

Breakdown Insurance

Insurance Product Information Document

Company: RAC Motoring Services

Product: Citroën Assistance Plus

Breakdown cover provided by RAC Motoring Services (310208). Registered in England, United Kingdom; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

This document provides a summary of the key information regarding Citroën Assistance Plus cover. Please refer to the full Citroën Assistance Plus terms and conditions for more information about your chosen cover.

What is this type of insurance?

This Citroën Assistance Plus policy is intended to provide services that assist customers in the event the vehicle cannot be driven due to certain incidents.



What is insured?

Citroën Assistance Plus runs concurrently with your Citroën Roadside Assistance cover and covers:

Citroën Assistance Plus

- ✓ Mis-fuelling;
- ✓ Running out of fuel, or charge in an electric vehicle, or AdBlue in a diesel vehicle;
- ✓ Tyre punctures, even if the vehicle is carrying a serviceable spare tyre;
- ✓ Keys which have been lost, stolen, broken or locked inside the vehicle
- ✓ If your vehicle cannot be repaired at the roadside, you, your vehicle and passengers will be transported to the nearest Citroën franchised dealer, or a destination of your choice within 10 miles.



What is not insured?

- ✗ Any incident which has occurred prior to purchase.
- ✗ All other faults e.g. breakdowns, manufacturer defects, road traffic collisions.
- ✗ The cost of any parts.
- ✗ Any resource or equipment required to repair or recover a vehicle which is not normally carried.
- ✗ Any incident relating to a caravan or trailer.
- ✗ Assistance outside of the UK.



Are there any restrictions on cover?

- ! The vehicle must be UK registered.
- ! Claims will not be possible within the first 24 hours of taking out this policy.



Where am I covered?

- ✓ You are covered in the United Kingdom, Channel Islands and the Isle of Man.



What are my obligations?

- You must take reasonable care to complete any questions accurately when purchasing this insurance.
- You must update Citroën Warranty Administration straight away if you wish to change your details.
- You must comply with the full Terms and Conditions if you make a claim.



When and how do I pay?

- If Citroën Assistance has been purchased as part of the Citroën 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 from and end on the dates stated in your fulfilment document.



How do I cancel the contract?

Citroën Assistance Plus can only be purchased as part of the Citroën Warranty and Roadside Assistance 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. Contact details are contained in the Cancellation and Refund section of the Warranty handbook.

