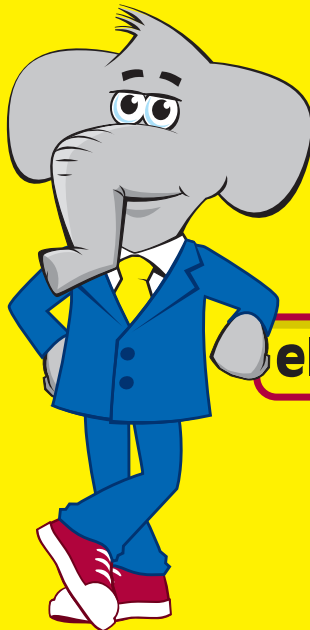


# Breakdown Cover

Terms and Conditions



[elephant.co.uk](http://elephant.co.uk)



## **Welcome to elephant.co.uk's Breakdown Cover**

Welcome to elephant.co.uk and thank you for taking out our Breakdown Cover. We are confident our friendly, fast and efficient service will ensure you remain a satisfied customer now and for years to come.

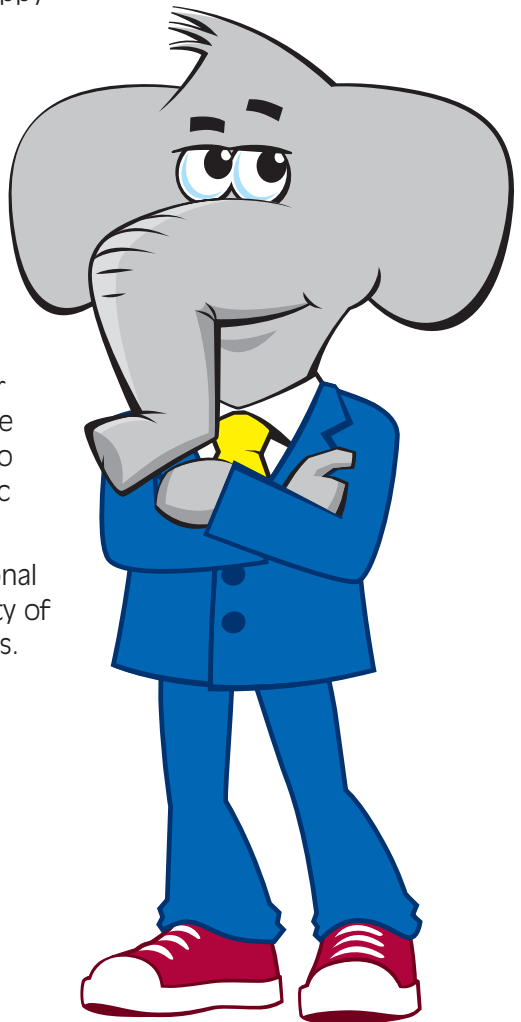
This booklet explains the cover you have bought. If you have any queries please email us at [help@elephant.co.uk](mailto:help@elephant.co.uk) and we'll be happy to assist.

Welcome again to elephant.co.uk.

## **Statement of Demands and Needs**

This policy meets the demands and needs of persons wishing to ensure that they are covered in the event of a breakdown. As with any insurance, it does not cover all situations and You should read the terms and conditions of this policy to make sure that it meets Your specific needs.

elephant.co.uk does not make personal recommendations as to the suitability of the Policy to individual circumstances.



# Policy Summary

**keyfacts**®

The following summary for elephant.co.uk Breakdown Cover does not contain the full terms and conditions of Your Breakdown policy contract. For a full explanation of the terms and conditions, please refer to the main policy wording which follows this Policy Summary.

## **Type of Insurance and Cover Motor Breakdown Insurance**

### **Levels of Cover**

We will send help to the scene of the Breakdown and arrange to pay call out fees and mileage charges needed to repair or assist with the Vehicle.

If, in the opinion of the Recovery Operator, they are unable to repair the Vehicle at the roadside We will assist in the following way:

### **Local - Roadside/Local Recovery**

Either: arrange and pay for Your Vehicle, You and up to 6 passengers to be recovered to the nearest garage which is able to undertake the repair, within 10 miles from the scene of the Breakdown.

Or: if the above is not possible at the time or the repair cannot be made that day, We will arrange for Your Vehicle, You and up to 6 passengers to be transported to Your chosen destination up to 10 miles from the scene of the Breakdown.

