

Motor Vehicle Assistance

Insurance Product Information Document

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Registration no. 519490080 RCS, authorised by L'Autorité de Contrôle Prudentiel et de Résolution in France and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the FCA website.

Product: Mazda European Roadside Assistance Policy

This document provides a summary of key information about the Mazda European Roadside Assistance product and doesn't take into consideration your specific demands and needs. Full pre-contractual and contractual information are provided in the documents relating to the insurance contract.

What is this type of Insurance?

This policy provides motor breakdown cover. Roadside or home assistance is provided in the event of an emergency when the vehicle is immobilised to ensure immediate repairs or towing to the nearest authorised garage.



What is insured?

Cover in the UK

- ✓ **Home and roadside assistance.**
- ✓ **Local recovery** to the nearest or most appropriate Mazda dealer.
- ✓ **Onward travel options** if the vehicle cannot be repaired within a 4 hour period. A choice of public transport, hire car or hotel accommodation is available.
- ✓ **Message relay service.**
- ✓ **Glass replacement service.**

Cover in Europe

- ✓ **Roadside assistance.**
- ✓ **Local recovery** to the nearest or most appropriate Mazda dealer.
- ✓ **Vehicle storage.**
- ✓ **Onward travel options** if the vehicle cannot be repaired within 4 hours or the same day. A choice of public transport, hire car or hotel accommodation is available.
- ✓ **Vehicle repatriation** where the vehicle cannot be repaired within 3 days.
- ✓ **Parts delivery.**



What is not insured?

- ✗ Any costs that we have not authorised.
- ✗ More than the maximum benefit limits shown in the policy.
- ✗ Claim circumstances that you were aware of before your policy was issued.
- ✗ Vehicles that are not roadworthy, non-compliant with the relevant legislation and that do not have a valid MOT.



Are there any restrictions on cover?

- ! Cover is only available for persons using the vehicle for their own personal use, and who are not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.
- ! The policy contains exclusions relating to specific circumstances.
- ! The breakdown of a caravan or trailer is not covered. However if the towing vehicle has a breakdown we will recover the caravan or trailer if it does not exceed the size limit.
- ! There are general conditions that you have to meet for cover to apply.



Where am I covered?

Your vehicle is covered in the UK and Continental Europe. Please refer to the policy wording for a full list of countries covered.



What are my obligations?

- Answer any pre-sale questions as truthfully and accurately as possible.
- Read your policy carefully to ensure you have the cover you need.
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover, or if it is likely you will need to make a claim.
- If you need to make claim, always contact us first before making arrangements of your own.



When and how do I pay?

Premiums are paid at the beginning of the insurance period.

The premium can be paid using one of the payment options given to you by the seller of this insurance.



When does the cover start and end?

Your policy provides cover during the period shown on your confirmation of cover.



How do I cancel the contract?

To ensure the cover meets your requirements, you have 14 days from the date of receiving your documentation to cancel your policy.

If you wish to cancel the contract during this period, you should contact Mazda European Assistance, PO Box 1149, Croydon, CR9 1ZQ or telephone 0800 777 174 or contact the selling dealer.

Your premium will be refunded in full, although if you have asked us to perform or provide any of the services given under the policy we will recover the costs for providing these services.

You may still cancel the contract after this 14 day period but no refund will be made.