

# Jaguar Assistance

## Insurance Product Information Document

Company: Jaguar Approved Warranty Administration

Product: Breakdown Insurance

This insurance is provided by Jaguar Approved Warranty Administration, a trading style of Car Care Plan Limited on behalf of Jaguar Land Rover Limited. Car Care Plan Limited is a company registered in the UK and is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

This document contains some important facts about Jaguar Assistance. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy handbook. Please take time to read this policy handbook to make sure you understand the cover it provides.

### What is this type of insurance?

Jaguar Assistance is available as an option with your Jaguar Extended/Select Extended Warranty. This product provides 24/7 assistance if the registered vehicle breaks down at home or at the roadside, is involved in an accident or is vandalised.



#### What is insured?

Jaguar Assistance runs concurrently with your Jaguar Extended/Select Extended Warranty for 12 months and covers:

- ✓ **Home Start** – Provides assistance if your vehicle is immobilised at your home address.
- ✓ **Roadside Repair** – Provides assistance if your vehicle is immobilised whilst driving in the UK.
- ✓ **European Assistance** – Provides assistance if your vehicle is immobilised whilst driving in Europe.
- ✓ **Additional Benefits** – Provides cover if your vehicle suffers a vehicle fault that cannot be repaired at the roadside and we cannot arrange for repair by the local Jaguar Authorised Repairer within a reasonable period of time, you and your passengers may be provided with an alternative means of reaching your destination. Depending on your circumstances, you may be offered:
  - A replacement vehicle, or
  - Public transport, or
  - Hotel accommodation.



#### What is not insured?

- ✗ Any expense incurred without the prior authorisation of Jaguar Assistance or that would have normally been payable by you, such as fuel, congestion charges, parking fines, speeding fines and toll charges.
- ✗ The cost of replacement parts, unless covered by the Jaguar Extended/Select Extended Warranty.
- ✗ Any costs resulting from participation in motor racing, rallies, speed or duration testing; your vehicle being kept in an unroadworthy condition, or not being serviced in accordance with the manufacturer's recommendations or you being under the influence of intoxicating liquor or drugs, or from solvent abuse.
- ✗ Any consequential losses arising directly or indirectly from the immobilisation.
- ✗ Any additional losses not specified within the product terms and conditions.
- ✗ Damage or injury intentionally caused by the beneficiary or resulting from participation in a criminal act or offence.
- ✗ Any costs incurred if your vehicle is disabled by floods or snow-affected roads, is embedded in sand or mud or is not easily accessible.
- ✗ Specialist equipment charges – if the recovery of your vehicle requires the use of specialist equipment.
- ✗ Costs incurred as a result of accident damage that are covered by your motor insurance policy.



#### Are there any restrictions on cover?

- ! The vehicle must be roadworthy and maintained in accordance with the manufacturer's recommendations.
- ! Assistance under your Jaguar Assistance becomes available 24 hours after the time of purchase.



## Where am I covered?

- ✓ Throughout the United Kingdom which includes England, Scotland, Wales and Northern Ireland.
- ✓ European Assistance provides cover in mainland Europe (a list of countries is provided in the 'Definitions' section of the policy document).



## What are my obligations?

- The relevant Jaguar Extended/Select Extended Warranty must be in place at the time of purchase of the Jaguar Assistance product.
- You are required to keep your vehicle roadworthy, properly maintained and serviced.
- The driver must be with the vehicle at the time of the incident (breakdown, accident or vandalism) and when the resource arrives.
- You are required to complete repairs in a timely manner following service notifications or previous patrol attendance.
- **If you need Breakdown Assistance:** If you require breakdown assistance in the United Kingdom, you should call 0800 246 844. In Europe please call 0044 1926 320004. You will need to provide your vehicle registration number and vehicle identification number (VIN), your name and exact location, contact number and details of the breakdown.



## When and how do I pay?

If Jaguar Assistance has been purchased as part of the Jaguar Extended/Select Extended Warranty package the premium is included in the cost you pay for your warranty.



## When does the cover start and end?

Your cover will take effect and end on the dates stated in your Welcome Letter.



## How do I cancel the contract?

Jaguar Assistance is part of the Jaguar Extended/Select Extended Warranty package and will be cancelled in accordance with the warranty cancellation and refund process.

Please note you will not receive a refund where you have already made a successful claim on the policy.