any cost of:
 - a. delivery and collection of the car hire and any fuel used;
 - b. fuel while using the car hire; or
 - c. any insurance excess and additional costs.

Cover Sections

Section A - Roadside Assistance, At Home and Recovery

What is covered

First Directory Motor Breakdown Assistance includes cover for roadside assistance and recovery. If the **vehicle breaks down** within the **UK**, the **RAC** will:

1. Send help to repair the **vehicle** at the roadside. This could be a permanent or temporary repair; or
2. If the **RAC** are unable to repair the **vehicle** at the roadside, the **RAC** will recover the **vehicle**, **you** and up to seven passengers travelling in the **vehicle** to a single destination chosen by **you** within the **UK**. For long distances the **RAC** may use more than one recovery vehicle.
3. If the **vehicle** has **broken down** due to misfuelling, the **RAC** will recover the **vehicle** to a destination within 10 miles of the **breakdown**.
4. If the **vehicle** has **broken down** due to a tyre fault and the **vehicle** is not carrying a serviceable spare tyre, the tyre repair equipment provided by the **vehicle's** manufacturer or a locking wheel nut, the **RAC** will recover the **vehicle** to a destination within 10 miles of the **breakdown**.

If the **RAC** recovers the **vehicle** to a garage, they will **reimburse you** for taxi costs for **you** and up to seven passengers travelling in the **vehicle** to continue the journey to a single destination within 20 miles.

Please note: Recovery must be arranged with the **RAC** while the **RAC** are at the scene.

Caravans or Trailers

If a **caravan** or **trailer breaks down** within the **UK** more than a quarter of a mile from **your home**, the **RAC** will send help to repair the **caravan** or **trailer** at the roadside. This could be a permanent or temporary repair.

The **RAC** will not provide any other cover under this policy if a **caravan** or **trailer breaks down**. However, if a **vehicle breaks down** and there is a **caravan** or **trailer** attached to it, the **RAC** will recover the **caravan** or **trailer** as well.

What is not covered

In addition to the conditions and exclusions which apply to this whole policy, there is no cover for:

1. The cost of any replacement parts;
2. The fitting of replacement parts, including batteries, supplied by anyone other than the **RAC**;
3. Any **breakdown** resulting from a fault that the **RAC** have previously attended and:
 - a. the original fault has not been properly repaired; or
 - b. the **RAC's** advice after a temporary repair has not been followed;
4. A second recovery owing to the intended original destination being closed or inaccessible; or
5. Recovery for **caravans** or **trailers** if the **caravan** or **trailer breaks down**.

Section B – Onward Travel

This policy includes cover for onward travel.

What is covered

If the **RAC** attend a **breakdown** under Section A (Roadside Assistance, At Home and Recovery) and cannot fix the **vehicle** on the same day, the **RAC** will help by making arrangements to allow the continuation of the journey. **You** can choose one of the following options, subject to availability:

- Hire Car;
- Alternative transport; or
- Overnight accommodation.

Hire Car

Please see Hire Car terms section. Hire Cars must be arranged with the **RAC** within 24 hours of the time of **breakdown**.

Alternative transport

If **you** would prefer to continue the journey by air, rail, taxi or public transport, the **RAC** will **reimburse you** for a standard class ticket up to the value of £150 per person or £500 for the whole party, whichever is less.

Overnight accommodation

If **you** decide that waiting for the **vehicle** to be fixed is best, the **RAC** will arrange one night's bed and breakfast accommodation, up to a value of £150 per person or £500 for the whole party, whichever is less.

Assistance in a medical emergency

What is covered

The **RAC** will also help if **you** or one of the passengers suddenly or unexpectedly falls ill and needs medical help before the end of the **journey**. The **RAC** will help to:

1. book one night's bed and breakfast accommodation for **you** and up to seven passengers travelling in the **vehicle** if the hospital is more than 20 miles from **home**. The **RAC** will **reimburse** up to £150 per person or £500 for the whole party, whichever is less; and
2. arrange to get the patient home or to a local hospital as soon as they are fit to travel.