### **National - Roadside/Recovery**

If You have opted and paid for National cover, it includes all of the same benefits as Local cover plus the following.

Either: arrange and pay for Your Vehicle, You and up to 6 passengers to be recovered to the nearest garage able to undertake the repair.

Or: if the above is not possible at the time, or a repair cannot be made that day, We will arrange for Your Vehicle, You and up to 6 passengers to be transported to Your home or if You would prefer and it is closer; Your original destination.

### **National Plus - Home Assist/Roadside/Recovery**

If You have opted and paid for National Plus cover, it includes all of the same benefits as National cover, with the addition of Home Assist. Your Vehicle will be covered at Your registered home address or within a one mile radius of Your home address. You can use Home Assist a maximum of two times during the Policy Duration.

### **European - Europe/Roadside/Recovery**

If You have opted and paid for European cover, it includes all the same benefits as National cover and in addition We will provide service in the Territorial Limits (European Cover) where the maximum Duration of any single trip does not exceed 90 days.

Please ensure that You carry Your V5C registration document with You during Your journey. Regulations are different when You Breakdown in Europe and help may take longer in arriving. We will require detailed information from You regarding the location of Your Vehicle. We will need to know if You are on an outward or inward journey and details of Your booking arrangements. When We have all the required information We will liaise with Our European network. You will be kept updated and therefore, You will be asked to remain at the telephone number You called from.

#### **European Plus - Europe/Home Assist/Roadside/Recovery**

If You have opted and paid for European Plus cover it includes all the same benefits as European cover with the addition of Home Assist. Your Vehicle will be covered at Your registered home address or within a one mile radius of Your home address.

You can use Home Assist a maximum of two times during the Policy Duration.

#### **How to make a claim**

If Your Vehicle breaks down please call Our 24 hour Control Centre on 0800 458 9283 or 01206 714 346 quoting ELINTGRP. If You are outside the UK, please call 00 44 1206 714 346. Please have Your return telephone number, policy number and precise location available when requesting assistance.

If Your Vehicle suffers a breakdown due to a mechanical or electrical failure, which occurs more than a one-mile radius from Your home address, service will be provided.

We will provide cover for any Breakdown in accordance with the policy wording and the cover level You have chosen. This applies during the Policy Duration and within the Territorial Limits (UK), detailed within the policy wording.

#### **Name of the insurance undertaking**

Groupama Insurance Company Limited, 6th Floor, One America Square, 17 Crosswall, London EC3N 2LB.

#### **Policy Duration**

The period of the motor insurance policy which runs concurrent with this policy and does not exceed 12 months.

#### **Duration (European Cover)**

Commences from the date of Your departure from the UK and ceases upon Your return to the UK for a period not exceeding 90 days.

#### **Your right to cancel**

Subject to You not making a claim You may cancel Your policy and receive a full refund providing You inform Us within the 14 days after You receive the policy terms and conditions. You may cancel this policy after this period but we reserve the right to charge a cancellation fee. Please call 0871 882 2233. Calls to 0871 numbers are charged at 8p per minute plus network extras.

**Are We covered by the Financial Services Compensation Scheme (FSCS)?**

EUI Limited and Call Assist Ltd are covered by the FSCS. You may be entitled to compensation from the scheme if We cannot meet Our obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claims costs. For further information visit [www.FSCS.org.uk](http://www.FSCS.org.uk).

Groupama Insurance Company Limited are authorised and regulated by the Financial Services Authority. You can visit their website ([www.fsa.gov.uk](http://www.fsa.gov.uk)) which includes a register of all the firms they regulate, or you can phone them on 0845 606 1234.

Groupama Insurance Company Limited are covered by the Financial Services Compensation Scheme (FSCS).

If we fail to carry out our responsibilities under this policy, you may be entitled to compensation from the Financial Services Compensation Scheme. Information about the scheme is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by phone on 020 7741 4100.

**What to do if You have a complaint**

Any enquiry or complaint You have regarding Your policy should be addressed in the first instance to the policy administrator: Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex CO1 1UX. If you are not happy with the response to your complaint, please write to the Chief

Executive at: Groupama Insurances, 6th Floor, One America Square, 17 Crosswall, London EC3N 2LB. If You remain dissatisfied, You may then refer Your complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

Tel: 0800 0 234 567

free for people phoning from a 'fixed line' (eg. a landline at home).

0300 123 9 123

free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02.

