

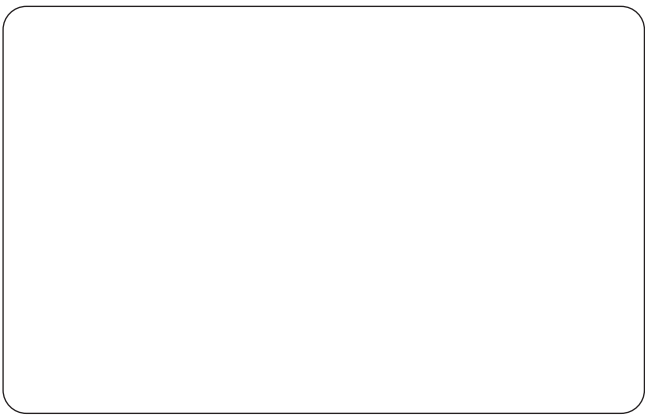
ASSISTANCE HANDBOOK



ABOVE & BEYOND



APPROVED



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LAND ROVER ASSISTANCE

Thank you for purchasing Land Rover Assistance to complement **your** Land Rover Extended Warranty.

Your Assistance policy is underwritten by Acromas Insurance Company Limited which is authorised and regulated as an insurance company by the Financial Conduct Authority.

Home Start, Roadside Repair and Relay are provided by Automobile Association Developments Limited, (trading as AA Breakdown Services), except European Assistance and Relay Plus which are underwritten by Acromas Insurance Company Limited.

Land Rover Assistance is a comprehensive assistance programme, designed specifically for Land Rover drivers to promote absolute peace of mind. The programme provides assistance in any motoring emergency, from **immobilisation** due to breakdown or accident, to minor emergencies such as a puncture.

If **your vehicle** is **immobilised**, Land Rover Assistance will attend **your vehicle**. If the problem cannot be resolved at the roadside, we will recover **your vehicle** to the nearest Land Rover Authorised Repairer. If the Land Rover Authorised Repairer cannot repair **your vehicle** promptly, you may be eligible for **additional benefits** such as car hire.

The benefits of Land Rover Assistance are available throughout the warranty period.

DEFINITIONS

The following words and phrases are used throughout this booklet, and are defined as follows:

Eligible vehicle is the Land Rover vehicle that is entitled to receive Land Rover Assistance.

Additional benefits are car hire, onward travel, hotel accommodation, vehicle redelivery and vehicle repatriation.

Immobilisation means that **your vehicle** is not driveable due to a **vehicle fault**, a **road traffic accident**, or an incident due to a **non-vehicle fault**.

Europe means the following countries – Andorra, Austria, Belarus, Bosnia and Herzegovina, Belgium, Bulgaria, Croatia, Cyprus – North and South, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy (including Vatican City), Latvia, Liechtenstein, Lithuania, Luxemburg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia (up to the border with Asia), San Marino, Serbia, Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland, Turkey, Ukraine.

Road traffic accident is a collision involving **your vehicle** and another object, person or animal.

Vehicle fault means any fault covered by the warranty.

Non-vehicle fault means keys locked in vehicle, lost keys, stolen keys, incorrect fuel, running out of fuel, punctured tyre, glass breakage, damage or destruction by fire, theft or vandalism, vehicle being kept in an unroadworthy condition, and vehicle not serviced in accordance with manufacturer's recommendations.

Your vehicle is a Land Rover or other make of car that is **eligible** to receive Land Rover Assistance.

SERVICE PROVISION

Assistance Centre

The Assistance Centre is open all day, every day. Whether you're within the UK or within **Europe**, you will have direct access to trained assistance personnel who speak your language and who can arrange for the appropriate resources to be deployed.

Home Start

We will provide assistance if **your vehicle** is **immobilised** at your home address. Our aim is to fix **your vehicle** and get you on your way, if we're unable to do this within a reasonable period of time we will recover **your vehicle** to the nearest Land Rover Authorised Repairer.

Roadside Repair

We will provide assistance if **your vehicle** is **immobilised** whilst driving in the UK. Our aim is to fix **your vehicle** and get you on your way, if we're unable to do this within a reasonable period of time we will recover **your vehicle** to the nearest Land Rover Authorised Repairer.

European Assistance

We will provide assistance if **your vehicle** is **immobilised** whilst driving in **Europe (list of countries shown in "Definitions")**. Our aim is to fix **your vehicle** and get you on your way, if we're unable to do this within a reasonable period of time we will recover **your vehicle** to the nearest Land Rover Authorised Repairer.