What is not covered

In addition to the conditions and exclusions which apply to this whole policy, the **RAC** will not assist where **you** or one of the passengers is taken ill during a planned journey to or from a doctor's surgery or hospital, including planned doctor or hospital appointments or emergencies.

Section C - European Motoring Assistance

This policy includes cover for European motoring assistance. The cover under this section is subject to an aggregate overall limit of £2,500 per **call out** and is subject to further limits in respect of each type of cover. Each **journey** is limited to a maximum of 90 days.

Section C1 - Onward Travel in the UK

What is covered

If the **RAC** attend a **breakdown** under Section A (Roadside Assistance, At Home and Recovery) and cannot fix the **vehicle** by the date **you** intend to start a **journey** and the **breakdown** occurs within 24 hours of the date **you** intend to start a **journey**, the **RAC** will arrange a hire car for the continuation of **your journey** up to the value of £125 per day for up to 14 days and up to a maximum of £1,500 in total.

The **RAC** may ask for proof of the date **you** intended to start **your journey**.

What is not covered

In addition to the conditions and exclusions which apply to Section C (European Motoring Assistance) and the conditions and exclusions which apply to this whole policy, there is no cover for requests following a **road traffic collision**.

Section C2 - Roadside Assistance in Europe

What is covered

If the **vehicle breaks down** or is involved in a **road traffic collision** in **Europe** during a **journey**, the **RAC** will send help to either:

1. Repair the **vehicle** at the roadside. This could be a permanent or temporary repair; or
2. If the **RAC** are unable to repair the **vehicle** at the roadside, the **RAC** will:
 - a. recover the **vehicle** and **you** and up to seven passengers travelling in the **vehicle** to a local garage for fault diagnosis on the **vehicle**
 - b. pay for the initial fault diagnosis to find the next course of action
 - c. contribute towards the garage labour charges of up to £150 when the **vehicle** can be repaired on the same day
 - d. help **you** purchase replacement parts if they cannot be found locally, and pay for them to be delivered

The **RAC** will also relay any urgent messages from **you** to a contact of **your** choice.

What is not covered

In addition to the conditions and exclusions which apply to Section C (European Motoring Assistance) and the conditions and exclusions which apply to this whole policy, there is no cover for:

1. Repair costs, including garage labour charges:
 - a. if the **vehicle** was in a **road traffic collision**
 - b. If the **breakdown** is as a result of the **vehicle** being misfuelled
 - c. if the **vehicle** repair costs will be more than its **market value**
2. The costs of any replacement parts

Note: By claiming under this section **you** are authorising the **RAC** and the garage to undertake fault diagnosis.

Section C3 - Onward Travel in Europe

What is covered

If the **vehicle** has a **breakdown** or is involved in a **road traffic collision** during a **journey** in **Europe** and the **RAC** establish that the repairs cannot be completed within 12 hours, the **RAC** will help **you** by making arrangements for **you** and up to seven passengers travelling in the **vehicle** to continue the **journey**. **You** can choose either:

1. Alternative transport
2. Additional accommodation expenses

Alternative transport

The **RAC** will arrange either:

1. A hire car as a replacement until the **vehicle** has been fixed, for up to 14 consecutive days
2. A standard class ticket up to the value of £125 per person per day, up to a maximum of £1,500 in total for travel by air, rail, taxi or public transport

Additional accommodation expenses

The **RAC** will arrange and pay for additional accommodation expenses if **you** are unable to use **your** pre-arranged accommodation for up to £30 per person per day, up to a maximum of £500, for **you** and up to seven passengers travelling in the **vehicle**.