**Service Provider and Insurer**

Supplied by EUI Limited, Capital Tower, Greyfriars Road, Cardiff CF10 3AZ, Registered Company Number 2686904 and is administered by Call Assist Limited, Axis Court, North Station Road, Colchester, Essex CO1 1UX, Registered Company Number 3668383, and is underwritten by Groupama Insurance Company Limited, 6th Floor, One America Square, 17 Crosswall, London EC3N 2LB, Registered Company Number 995253. Home State: United Kingdom.

EUI Limited, Call Assist Ltd and Groupama Insurance Company Limited are all authorised and regulated by the Financial Services Authority.

EUI Limited Firm Reference Number: 309378.

Call Assist Ltd Firm Reference Number: 304838.

Groupama Insurance Company Limited Firm Reference Number: 202124.

<b>Features &amp; Benefits Included in all levels of cover.</b>	<b>Additional notes Please see policy terms and conditions for full details of the following.</b>
Roadside Assistance and Recovery within 10 miles from the scene of the Breakdown	If <b>Local</b> cover is specified on the policy schedule, then the cover is restricted to Roadside Assistance and Recovery within 10 miles from the scene of the Breakdown.
Alternative Travel - (Pay and claim basis)	We will pay up to £100.00 (maximum) towards the cost of alternative transport or car hire. We will also pay the cost of a single standard rail ticket for one person to return and collect the Vehicle.
Emergency Overnight Accommodation - (Pay and claim basis)	We will pay a maximum of £60.00 for a lone traveller or £40.00 per person for one night for You and up to 6 passengers. The maximum payment per incident is £280.00.
Message Service	If You require, We will pass on two messages to Your home or place of work to let them know of Your predicament and ease Your worry.
Caravans & Trailers	Maximum length 7.0104 metres (23 feet) recovered with the Vehicle if the Vehicle cannot be repaired roadside.
Keys	If You lose, break, or lock Your keys within Your Vehicle, We will pay for the call out and mileage back to the Recovery Operator's base. All other costs incurred, including any specialist equipment needed to move the Vehicle, will be at Your expense.

**Available for an additional premium:**

Nationwide Recovery	<b>National, National Plus, European or European Plus</b> cover must be specified on the policy schedule.
Home Assist	<b>National Plus</b> or <b>European Plus</b> cover must be indicated on the policy schedule.  Your Vehicle will be covered at Your registered home address or within a one-mile radius of Your home address. You can use Home Assist a maximum of two times during the Policy Duration.
Euro Rescue	<b>European</b> or <b>European Plus</b> cover must be indicated on the policy schedule.  <b>Countries &amp; Territories Covered:</b> Albania, Andorra, Austria, Balearics, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Canary Isles, Corsica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Sardinia, Serbia, Sicily, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey (west of Bosphorous) and Vatican City.

**Significant Exclusions**

For a full list of exclusions please refer to the policy terms and conditions.

<b>This insurance does not cover the following:</b>	<b>Location in Terms and Conditions</b>
1. The cost of any parts, components or materials used to repair the Vehicle.	Exclusion 4
2. The cost of alternative transport other than to Your destination and a return trip to collect Your repaired Vehicle.	Exclusion 8
3. The recovery of the Vehicle and passengers if repairs can be carried out at or near the scene of the Breakdown within the same working day. If recovery takes affect We will only recover to one address in respect of any one Breakdown.	Exclusion 11
4. Overnight accommodation or car hire charges if repairs can be carried out at or near the scene of the Breakdown within an agreed time.	Exclusion 12
5. Vehicles running out of fuel.	Exclusion 14
6. Where service cannot be effected because the Vehicle does not carry a serviceable spare wheel, aerosol repair kit, appropriate jack, or the locking mechanisms for the wheels are not immediately available to remove the wheels.	Exclusion 15
7. Any request for service if the Vehicle is being used for motor racing, rallies, rental, hire, public hire, private hire, courier services or any contest or speed trial or practice for any of these activities.	Exclusion 17
8. Any damage to Your Vehicle or its contents whilst being recovered, stored or repaired and any liability arising from any act performed in the execution of the assistance services provided. We will not pay for any losses that are not directly covered by the terms and conditions of this policy. For example, We will not pay for You to collect Your Vehicle from a repairer or for any time that has to be taken off work because of a Breakdown.	Exclusion 21
9. More than two Home Assists per policy per year.	Exclusion 30
10. Claims totalling more than £15,000 in any one year.	Exclusion 31

# Breakdown Cover

## Terms and Conditions

Please check Your policy schedule to ensure You have the level of cover You need, and read the following to help You use the service.