SERVICE PROVISION (CONTINUED)

Additional Benefits

If **your vehicle** suffers a **vehicle fault** that cannot be repaired at the roadside and we cannot arrange for repair by the local Land Rover 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

These **additional benefits** are dependent on availability and are provided at the discretion of Land Rover Assistance, see **TERMS AND CONDITIONS**.

Replacement Vehicle

A replacement vehicle will be available for up to a maximum of two working days in the UK or ten working days if the **immobilisation** occurs in **Europe** while **your vehicle** is being repaired.

Please note – The replacement vehicle is not guaranteed to be a “like for like”.

Land Rover Assistance will pay for taxi costs up to a combined total of £60 for collection and delivery of the replacement vehicle.

Public Transport

If appropriate, instead of a replacement vehicle, we will wherever possible organise and pay for you and your passengers to continue your journey by second-class train or scheduled economy air travel.

Hotel Accommodation

If the **immobilisation** occurs more than 50 miles from your home address and overnight accommodation is a more practical option, we will pay for the cost of hotel accommodation for you and your passengers for one night in the UK or seven nights if the **immobilisation** occurs in **Europe**.

SERVICE PROVISION (CONTINUED)

Storage

If **your vehicle** has to be stored following recovery by Land Rover Assistance, we will pay for the cost of storage up to a maximum of £100.

Vehicle Collection or Redelivery

Land Rover Assistance will pay for reasonable costs incurred to collect **your vehicle** once it has been repaired. Alternatively, if the Land Rover Authorised Repairer is located more than 50 miles from your home address, you may elect to have the repaired vehicle delivered to your home.

Vehicle Repatriation

If **your vehicle** has been recovered by Land Rover Assistance to a Land Rover Authorised Repairer in **Europe** and if the repairs cannot be completed before your intended return date, we will arrange and pay for repatriation of **your vehicle** to the UK.

Message Service

If your journey has been delayed due to the **immobilisation** of **your vehicle**, we can pass on urgent messages to your family, friends or business.



OBTAINING ASSISTANCE

Should you require Land Rover Assistance, you should contact Land Rover Assistance first. Please do not make your own arrangements.

It would greatly assist us and speed up the assistance process if you could have the following details to hand when contacting Land Rover Assistance:

- Your name and exact location.
- The registration number and vehicle identification number (VIN) of your Land Rover.
- A brief description of the incident.
- A contact telephone number.

Telephone Numbers

Listed below are two telephone numbers, one for if you require assistance in the UK and one for if you require assistance in **Europe**. It is important you call the appropriate number should you require assistance.

Land Rover Telephone Numbers

United Kingdom – 0800 521786

If in Europe + 44 1926 320003

Calls to Land Rover Assistance may be recorded to assist in confirming details of calls that may be incomplete or unclear. Recordings may be used for training purposes.

TERMS AND CONDITIONS

Additional Benefits

If **your vehicle** is **immobilised** as a result of an incident due to a **non-vehicle fault**, **additional benefits** will not be provided. Where **additional benefits** do apply, these are subject to the terms and conditions of Land Rover Assistance.

Adverse Weather Conditions

Please be aware that adverse weather conditions such as high winds, snow or floods can make some Land Rover Assistance operations physically impossible until the weather improves. Our immediate priority will be to ensure you and your passengers are taken to a place of safety and it may be necessary to attend to **your vehicle** later.

Caravan/Trailer

If **your vehicle** is **immobilised**, we will tow your caravan or trailer to a destination near to the appropriate Land Rover Authorised Repairer. Land Rover Assistance will not, however, be held responsible for any goods or animals being transported (other than domestic pets).

European Motorway/Autoroute Restrictions

On certain major roads in some European countries, you must use the official SOS boxes at the side of the road to be connected to the authorised assistance service and arrange for initial recovery. These roads are privatised and we may be prevented from assisting on them. You should contact Land Rover Assistance at the earliest opportunity so we can arrange for the most appropriate assistance once **your vehicle** has been recovered to a place of safety. Costs incurred for initial recovery should be claimed back from Land Rover Assistance.

TERMS AND CONDITIONS (CONTINUED)

Glass Breakage

We can on your behalf contact a Land Rover Authorised Repairer or approved Land Rover glass supplier, who will usually be able to supply and fit replacement glass. You will be liable for the cost of replacement parts and fitting charges.

Hotel Accommodation

The maximum amount payable by Land Rover Assistance for hotel accommodation will not exceed £100 per person per night or £150 per person per night in capital cities.