Getting your passengers home

The **RAC** will provide alternative transport as above to get **you** and up to seven passengers travelling in the **vehicle** back **home** if:

1. The **vehicle** is brought back **home** under Section C4 (Getting the Vehicle Home)
2. The **RAC** establish that the repair costs to the **vehicle** exceed its **market value** under Section C4 (Getting the Vehicle Home)

What is not covered

In addition to the conditions and exclusions which apply to Section C (European Motoring Assistance) and the conditions and exclusions which apply to this whole policy, there is no cover for:

1. Accommodation where **you** have suitable alternative accommodation that can be used
2. **Breakdowns** as a result of the **vehicle** being misfuelled
3. Cover under this section will stop once:
 - a. The **vehicle** has been repaired to a roadworthy condition
 - b. The decision to bring the **vehicle home** is made by the **RAC** or any motor insurer
 - c. The **RAC** establish that the repair costs to the **vehicle** exceed its **market value**

Once **you** are notified of cover ending, if **you** have a hire car, it must be returned to the place agreed with the **RAC** within 24 hours. **You** can keep the hire car for longer if **you** agree this with the **RAC** first and pay for it.

Section C4 - Getting the Vehicle Home

What is covered

If the **RAC** attend a **breakdown** or a **road traffic collision** in **Europe** under Section C2 (Roadside Assistance in Europe) and the **vehicle** cannot be repaired before the planned return to the **UK**, the **RAC** will arrange and pay for:

1. Recovery of the **vehicle** to a single destination of **your** choice within the **UK**
2. Storage charges for the **vehicle** whilst waiting for the **vehicle** to be returned to the **UK**
3. If the **vehicle** is repaired in **Europe**, the cost for one person to travel to collect the **vehicle** by standard class rail or air fare and public transport of up to £600 and a contribution towards room-only accommodation of up to £30 per day
4. If the cost of repairing the **vehicle** is greater than its **market value** as a result of a **breakdown** and it has to be disposed of abroad under Customs supervision, the **RAC** will pay the cost of the import duty
5. **Reimbursement** for a hire car, for up to 24 hours, in the **UK** once the **RAC** have brought **you** and up to seven people travelling in the vehicle **home** under Section C3 (Onward Travel in Europe), until the **vehicle** is brought back to the **UK**

The **RAC** will take **you** and up to seven passengers travelling in the **vehicle home** under Section C3 (Onward Travel in Europe).

It is the **RAC's** decision whether to get the **broken down vehicle home** or have it repaired locally. The **RAC** will follow the motor insurer's decision whether to get the **vehicle home** or have it repaired locally following a **road traffic collision** covered by any motor insurance.

IMPORTANT

Following authorisation by the **RAC**, it can take up to 14 working days for the **vehicle** to be delivered back to the **UK**. At busy times and from some countries it may take longer.

If the **RAC** do not bring the **vehicle** back to the **UK**, **you** will have 10 weeks in which to advise the **RAC** of how **you** wish to recover or dispose of it. If **you** do not contact the **RAC** within 10 weeks, the **RAC** will dispose of it at **your** cost.

What is not covered

In addition to the conditions and exclusions which apply to Section C (European Motoring Assistance) and the conditions and exclusions which apply to this whole policy, there is no cover for:

1. Any costs:
 - a. if the **vehicle** is **beyond economical repair**;
 - b. if the **breakdown** is as a result of the **vehicle** being misfuelled;
 - c. covered under any other motor insurance policy;
 - d. relating to storage once **you** have been notified that the **vehicle** is ready to collect; and
 - e. relating to any costs incurred as a result of actions or omissions of any motor insurers;
2. Taking the **vehicle back home** if:
 - a. the **vehicle** is roadworthy; or
 - b. a Customs officer or other official finds any contents in the **vehicle** that are not legal in that country;
3. Any import duties not relating to the **vehicle**, for example relating to items carried in the **vehicle**; or
4. The costs of fuel, insurance or meals.

The **RAC** will only cover costs under this section up to the **market value**, so if **you** want the **RAC** to bring the **vehicle home** and the costs of bringing the **vehicle home** exceed this amount, **you** will need to pay any costs above this amount before the **RAC** make arrangements.