## Definitions

### Breakdown

An electrical or mechanical failure, which immediately renders the Vehicle immobilised.

### Duration (European Cover)

Commences from the date of Your departure from the UK and ceases upon Your return to the UK for a period not exceeding 90 days.

### Home Assist

Your Vehicle will be covered at Your registered address or within a one-mile radius of Your home address. You are able to use this service a maximum of two times during the Policy Duration.

### Policy Duration

The period of the motor insurance policy which runs concurrent with this policy and does not exceed 12 months.

### Recovery Operator

The independent technician Call Assist appoints to attend Your Breakdown.

### Suitable Garage

Any appropriately qualified mechanic or garage which is suitable for the type of repair required and where the remedial work undertaken can be evidenced in writing.

## Territorial Limits (European Cover)

Albania, Andorra, Austria, Balearics, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Canary Isles, Corsica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Sardinia, Serbia, Sicily, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey (west of Bosphorous) and Vatican City.

## Territorial Limits (UK Cover)

England, Northern Ireland, Scotland, Wales, The Channel Islands and Isle of Man.

## Us/We/Our

EUI Limited (trading as elephant.co.uk), Call Assist Ltd and/or the Underwriters.

## Vehicle

The Vehicle registered with EUI Limited shown on the policy schedule.

## You/Your

The person named on the policy schedule.

## About Your policy

If Your Vehicle suffers a breakdown due to a mechanical or electrical failure, which occurs more than a one-mile radius from Your home, service will be provided. We will provide cover as detailed below for any Breakdown in accordance with the policy wording and the cover level You have chosen. This applies during the Policy Duration and within Territorial Limits (UK).

**Your Cover as shown in Your policy schedule**

**Local Cover**

We will send help to the scene of the Breakdown and arrange to pay call out fees and mileage charges needed to repair or assist with the Vehicle.

If, in the opinion of the Recovery Operator, they are unable to repair the Vehicle at the roadside We will assist in the following way:

- Either: arrange and pay for Your Vehicle, You and up to 6 passengers to be recovered to the nearest garage within 10 miles from the scene of the Breakdown, able to undertake the repair
- Or: if the above is not possible at the time or the repair cannot be made that day, We will arrange for Your Vehicle, You and up to 6 passengers to be transported to Your chosen destination up to 10 miles from the scene of the Breakdown

The recovery must take place at the same time as the initial call out otherwise You will have to pay for subsequent call out charges.

If Your Vehicle requires recovery, You must immediately inform the Rescue Controller of the address You would like the Vehicle taken to. Once the Vehicle has been delivered to the nominated address, the Vehicle will be left at Your own risk.

**National Cover**

If You have opted and paid for National cover, it includes all of the same benefits as Local cover plus the following:

- Either: arrange and pay for Your Vehicle, You and up to 6 passengers to be recovered to the nearest garage able to undertake the repair
- Or: if the above is not possible at the time or the repair cannot be made that day, We will arrange for Your Vehicle, You and up to 6 passengers to be transported to Your home or if You would prefer and it is closer; Your original destination

**National Plus Cover**

If You have opted and paid for this National Plus cover, it includes all of the same benefits as National cover, with the addition of Home Assist. Your Vehicle will be covered at Your registered home address or within a one-mile radius of Your home address.

You can use Home Assist a maximum of two times during the Policy Duration.

**European Cover**

If You have opted and paid for European cover it includes all the same benefits as National cover and in addition, We will provide service in the Territorial Limits (European Cover) where the maximum Duration of any single trip does not exceed 90 days. Please ensure that You carry Your V5C registration document with You during Your journey. Regulations are different when You Breakdown in Europe and help may take longer in arriving. We will require detailed information from You regarding the location of Your Vehicle. We will need to know if You are on an outward or inward journey and details of Your booking arrangements. When We have all the required information We will

liaise with Our European network. You will be kept updated and therefore, You will be asked to remain at the telephone number You called from.

We will send help to the scene of the Breakdown and arrange to pay call out fees and mileage charges needed to repair or assist with the Vehicle.