Incorrect Fuel

If **your vehicle** is **immobilised** due to the use of incorrect fuel (or running out of fuel) and the problem cannot be resolved at the roadside, Land Rover Assistance may at its discretion, recover **your vehicle** to the most appropriate Land Rover Authorised Repairer.

Limited Assistance

The benefits of Land Rover Assistance are not limited to mechanical breakdown, we aim to assist in the event of any motoring emergency. Please note however that if **your vehicle** is **immobilised** as a result of an incident due to a **non-vehicle fault**, then **additional benefits** will not be provided.

Lost Keys and Keys Locked in Vehicle

At our discretion, we will endeavour to provide assistance by the most practical method. However, should we be unable to gain entry to **your vehicle**, modern security systems may necessitate a forced entry. If this is the case, you will be asked to sign a declaration stating you have given permission for this, and that any costs for resultant damage will be your responsibility. These costs may be covered by your motor insurance policy.

TERMS AND CONDITIONS (CONTINUED)

Punctured Tyres

Punctures to tyres do not merit car hire or vehicle re-delivery assistance. However, if **your vehicle** should suffer multiple punctures in one event, or **your vehicle** is not equipped with a spare wheel as standard and a tyre in use suffers dangerous tyre wall damage, extra assistance may be required. If repairs cannot be made within a reasonable period of time, the Assistance Centre will at its discretion, the appropriate level of extra assistance.

Reclaiming Expenses

If you have been authorised by Land Rover Assistance to pay for a covered benefit and wish to recover the costs, please retain original receipts and contact Land Rover Assistance for details of the reclaim procedure.

Release Fees

Should **your vehicle** be stolen or involved in a **road traffic accident** and subsequently recovered by the police, you will be liable for any release fee payable before we can remove **your vehicle**. These costs may be refundable under the terms of your motor insurance policy.

Repatriation From Outside Your Own Country

You will be asked to provide Land Rover Assistance with a signed inventory of all items left in **your vehicle** prior to repatriation. Neither Land Rover Assistance nor its agents accept any liability for the subsequent loss of, or damage to, any items not declared on this inventory.

TERMS AND CONDITIONS (CONTINUED)

Replacement Vehicles

A replacement vehicle will be sourced through one of the major vehicle rental companies. You may be required to enter into a contract of hire with the rental company and you must be able to comply with their conditions of hire. You will be responsible for any additional costs including, but not limited to, fuel, congestion charges, parking fines, and speeding fines, and toll charges. Insurance requirements stipulate you must be between 25 and 65 years of age. If you are under 25 or over 65 we will endeavour to make alternative arrangements, but these cannot be guaranteed. Certain endorsements on your driving licence may prejudice your eligibility to hire a vehicle. A valid driving licence and a credit card deposit to cover any additional costs will be required. Please note that we cannot guarantee availability of vehicles with accessories such as roof racks and tow bars.

Validity Outside Your Own Country

Land Rover Assistance is only available within **Europe** for single trips that do not exceed 30 days and 90 days' duration in any consecutive 12 month period. It is recommended that adequate travel insurance should be taken out in such circumstances.

Vehicle Redelivery

The maximum amount payable by Land Rover Assistance for vehicle redelivery will not exceed the cost of travel.

Vehicle Repatriation

The maximum amount payable by Land Rover Assistance for vehicle repatriation will not exceed the market value of **your vehicle**.

EXCLUSIONS

Land Rover Assistance will not pay for:

- Any expense incurred without the prior authorisation of Land Rover Assistance.
- Any expense 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 Land Rover Warranty.
- Any costs resulting from participation in motor racing, rallies, speed or duration testing.
- Any costs resulting from **your vehicle** being kept in an unroadworthy condition, or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of Land Rover Assistance, a recurring fault is due to poor maintenance, we reserve the right to limit the assistance to recovery of **your vehicle** to the nearest Land Rover Authorised Repairer.
- Any costs resulting from you being under the influence of intoxicating liquor or drugs, or from solvent abuse.
- Any consequential losses arising directly or indirectly from the **immobilisation**.
- 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 (for instance, as a result of a **road traffic accident**, multiple wheel theft or vandalism) any costs incurred will be your responsibility. These costs may be refundable under the terms of your motor insurance policy.
- Costs incurred as a result of accident damage that are covered by your motor insurance policy.

This list is not intended to be exhaustive. Whilst recognising your consumer rights, Land Rover Assistance may extend the list of exclusions if and when there is a requirement to do so.