Section C5 - Vehicle Break-in Emergency Repairs

What is covered

Before claiming under this section, the break-in must be reported to the police within 24 hours of the break-in being discovered, in order to obtain a written report.

If the **vehicle** suffers damage to windows, windscreens or locks caused by forcible entry or attempted forcible entry, although this is not a **breakdown** the **RAC** will **reimburse you** up to £175 for:

1. Immediate emergency costs incurred in order to continue the **journey**
2. The costs of recovering the **vehicle** to a local repairer to ensure the **vehicle** is secure and roadworthy

What is not covered

In addition to the conditions and exclusions which apply to Section C (European Motoring Assistance) and the conditions and exclusions which apply to this whole policy, there is no cover for:

1. The cost of any replacement parts; or
2. Any benefits provided under any other section of this policy.

Section C6 - Replacement Driver

What is covered

Although this is not covered as a **breakdown** under this policy, if **you** suddenly or unexpectedly fall ill during the **journey** in **Europe**, meaning **you** are unable to drive, the **RAC** will provide a replacement driver to allow the **journey** to continue or return **home**. The **RAC** will require written confirmation from the treating hospital or medical expert that **you** are unable to drive.

What is not covered

In addition to the conditions and exclusions which apply to Section C (European Motoring Assistance) and the conditions and exclusions which apply to this whole policy, there is no cover for:

1. Replacement driver provision if there is another qualified driver who is a passenger and who is fit and legally able to drive the **vehicle**
2. Any benefits provided under any other section of this policy.

Breakdown or a road traffic collision on a motorway in France or Mainland Europe

Motorways in France and many other European countries are privately managed. If the **vehicle** **breaks down** or is involved in a **road traffic collision**, fire or theft on a French motorway, motorway service area, or other European private motorway, **you** must use the roadside emergency telephones as the **RAC** cannot send assistance. If the **vehicle** is recovered by the police or authorised motorway services, **you** may have to pay labour and towing charges on the spot and a standard tariff is normally applied.

The **RAC** will reimburse these charges as long as the **vehicle** is towed to the local recovery company's depot. This may also apply to other roads in **Europe**, so the **RAC** recommend **you** use the emergency phones where available. If local emergency services will not send a breakdown recovery vehicle, **you** should contact the **RAC**.

Conditions and exclusions which apply to Section C (European Motoring Assistance)

1. The **RAC** will not cover any **call-out** for any repairs to a **vehicle** which are not essential in order to continue the **journey**;
2. Any **claim** which **you** could make under any other insurance policy. If the value of the **call-out** is more than the amount which can be recovered under another policy the **RAC** may pay the difference, subject to the limits as set out in this policy;
3. **You** must make sure the **vehicle** meets all relevant laws of the countries visited during a **journey**;

4. The exchange rate between Great British Pounds (GBP) and other local currencies is calculated as follows:
 - a. Any costs incurred directly by the **RAC** in a currency other than GBP will be converted to GBP at the exchange rate used by the **RAC** at the time;
 - b. Costs incurred by **you** in a currency other than GBP which are recoverable will be converted to GBP either:
 - i. at the exchange rate used by the credit or debit card provider; or
 - ii. at the exchange rate used by the **RAC** when a claim form is received if **you** paid in cash;
5. The **RAC** will not take responsibility for repairs carried out at any garage and the contract for such repairs will be between **you** and the garage / repairer.
6. If, following a **breakdown**, the **vehicle** needs to be repaired, **you** must not delay or refuse repairs whilst **you** are in **Europe**. If **you** do, and in the reasonable opinion of the **RAC** that would lead to additional costs being incurred, the **RAC** reserve the right to refuse to provide cover under Section C3 (Onward Travel in Europe), or Section C4 (Getting the Vehicle Home);
7. If the **breakdown** or a **road traffic collision** is caused by flooding brought about by adverse weather the **RAC** will only arrange for the **vehicle** to be taken to a local repairer. All further services will be at an additional cost paid by **you**, or must be referred to the **vehicle's** motor insurer;
8. This policy does not cover:
 - a. **vehicle** storage charges, other than under Section C4 (Getting the Vehicle Home);
 - b. **call-outs** if the **vehicle** is not carrying a serviceable spare tyre, the tyre repair equipment provided by the manufacturer, or a locking wheel nut;
 - c. the hire of minibuses, motorhomes, motorcycles, **caravans**, **trailers** or vans;
 - d. overloading of a **vehicle** under the laws in any country in which the **vehicle** is travelling;
 - e. **breakdowns** or **road traffic collisions** caused by running out of oil or water, frost damage or rust or corrosion.