If, in the opinion of the Recovery Operator, they are unable to repair the Vehicle at the roadside We will assist in the following way:

- Arrange and pay for Your Vehicle, You and up to 6 passengers to be recovered to the nearest garage able to undertake the repair
- If the Vehicle cannot be repaired within 48 hours or by Your intended return, whichever is the greatest, We will arrange for Your Vehicle, You and up to 6 passengers to be transported either to Your home or if You would prefer and it is closer; Your original destination. During the 48 hours We will pay for the costs of alternative accommodation and alternative transport (to be agreed and authorised with Our Rescue Controllers before any costs are incurred)

### **European Plus Cover**

If You have opted and paid for European Plus cover it includes all the same benefits as European cover with the addition of Home Assist. Your Vehicle will be covered at Your registered home address or within a one mile radius of Your home address. You can use Home Assist a maximum of two times during the Policy Duration.

For assistance in Europe, call Us on:  
00 44 1206 714 346.

### **General Notes Relating to Europe**

If You have broken down on a European motorway or major public road, We are generally unable to assist You and You will often need to obtain assistance via the SOS phones. The local services will tow You to a place of safety and You will be required to pay for the service immediately. You can then contact Us for further assistance. We will pay a maximum of £150.00 towards reimbursement of the costs, but We will only reimburse claims when We are in receipt of a valid invoice/receipt. Payment will be made in accordance with the exchange rate on the date of the claim

- If You have broken down in a European Country during a Public Holiday, many services will be closed during the Holiday period. In these circumstances, You must allow Us time to assist You and effect a repair to Your Vehicle. We will not be held liable for any delays in reaching Your destination

### **Sections applying to all policies**

#### **Alternative Transport\***

If the repairing Recovery Operator is unable to repair Your Vehicle within the same working day or a period agreed between You and Our Rescue Controller, We will pay up to £100.00 (maximum) towards the cost of alternative transport or car hire. We will also pay the cost of a single standard rail ticket for one person to return and collect the Vehicle. This service can only be used to complete a journey whilst Your Vehicle is being repaired a minimum of 20 miles away from Your home address.

### **Emergency Overnight Accommodation\***

If We decide to provide alternative accommodation, We will pay a maximum of £60.00 for a lone traveller or £40.00 per person for one night for You and up to 6 passengers. The maximum payment per incident is £280.00.

- \* These services will be offered on a pay/claim basis, which means that You must pay initially and We will send You a claim form to complete and return for reimbursement. Before arranging these services, authorisation must be obtained from Our Rescue Controller. The policy will only pay for a group 1 car hire rate. We will only reimburse claims when We are in receipt of a valid invoice or receipt.

### **Caravan and Trailer Cover**

If Your Vehicle suffers a breakdown and Your caravan/trailer is attached, providing Your caravan/trailer is fitted with a standard towing hitch and does not exceed 7 metres (23 feet) in length, Your caravan/trailer will be recovered with Your Vehicle at no extra cost.

### **Lost or Broken Keys**

If You lose, break or lock Your Keys within Your Vehicle, We will pay the call out and mileage charges back to the Recovery Operator's base or Your home if closer. All other costs incurred, including any specialist equipment needed to move the Vehicle, will be at Your expense.

### **Message Assistance**

We will gladly pass on two messages to Your home or workplace to let them know of Your circumstances and ease Your worry.

### **General Notes**

This is an insurance policy. You must ensure Your Vehicle is in a roadworthy condition and is regularly serviced. Purchasing this service means there are no circumstances, which You are aware of, that are likely to result in a claim under this insurance.

### **Garage Repairs**

Any repairs undertaken by the Recovery Operators at their premises are provided under separate contract, which is between You and the Recovery Operator.

### **Measurements**

A Home Assist is calculated using a straight line from the Home Address to the location of the Breakdown. All other measurements are calculated using driving distances.

### **Uninsured Service**

We can provide assistance for faults that are not covered under this insurance policy or where You would like Us to assist additional passenger numbers, who exceed the maximum of 6, stated within this policy. All costs (including an administration fee) must be paid for immediately by credit or debit card.

### **Governing Law**

The Law of England and Wales governs this insurance.

### **Language**

We have chosen to use the English language in all documents and communication relating to this policy.

### **The information You need if You Breakdown**

If Your car breaks down please call Our 24 hour Control Centre on 0800 458 9283 or 01206 714 346.

If You are outside the UK please call  
00 44 1206 714 346.

