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Autonational Rescue Roadside Superservice Policy Summary

About this document

Please note that this summary does not contain the full terms and conditions of the contract of insurance, which can be found in the policy document.

Insurer

Equity Red Star (ERS), managed by Equity Syndicate Management Limited, which is authorised and regulated by the Financial Services Authority. Our registration number is 204851.

Type of insurance and cover

UK Motor breakdown and recovery insurance

If the vehicle cannot be driven as a result of a breakdown, which occurs during the course of a journey, ERS will arrange and pay for the services as shown below

Benefits included as specified in your quotation or shown on your schedule: - (Headings shown for reference)

Roadside SuperService:

We will arrange and pay call-out fees and labour charges needed to start the vehicle.

Message Service:

If help is arranged by the Rescue Control Centre, we can contact your family or colleagues to let them know.

Main terms and conditions (including significant/unusual exclusions) (Referenced by policy section)

Breakdown means a mechanical or electrical failure, accident, theft or vandalism, which renders the vehicle immobile — All sections.

Cover applies within the mainland of England, Scotland, Wales and Northern Ireland — All sections.

Ferry and/or toll fees are excluded — General Exclusions

The cost of any parts, components or materials used in any repair is not covered — All sections.

Service cannot be provided if the vehicle is off road or cannot be reached due to snow, mud, sand or flood — All sections.

The vehicle must not knowingly be driven in an unsafe or unroadworthy condition or until recommended repairs have been carried out — All sections.

The vehicle must not be used for private hire, public hire, racing, rally, pacemaking or in any contest or speed trial or any rigorous reliability testing — All sections.

Period of Insurance

The insurance offered is a 12-month contract, which may be renewed each year subject to the terms and conditions that apply at the time of renewal.

How to Obtain Assistance

If you require assistance you should call our 24-hour Rescue Control Centre on 0808 1000 400 quoting your Document number and name.

Cancellation

You can cancel this insurance policy at any time by sending us written notice and returning the schedule.

If you cancel your policy within the 14-day withdrawal period, and before the commencement of the policy, we will refund the full premium.

If you cancel your policy within the 14-day withdrawal period, but after your policy has commenced, we will refund the part of the premium you have not used subject to a minimum premium of £15 plus IPT.

Complaints

If you have cause to complain, please contact the Customer Service Manager at the administrator's address shown in the Document of Insurance.

If you are not happy with the way the matter is dealt with, you should write to the Chief Executive of Equity Red Star at Library House, New Road, Brentwood, Essex CM14 4GD. When you do this, quote your document number.

After this action, if you are not satisfied with the way a complaint has been dealt with, you may ask the Policyholder and Market Assistance department at Lloyd's to review your case. The address is Policyholder and Market Assistance, Lloyd's Market Services, One Lime Street, London EC3M 7HA.

Having followed this procedure your complaint can be referred to the Financial Ombudsman Service (FOS). The address is The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.

(These procedures do not affect your right to take legal action if necessary)

Financial Services Compensation Scheme (FSCS)

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet our liabilities under this insurance. This depends on the type of business and the circumstances of the claim.

A claim is protected for 90%, without any upper limit. Further information about the compensation scheme arrangements is available from the FSCS. Information can be obtained on request, or by visiting the FSCS website at www.fscs.org.uk.

Language and Law Applying to the Insurance

This insurance is written in English and all communications about it will be in English. Unless we have agreed otherwise with you, in writing, English law will apply to this insurance.