Conditions and exclusions which apply to this whole policy

The following conditions and exclusions also apply to this whole policy. If **you** do not comply the **RAC** reserve the right to refuse cover:

1. **You** must request services directly from the **RAC** as the **RAC** will only provide cover if they make arrangements to help **you**.
2. Where the **breakdown** is caused by a component failure this must stop the **vehicle** from working, so for example an air-conditioning failure in itself does not constitute a **breakdown**, and the illumination of a warning light does not always constitute a **breakdown**. If it does not, **you** will need to take the **vehicle** to a place of repair and **your** policy will not cover this.
3. The **RAC** will not cover any **claim** where the **vehicle** is already at a garage or other place of repair.
4. Where the **RAC** deem, acting reasonably, that **you** requested service to avoid the cost of repairing the **vehicle**, or to correct an attempted repair by someone else, the **RAC** will not provide cover.
5. **You** must be with the **vehicle** when the **RAC** attend.
6. When a hire car, taxi, hotel or similar benefit is arranged under this policy, the **RAC** will always try to find a suitable option that is available at the time, however:
 - a. the **RAC** are not responsible for the quality or service of each individual hotel, train or taxi booked, and
 - b. for hire cars, whilst reputable companies are used, the **RAC** are unable to and cannot be responsible for checking the condition of each vehicle or the quality of service provided by each company;
7. **You** are responsible at all times for the care of any personal belongings, valuables, luggage and goods in or on a **vehicle**. The **RAC** will not be responsible for any loss of or damage to them.
8. Where the **RAC** recover passengers under the age of 16, they must be accompanied by an adult.
9. The **RAC** will not allow animals in their **vehicles**, except guide dogs. Any animals can remain in the **vehicle** at **your** own risk. The **RAC** will not be liable for any injury to animals, or damage caused by them. The **RAC** will not transport any livestock. The **RAC** will not be responsible for any costs relating to animals.
10. The **vehicle** must not carry more passengers than the number stated in the **vehicle's** registration document. Each passenger must have a separate fixed seat fitted to the manufacturer's specification and any child must occupy a properly fitted child seat.