Please have the following information  
ready to give to Our Rescue Controller,  
who will use this to validate Your policy:

- Your telephone number and area code  
which We can call You back on
- Your Vehicle registration, insurance  
policy number and scheme code  
(ELINTGRP)
- the precise location of Your Vehicle (or  
as accurate as You are able to be in the  
circumstances)
- Your Vehicle make, model and colour  
together with any specific details,  
which may assist Us in locating You  
quickly

We will take Your details and ask You  
to remain by the telephone You are  
calling from. Once We have made all the  
arrangements We will contact You to  
advise who will be coming out to You and  
how long they are expected to take.

Your mobile phone must therefore be  
switched on and available to take calls at all  
times. You will then be asked to return to  
Your Vehicle.

Please remember to guard Your safety  
at all times and remain with or near Your  
Vehicle until the Recovery Operator arrives.  
Once the Recovery Operator arrives at the  
scene please be guided by their safety  
advice.

If You have broken down on a motorway  
and have no means of contacting Us  
or are unaware of Your location, please  
use the nearest SOS box and advise the  
Police of Our telephone number, they will  
then contact Us to arrange assistance. If  
the Police are present, please tell them

You have contacted Us or give them Our  
freephone number to call Us on Your  
behalf.

### **Exclusions applying to all sections of the policy unless otherwise stated**

This insurance does not cover the  
following:

1. a) Any caravan/trailer where the total  
length exceeds 7 metres  
(23 feet) and where it is not  
attached to the Vehicle with a  
standard towing hitch.  
b) Breakdowns to the caravan or  
trailer itself.
2. Vehicles not insured with Us.
3. Minibuses, vans, commercial Vehicles  
or limousines.
4. The cost of any parts, components or  
materials used to repair the Vehicle.
5. Repair and labour costs other than  
half an hour roadside labour at the  
scene.
6. Any costs or expenses not authorised  
by Our Rescue Controllers.
7. The cost of food, drink, telephone  
calls or other incidentals.
8. The cost of alternative transport other  
than to Your destination and a return  
trip to collect Your repaired Vehicle.
9. The cost of fuel, oil or insurance for a  
hire Vehicle.
10. Service if You already owe Us money.
11. The recovery of the Vehicle and  
passengers if repairs can be carried  
out at or near the scene of the  
Breakdown within the same working  
day. If recovery takes effect, We will  
only recover to one address in respect  
of any one Breakdown.

12. Overnight accommodation or car hire charges if repairs can be carried out at or near the scene of the Breakdown within an agreed time.
13. Breakdowns caused by failure to maintain the Vehicle in a roadworthy condition including maintenance or proper levels of oil and water.
14. Vehicles running out of fuel.
15. Where service cannot be affected because the Vehicle does not carry a serviceable spare wheel, aerosol repair kit, appropriate jack, or the locking mechanisms for the wheels are not immediately available to remove the wheels.
16. Any request for service if the Vehicle cannot be reached or is immobilised due to snow, mud, sand or flood or where the Vehicle is not accessible or cannot be transported safely and legally using a standard transporter.
17. Any request for service if the Vehicle is being used for motor racing, rallies, rental, hire, public hire, private hire, courier services or any contest or speed trial or practice for any of these activities.
18. Overloading of the Vehicle or carrying more passengers than it is designed to carry.
19. Claims not notified and authorised prior to expenses being incurred.
20. The charges of any other company (including Police recovery) other than the Recovery Operator, a car hire agency or accommodation charges which have been authorised by Us.
21. Any damage to Your Vehicle or its contents whilst being recovered, stored or repaired and any liability arising from any act performed in the execution of the assistance services provided. We will not pay for any losses that are not directly covered by the terms and conditions of this policy. For example, We will not pay for You to collect Your Vehicle from a repairer or for any time that has to be taken off work because of a Breakdown.
22. Direct or indirect loss, damage or liability caused by, contributed to or arising from:
  - a) Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel.
  - b) The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof.
  - c) Any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.
23. Any false or fraudulent claims.
24. Failure to comply with requests by Us or the Recovery Operators concerning the assistance being provided.
25. Fines and penalties imposed by courts.
26. Any charges where You, having contacted Us, affect recovery or repairs by other means unless We have agreed to reimburse You.