ACCIDENT SERVICES

The Accident Service is designed to assist you during the repair process following a road traffic accident.

In the event of an accident, to ensure that your vehicle is repaired to Land Rover's original manufacturing specifications, please contact the Accident Services team who will look after your claim from start to finish. Initially, you will be asked for details of the incident, extent of damage and details of any third party involved.

If the vehicle is immobilised, the vehicle will be recovered to the Retailer or Repairer of your choice, or to the nearest Land Rover Authorised Body Repair Centre to your home address. Where the vehicle remains mobile, a call to the most appropriate Land Rover Authorised Body Repair Centre will be made in order to arrange an inspection of the damage and quotation for repair.

The Accident Services team will liaise with you, the Land Rover Repair Centre and insurer to ensure that the repair process proceeds with minimum of delay and inconvenience. In addition, if the accident was the responsibility of a third party, the service will pursue claims for any Uninsured Losses or personal injury compensation.

Land Rover Accident Services are available 24 hours, seven days a week.

Contacting the Accident Services Team

Should you require assistance following an accident, please call as required:

United Kingdom – 0800 521786

If in Europe + 44 1926 320003

Remember, it is your right to have your vehicle repaired at your repairer of choice.

Note: *Accident repairs using non-Land Rover approved materials and/or methods of repair, may invalidate your vehicle warranty.*

CANCELLATION RIGHTS AND REFUNDS

We hope you are happy with the cover this product provides. However, if after reading your policy document, this cover does not meet with your requirements, you have the right to cancel within 14 days of purchase. Should you wish to cancel within this period, please return to the Land Rover retailer from whom the product was purchased; the retailer will then refund any premium you are entitled to. Alternatively, please contact Land Rover Approved Warranty Administration on **0344 573 8055**.

Please note: No refund or part refund will be provided after the first 14 days, or where assistance has been sought within the first 14 days.

How to Make a Complaint

We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation, in the first instance please call the Administrator on **0345 026 0969**.

We will either acknowledge your complaint within five working days of receipt, or offer you our final response if we have concluded our investigations within this period.

If we acknowledge your complaint, we will advise you who is dealing with it and when we expect to respond. We aim to respond fully within eight weeks. However, if we are unable to provide a final response within this period we will write to you before this time and advise why we have not been able to offer a final response and how long we expect our investigations to take.

If you remain dissatisfied, please contact the Insurer directly by writing to: The Quality Standards Manager, Land Rover Assistance, Automobile Association Limited, Contact Centre, Lambert House, Stockport Road, Cheadle SK8 2DY.

If you remain unhappy with our final response, or we have not managed to provide a final response within eight weeks of your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service for help and advice.

CANCELLATION RIGHTS AND REFUNDS (CONTINUED)

There are several ways you can contact them:

Phone: **0800 023 4567** or **0300 123 9123**

Website: www.financial-ombudsman.org.uk

E-mail: complaint.info@financial-ombudsman.org.uk

Post: The Financial Ombudsman Service

Exchange Tower

London E14 9SR

Financial Services Compensation Scheme

You may be entitled to compensation from the scheme if Acromas Insurance Company Limited cannot meet its obligations in relation to that cover. This depends on the type of business and the circumstances of the claim.

General insurance provided by a regulated insurer such as Acromas Insurance Company Limited is covered for 90% of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or telephone **0800 678 1100** or **0207 741 4100**.

Land Rover Approved Warranty Administration Privacy and Data Protection Notice

1. Data Protection

Land Rover Approved Warranty Administration (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information please visit www.view-privacy-policy.co.uk.

2. Use of Your Personal Data

The Data Controller may use the personal data it holds about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from the Data Controller or which the Data Controller feels may interest you. The Data

Controller will also use your data to safeguard against fraud and money laundering and to meet the Data Controller's general legal or regulatory obligations.

3. Disclosure of Your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing it with products or services, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

4. International Transfers of Data

The Data Controller may transfer your personal data to destinations outside the European Economic Area ("EEA"). Where The Data Controller transfers your personal data outside of the EEA, the Data Controller will ensure that it is treated securely and in accordance with the Legislation.

5. Your Rights

You have the right to ask the Data Controller not to process your data for marketing purposes, to see a copy of the personal information held about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask for a copy of your data to be provided to any controller and to lodge a complaint with the local data protection authority.

6. Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning the Data Controller's use of your personal data, please contact **The Data Protection Officer, Land Rover Approved Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England.**



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