11. Where the **RAC** provide a repair to the **vehicle**, whilst the **RAC** are responsible for that repair, this does not mean that the **RAC** are confirming the legal and roadworthy condition of the **vehicle**. This remains the responsibility of the **vehicle** owner.
12. The **RAC** will not be responsible for any losses that may incur following a **breakdown** that are not expressly covered by this policy. For example, the **RAC** will not pay for any loss of earnings or missed appointments.
13. The **RAC** do not guarantee that recovery to any garage will be during opening hours, or that repairs can start immediately. Whilst the **RAC** will try to check that the garage will undertake the type of repairs required, the **RAC** cannot guarantee this. The **RAC** will not take responsibility for repairs carried out at any garage and the contract for such repairs will be between **you** and the garage / repairer.
14. During extreme weather such as snow or floods, or other events such as riots, war, civil unrest or industrial disputes, the **RAC's** services can be interrupted. They will resume their service to **you** as soon as they can in these circumstances.
15. The cost of the following is not covered by this policy:
 - a. equipment that is not normally required by the **RAC** to complete repairs and recoveries, for example winching, specialist winching and specialist lifting equipment;
 - b. ferry charges for the **vehicle** and the **RAC's** vehicle;
 - c. any damage to glass even if the damage means the **vehicle** cannot be legally or safely driven, other than the cover provided in **Europe** under Section C5 (Vehicle Break-in Emergency Repairs). In the **UK**, the **RAC** will arrange transport to a local garage so **you** can arrange to get the **vehicle** fixed but **you** will have to pay for this;
 - d. spare tyres and wheels and repairing or sourcing them; or
 - e. recovery by someone other than **RAC** even if this is requested by the emergency services, the **RAC** will only provide recovery once instructed to do so by the emergency services.
16. In handling any **claim** there may be more than one option available to **you** under this policy. The **RAC** will decide which is the most appropriate option based on the expertise of the **RAC** in breakdown situations. In doing so the **RAC** will act in consultation with **you** and act reasonably at all times;
17. The **vehicle** must be privately owned.
18. This policy does not cover:
 - a. motorcycles;
 - b. routine servicing, maintenance or assembly of the **vehicle**;
 - c. **caravans** or **trailers**, except as described under Section A (Roadside Assistance, At Home and Recovery);
 - d. use of the **vehicle** for business, public or private hire or commercial purposes, or for demonstrating and/or carrying trade plates;
 - e. **breakdowns** resulting from activities that are not subject to the normal rules of the road e.g. rallies, stock car racing, use of the Nürburgring or other formal or informal race events;
 - f. breakdowns that occur off the public highway in a place to which **you** or the **RAC** have no legal access;
 - g. the **vehicle** if it is not legally taxed, insured and holding a valid MOT which is required by law or is not being used in line with the manufacturer's guidelines;
 - h. **vehicles** that are not in a roadworthy condition. If the **RAC** consider, acting reasonably, that the **vehicle** is not in a legal or roadworthy condition, they can refuse to provide service. If **you** can demonstrate that the **vehicle** is roadworthy, the **RAC** will provide service;
 - i. any **claim** that is or may be affected by the influence of alcohol or drugs;
 - j. any **breakdown** that is caused by or as a result of **vehicle** theft or fire; or
 - k. any claim under this policy where the **breakdown** was first reported to the **RAC** under a different policy.
19. If **you** are asked to review and approve a document recording the condition of the **vehicle**, including an electronic form, it is **your** responsibility to ensure that the record is accurate and complete, and the **RAC** will not be responsible for any errors or omissions.

4. What to do in the event of a breakdown

The **RAC** will need the following when **you** call to report a **breakdown**:

1. **Your** name
2. The **vehicle's** make, model and registration number
3. The exact location of the **vehicle** - the road it is on or the nearest road junction
4. The number of the phone **you** are using; and
5. The cause of the **breakdown**, if **you** know it.

The **RAC** will ask **you** to provide identification such as a bank card or driving licence.

If **you** fail to make contact within 24 hours of becoming aware of the **breakdown**, cover may be refused in relation to the **breakdown**.

Remember

Please let the **RAC** know if **you** have called the **RAC** but manage to get going before the **RAC** arrive.

The **RAC** will only provide cover where the **RAC** have arranged help so please don't go directly to a garage or other recovery service.

Reimbursement

Under some sections, **you** may need to pay for the service up front and **claim** this back from the **RAC**. To do so, please visit firstdirect.com to download a **claim** form. If **you** have any queries please contact the **RAC** on 0330 159 0337 (or +44 1603 606 385 from **Europe**).

Please send a completed **claim** form with proof of payment (such as a receipt) to First Directory Motor Breakdown Assistance, c/o RAC Motoring Services, Great Park Road, Bradley Stoke, Bristol BS32 4QN. Completed **claim** forms and proof of payment can also be emailed to firstdirect@rac.co.uk

The **RAC** may ask **you** to supply original documents.