27. Ferry and Toll charges outside of mainland UK.
28. Any claims relating to the following:
  - a) Vehicles in excess of 3,500 kg (3.5 tonnes) gross vehicle weight.
  - b) Vehicles more than 5.18 metres (17 feet) long, 1.905 metres (6 feet 3 inches) wide and 2.44 metres (8 feet) high.
  - c) Non-standard, customised or modified Vehicles unless declared and agreed with Us prior to taking the insurance.
29. Any subsequent call outs for any symptoms related to a claim which has been made within the last 28 days, unless your vehicle has been fully repaired at a Suitable Garage, declared fit to drive by the Recovery Operator or is in transit to a pre-booked appointment at a Suitable Garage.
30. More than two Home Assists per policy per year.
31. Claims totalling more than £15,000 in any one year.
32. Any cost recoverable under any other insurance policy that You may have.
33. Storage charges.
34. Vehicles that are not secure or have faults with electric windows, sunroofs or locks not working, unless the fault occurs during the course of a journey and Your safety is compromised.
35. Assistance if the Vehicle is deemed to be illegal, untaxed, uninsured, unroadworthy or dangerous to transport.
36. Recovery of the Vehicle or Your transport costs to return the Vehicle to Your home once it has been inspected or repaired.
37. Any cost that would have been incurred if no claim had arisen.
38. The cost of draining or removing contaminated fuel.
39. A request for service following any intentional or willful damage caused by You to Your Vehicle.
40. Service where glass or windscreens have been damaged or broken as a result of an accident, theft or act of vandalism.
41. Any cover which is not specifically detailed within this policy.
42. Any claim where the Duration of a single trip is planned to or subsequently exceeds 90 days.
43. Vehicles over 10 years old unless an additional premium has been paid for Local, National or National Plus cover.
44. Vehicles over 10 years if European or European Plus cover is specified on Your policy schedule.
45. If you have requested to add Breakdown cover midway through the term of Your motor insurance policy, any claim within 72 hours from the time the Breakdown policy was purchased.
46. Assistance following an accident, theft, or vandalism.
47. Any Breakdown that occurred before the policy commenced or before it was upgraded.
48. Any winching charges or the use of specialist equipment.

**Additional exclusions applying to the European Assistance**

1. Service where repatriation costs exceed the market value of the Vehicle.
2. The cost of recovery from a European motorway exceeding £150.00.
3. Repatriation to the UK within 48 hours of the original Breakdown, regardless of ferry or tunnel bookings for the homebound journey or pre arranged appointments You have made within the UK.
4. Repatriation if the Vehicle can be repaired but You do not have adequate funds for the repair.
8. We must be advised immediately at the time of contacting Us for assistance, if Your Vehicle is fitted with alloy wheels. If We are not advised and We are unable to provide the service promptly or efficiently through the agent who will be assisting You, You will be charged for any additional costs incurred.
9. Vehicles unable to carry a serviceable spare wheel or an aerosol repair kit will be recovered to an appropriate local garage only. An excess of £40.00 must be paid immediately by credit/debit card before assistance can be provided.

**General Conditions applying to all sections**

1. We will provide cover if
  - (a) You have met all the terms and conditions within this insurance.
  - (b) The information provided to Us, as far as You are aware, is correct.
2. The policy is not transferable.
3. The driver of the Vehicle must remain with or nearby the Vehicle until help arrives.
4. We can request proof of outbound and inbound travel dates.
5. We may cancel the policy by sending 7 days notice to Your last registered address.
6. We may decline service if You have an outstanding debt with Us.
7. We will only pay ferry and toll fees within the confines of the United Kingdom of Great Britain and Northern Ireland.
10. If We are able to repair Your Vehicle roadside, You must accept the assistance being provided and immediately pay for any parts supplied and fitted by credit/debit card.
11. If a call out is cancelled by You and a Recovery Operator has already been dispatched, You will lose a call out from Your policy. We recommend You to wait for assistance to ensure the Vehicle is functioning correctly. If You do not wait for assistance and the Vehicle breaks down again within 12 hours, You will be charged for the second and any subsequent call outs.
12. We have the right to refuse to provide the service if You or Your passengers are being obstructive in allowing Us to provide the most appropriate assistance or are abusive to Our Rescue Controllers or the Recovery Operators.



