

## Allianz Breakdown Assistance

The Allianz Breakdown Assistance service is available for the emergencies covered in this document. Please see your policy schedule to see if you have this cover.

The Breakdown Assistance Service compliments our already established Claims Notification and Emergency Service (please see your policy for details).

Allianz Breakdown Assistance is available 24 hours a day, 365 days a year.

If you have one of the breakdown emergencies listed on page two, you will need the following telephone numbers:

- **01 613 3990** (when calling within the Republic of Ireland)
- **028 90 828 828** (when calling within Northern Ireland and Great Britain i.e. England, Scotland & Wales)

Please note the following terms and conditions apply to the Allianz Breakdown Assistance service:

- We will provide assistance for a maximum of four callouts in any one 12 month period of insurance.
- Cover is provided for your permanent car only.
- The cost of draining or removing contaminated/incorrect fuel type or lubricant is not covered. However, we will tow your car to the nearest garage (max 50km/30M) for assistance. You will have to pay for any work carried out.
- You are only entitled to avail of Breakdown Assistance for the emergencies listed below. If you are claiming for incidents such as an accident, glass breakage, fire damage, or attempted theft, assistance is provided under the Claims Notification and Emergency Service.
- If your car breaks down due to a fault with the car and you avail of Breakdown Assistance, you must ensure that this fault is rectified. If the fault is not rectified, you are not entitled to further assistance within two working days of the original callout.
- Allianz will not be responsible for any expense you incur without our approval or for expenses you incur without our prior agreement.
- You must be present at your car when the repairer arrives. If you are not present at your car and we cannot assist you, you will have to pay for any future assistance.
- When your car has been delivered to a repairer, the costs of repairs and the cost of any replacement parts will be borne by you.
- Your car must be kept in a roadworthy condition and you must ensure that it is maintained in accordance with manufacturer's requirements.
- Where you have broken down in Great Britain, we will not be responsible for the cost of returning your vehicle to Ireland in circumstances where the estimated cost of return and/or storage exceed the current Irish market value of your vehicle.
- The Allianz Breakdown Assistance service covers the islands of Ireland and Great Britain.
- Breakdown Assistance does not cover you for recovery which requires specialist equipment.
- Breakdown Assistance does not cover vehicles over 2.5 tonnes in weight.
- The onward travel or delivery of passengers or goods that you are carrying in a commercial capacity, at the time of breakdown, is not covered under the Allianz Breakdown Assistance service.
- The provision of the courtesy car is subject to availability and if we are unable to provide you with one, you are entitled to avail of the other journey continuation benefits offered by this scheme. However, the cost of all onward travel must be agreed with us first.
- If you avail of a courtesy car, it is your responsibility to ensure you meet the requirements of the Hire Company. The courtesy car is for your personal use only and may not be operated by you for the carriage of passengers for hire and reward.
- If you are unfamiliar with the area you have broken down in and do not know the location of the nearest repairer, Allianz can request that the attending agent provides this information for you. Please be aware that this is for information only and is not a recommendation. Once recovery of your vehicle has been completed, Allianz's involvement in your assistance ends.
- If the courtesy car is due to be returned at a time when the car rental company is closed, please note that you may be required to return it earlier. If you are not in a position to return the car earlier, you may be charged additional rental to cover the period beyond your 48 hour allowance provided under the terms of your Allianz policy.

## Allianz Breakdown Assistance

Benefits	Emergencies Covered
<p style="text-align: center;"><b>Driveway &amp; Roadside Assistance</b></p> <ul style="list-style-type: none"> <li>■ We will send a competent repairer/towing agent to assist you at the breakdown site.</li> <li>■ We will cover the cost of towing your car to the nearest repairer or to your own garage, whichever is closest. The maximum distance covered for this towing benefit is 50KM or 30 Miles from the location of your breakdown. (PLEASE NOTE - In the extremely unlikely event that there are no repairers within a 50km/30 mile radius of your breakdown location you may be liable for additional mileage charges)</li> <li>■ We will send up to 2 messages to family members or business contacts on your behalf.</li> </ul>	<p>Mechanical or electrical breakdown (e.g. flat battery).</p> <p>Puncture that needs help to fix or wheel change.</p> <p>Keys broken in locks or keys locked in your car.</p> <p>Loss or theft of keys.</p> <p>Your car being filled with incorrect fuel type/lubricant.</p>
<p style="text-align: center;"><b>Journey Continuation - Rep. of Ireland &amp; Northern Ireland</b></p> <ul style="list-style-type: none"> <li>■ Journey completion for you and your passengers up to a maximum value of EUR150/£100 or:</li> <li>■ A free courtesy car (Class A) for up to 48 hours or:</li> <li>■ Bed and breakfast accommodation where repairs require an overnight stay to a value of EUR35/£25 for each person. The maximum amount we will pay is EUR150/£100.</li> </ul>	<p>Where your car breaks down in Ireland (more than 30km from your home address) and your car cannot be repaired at the breakdown site.</p>
<p style="text-align: center;"><b>Journey Continuation - Great Britain</b></p> <ul style="list-style-type: none"> <li>■ A courtesy car (Class A) for up to 48 hours, to a maximum benefit of £100.</li> <li>■ When repairs have been carried out on your car in Great Britain we may, with your agreement, make arrangements for you to travel and collect from the repairing garage.</li> <li>■ Where your car cannot be repaired prior to your departure date, your car will be towed to your departure port.</li> </ul> <p>In such circumstances, arrangements will be made to return your car to Ireland and for onward towing to the nearest repairer or to your own garage - whichever is closest.</p> <p>The ferry company may insist that you accompany your car on its homeward journey.</p> <p>With the above options you are required to provide us with details of your ferry ticket.</p>	<p>Where your car breaks down in Great Britain and your car cannot be repaired at the breakdown site.</p>

## **Allianz Claims Emergency Service**

Allianz Claims Notification and Emergency Service is available free of charge to all policyholders while driving anywhere in Ireland in the event of fire, theft or attempted theft.

For Policyholders with Comprehensive cover the Emergency Service is also available in the event of accident.

This service does not apply if your car breaks down, which is covered separately under our Breakdown Assistance service (please see your policy schedule to see if you have this cover).

The service is available 24 hours a day, 365 days a year.

What our Emergency Service covers:

- If possible we will get you back on the road.
- If your car is badly damaged and un-roadworthy, we will ensure that you and your passengers are brought home.
- We will tow your car to an aligned repairer for repairs.
- While you are waiting for your car to be repaired, we will give you a free replacement car\* (Class A) for up to 5 days.
- We will settle directly with our aligned repairer saving you from making any payment other than your policy excess.
- If your car is stolen, we will supply you with a replacement car\* (Class A) for up to 14 days. If your car has not been recovered after this time, we will then settle your claim.

All you have to do is call:

Republic of Ireland - 01 613 3990

Northern Ireland - 028 90 828 828

*\*Replacement car - it is your responsibility to ensure you meet the requirements of the hire company. The courtesy car is for your personal use only and may not be operated by you for the carriage of passengers for Hire and Reward.*

*Terms and conditions apply.*