Misuse of First Directory Motor Breakdown Assistance

The **RAC** may refuse cover if **you**:

1. Behave inappropriately towards the **RAC**, including acting in a threatening or abusive manner, whether verbally or physically;
2. Persuade or attempt to persuade the **RAC** into a dishonest or illegal act;
3. Omit to tell the **RAC** important facts about a **breakdown** in order to obtain a service;
4. Provide false information in order to obtain a service;
5. Knowingly allow someone that is not covered by **your** policy to try and obtain a service;
6. Pay for additional services or goods in the knowledge that the payment has failed or will fail, with no intention of providing alternative payment.

If these conditions are not complied with:

1. the **RAC** reserve the right to refuse to provide any services to **you** under this policy with immediate effect.
2. **first direct** reserve the right to immediately cancel First Directory.

5. Other Information you need to know

Your cancellation rights

This cover is part of **your** First Directory and cannot be cancelled in isolation. If **you** wish to cancel this insurance **you** will need to cancel First Directory. To cancel First Directory, please contact **first direct** on **03 456 100 100**.

Our cancellation rights

first direct can close **your** First Directory for any reason by giving **you** at least 30 days' notice. In certain circumstances, **first direct** can close **your** First Directory immediately. Full details of when this can happen are outlined in section 7.2 (When we can close First Directory) of **your** First Directory Terms and Conditions.

Change of Insurer

first direct may from time to time use a different insurer to provide **you** with First Directory Motor Breakdown Assistance. **first direct** will notify **you** prior to any change of insurer and advise **you** of any change in cover.

6. Complaints Procedure

Sales and Service

If **you** have any cause for dissatisfaction regarding the administration of First Directory or about the way in which the policy was sold, please give **first direct** a call on **03 456 100 100** or using the contact details on **firstdirect.com**

Breakdown Service

The **RAC** are committed to providing **you** with the highest standard of service and customer care. However, there may be occasions when **you** feel **you** did not receive the standard of service **you** expected.

If **you** would like to complain about any aspect of the service the **RAC** have provided to **you** under this policy please contact the **RAC** as set out below.

Please bring the complaint to the attention of **RAC** as soon as **you** can as this will assist the **RAC** and **you** to resolve the complaint as quickly as possible.

If **you** are dissatisfied with any aspect of the **breakdown** services provided:

1. Call the **RAC** customer care number on: 0330 159 0337; or
2. Write to:
First Directory Motor Breakdown Assistance
c/o RAC Motoring Services
Great Park Road
Bradley Stoke
Bristol BS32 4QN; or
3. Email: **firstdirect@rac.co.uk**

Please provide **your** full name, contact telephone number, and, where applicable, the **vehicle** registration number. Please also enclose copies of relevant correspondence as this will help the **RAC** to deal with **your** complaint in the shortest possible time.

If **you** are not satisfied with the final response **you** can refer the matter to the Financial Ombudsman Service. **You** may contact the Financial Ombudsman Service at:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Alternatively, **you** may contact them by telephone on 0300 123 9123, by emailing complaint.info@financial-ombudsman.org.uk, or simply visiting their website at www.financial-ombudsman.org.uk.

If **your** complaint relates to the provision of services provided by RAC Motoring Services under Section A (Roadside, At Home and Recovery) or the additional services, **you** will not be able to refer **your** complaint to the Financial Ombudsman Service.

Complaining to the Ombudsman will not affect **your** legal rights.

7. Financial Services Compensation Scheme

Aviva Insurance Limited are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from this scheme if **we** cannot meet our obligations, depending on the type of insurance and the circumstances of **your** claim.

Further information about the scheme is available from the FSCS website www.fscs.org.uk, or by phone on 0800 678 1100 or 0207 741 4100.

The cover provided by RAC Motoring Services under Section A (Roadside Assistance, At Home and Recovery) and additional services provided under this policy are not covered by FSCS. Cover provided by RAC Insurance Limited under Section B (Onward Travel) and Section C (European Motoring Assistance) of this policy is covered by the FSCS.