13. If, in Our opinion, the Vehicle is found to be unroadworthy due to lack of maintenance, unless servicing records can be provided, We may terminate Your policy immediately notifying You, by letter to Your registered address, of what action We have taken.
14. In the event You use the service and the fault is subsequently found not to be covered by the policy You have purchased, We reserve the right to reclaim any monies from You in order to pay for the uninsured service.
15. The repair must be carried out if the Vehicle is recovered to a dealership and the dealership can repair the Vehicle within the terms stated. You must have adequate funds to pay for the repair immediately. If You do not have funds available, any further service related to the claim will be denied.
16. You must have adequate funds to pay for alternative transport or overnight accommodation costs immediately. If You do not have funds available, any further service related to the claim will be denied.
17. If the Vehicle is beyond economical repair We have the option to offer the market value of the Vehicle to You and pay for alternative transport home.
18. We reserve the right to recover Your immobilised Vehicle in accordance with and subject to any legislation, which affects drivers' working hours.
19. The transportation of livestock (including dogs) will be at the discretion of the Recovery Operator. Alternative transport can be arranged but You will need to pay for this service immediately by credit or debit card.
20. If You have a right of action against a third party, You shall co-operate with Us to recover any costs incurred by Us. If You are covered by any other insurance policy for any costs incurred by Us, You will need to claim these costs and reimburse Us. We reserve the right to claim back any costs that are recoverable through a third party.
21. Regardless of circumstances, We will not be held liable for any costs incurred if You are unable to make a telephone connection to any numbers provided.
22. We reserve the right to charge You for any costs incurred as a result of incorrect location details being provided.
23. Your Vehicle must be registered to and ordinarily kept at an address within the Territorial Limits (UK Cover).
24. Vehicles must be located within the Territorial Limits (UK Cover) when cover is purchased and commences.

Should You wish to contact Us, write to:  
Customer Services, Call Assist Ltd, Axis  
Court, North Station Road, Colchester  
CO1 1UX.

### **Cancellation**

The Insurer may at any time cancel Your policy sending 7 days notice to You at Your last known address.

### **Cancellation Rights**

Subject to you not making a claim on this product, you have 14 days from the receipt of the welcome policy to cancel the product. Should you cancel outside the 14 day cancellation period, additional charges, including a £5 cancellation fee will apply for the time on cover. Please call 0871 882 2233. Calls to 0871 numbers are charged at 8p per minute plus network extras.

### **Complaints Procedure**

Any enquiry or complaint You have regarding Your policy should be addressed in the first instance to the policy administrator:

Complaints Department, Call Assist Ltd, Axis Court, North Station Road, Colchester CO1 1UX.

If you are not happy with the response to your complaint, please write to the Chief Executive at: Groupama Insurances, 6th Floor, One America Square, 17 Crosswall, London EC3N 2LB.

If You remain dissatisfied, You may then refer Your complaint to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.

Tel: 0800 0 234 567  
free for people phoning from a 'fixed line' (eg. a landline at home).  
0300 123 9 123  
free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02.

### **Financial Services Compensation Scheme**

EUI Limited and Call Assist Ltd are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if We cannot meet Our obligations.

This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claims costs. For further information visit [www.FSCS.org.uk](http://www.FSCS.org.uk)

Groupama Insurance Company Limited are covered by the Financial Services Compensation Scheme (FSCS).

If we fail to carry out our responsibilities under this policy, you may be entitled to compensation from the Financial Services Compensation Scheme. Information about the scheme is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by phone on 020 7741 4100.

### **Service Provider and Insurer**

Supplied by EUI Limited, Capital Tower, Greyfriars Road, Cardiff CF10 3AZ, Registered Company Number 2686904 and is administered by Call Assist Limited, Axis Court, North Station Road, Colchester, Essex CO1 1UX, Registered Company Number 3668383, and is underwritten by Groupama Insurance Company Limited, 6th Floor, One America Square, 17 Crosswall, London EC3N 2LB, Registered Company Number 995253. Home State: United Kingdom.

EUI Limited, Call Assist Ltd and Groupama Insurance Company Limited are all authorised and regulated by the Financial Services Authority.



EUI Limited Firm Reference Number:  
309378.

Call Assist Ltd Firm Reference Number:  
304838.

Groupama Insurance Company Limited  
Firm Reference Number: 202124.

### **Call Recording**

To help Us provide a quality service, Your  
telephone calls may be recorded.



## How to make a claim

If Your Vehicle breaks down please call Our 24 hour Control Centre on **0800 458 9283** or **01206 714 346** quoting **ELINTGRP**.

If You are outside the UK, please call **00 44 1206 714 346**.

Please make sure you have:

- **your policy number**
- **a return telephone number**
- **your precise location**



*This booklet is made from recycled paper.*