8. Data Protection

first direct Privacy Overview

first direct's Privacy Notice explains how **first direct** collect, use, disclose, transfer and store **your** information and sets out **your** rights in relation to **your** information. A copy of **first direct's** Privacy Notice is available separately and **first direct** will inform **you** when any changes are made to it. **You** can find an overview in **your** First Directory Terms and Conditions, or see the full Privacy Notice at firstdirect.com or by asking for a copy by telephone on **03 456 100 100**.

RAC Privacy Notice

This section provides a short summary of how **RAC** collect and use **your** data. Please refer to **RAC's** website at rac.co.uk/pdfs/businessroadside/breakdown/privacypolicy for full details of how **RAC** use **your** data. Alternatively, **you** can obtain a copy of the Privacy Policy by using the contact details below.

What is your data?

There are three types of data **RAC** hold about **you**:

- Personal data is information **RAC** hold on record which identifies **you**. This may include your name, address, email address and telephone number;
- **RAC** will also hold data about **you** that is not personal, for example, information about **your vehicle**;
- A small number of **RAC's** services require the collection and storing of special categories of personal data.

Your data may be collected in a number of different ways.

- when **you** purchase this First Directory Motor Breakdown Assistance
- contact **us** through social media
- make a claim under **your** First Directory Motor Breakdown Assistance.

RAC will always need to collect, store and use information about **you** to be able to provide **you** with **your** First Directory Motor Breakdown

How RAC will use your data

RAC will use **your** data for the administration of **your** First Directory Motor Breakdown Assistance, for example, helping **you** if **you** make a **claim**. **RAC** may disclose **your** personal data to service providers who provide help under **your** First Directory Motor Breakdown Assistance.

Your rights

You have a number of rights relating to **your** personal data. For further information regarding any of these rights please visit rac.co.uk/pdfs/businessroadside/breakdown/privacypolicy or contact the Data Protection Officer:

Call **RAC's** Customer Service Team: 0330 159 0337; or

Email **RAC**: membershipcustomercare@rac.co.uk; or

Write to **RAC**:

RAC Motoring Services
Great Park Road
Bradley Stoke
Bristol
BS32 4QN

9. Fraud

If **you** make a **claim** under this policy knowing the **claim** to be dishonest or intentionally exaggerated or fraudulent in any way, or if **you** give any false declaration or statement to support the **claim**, **we** will not pay the **claim** and **we** will pass details to **first direct** who may, at their discretion, close First Directory. **We** reserve the right to tell the police about any dishonest **claim**. If **we** settle a **claim** that **we** subsequently discover to be fraudulent, **we** will take steps to recover our costs from **you**.

10. Choice of law

This agreement is governed by the laws of England and Wales, unless specifically agreed otherwise or where at the date of the contract **you** are resident in Scotland, Northern Ireland, the Isle of Man or Channel Islands in which case the laws of that country will apply.

11. Use of Language

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be in English.

12. Telephone call charges and recording

Calls to 0800 numbers from UK landlines and mobiles are free. The cost of calls to 01 and 03 prefixed numbers are charged at national call rates (charges may vary dependent on **your** network provider) and are usually included in inclusive minute plans from landlines and mobiles. To help the **RAC** continually improve our service, and in the interests of security, the **RAC** may monitor and/or record **your** calls with the **RAC**.

first direct

Contact us online or by phone

send us a message via Online Banking

03 456 100 100[†]

firstdirect.com

first direct Motor Breakdown Insurance

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[†]Text-phone **03 456 100 147** or if calling from abroad **+44 113 234 5678** (Text Relay **+44 151 494 1260**).

For more information on contacting us via BSL Video Sign Relay visit **firstdirect.com/contact-us**.

Because we want to make sure we're doing a good job, calls may be monitored and/or recorded, we hope you don't mind.

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