

# Breakdown Insurance



## Insurance Product Information Document

Company: Liverpool Victoria Insurance Company Limited.

Registered in England and Wales number 3232514 is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, register number 202965.

Product: Boundless Plus - Roadside Assist

This document summarises key information you need to know about Boundless Plus - Roadside Assist. As no advice is given, it should be read together with the Breakdown Policy Document so you understand the full terms and conditions that apply. Please also refer to these documents for how to claim, how to make a complaint, details of any fees or charges that we may apply and your rights under the Financial Services Compensation Scheme (FSCS).

### What is this type of insurance?

If your vehicle breaks down, breakdown cover can help keep you moving with a repair or get you to a garage if the problem is harder to fix.



#### What is insured?

##### Roadside Assist

- ✓ Help at the roadside
- ✓ Recovery to a local garage within 10 miles (including attached caravans & trailers)



#### What is not insured?

- ✗ The cost of all parts or supplies used or provided to repair your vehicle
- ✗ The costs of repair/attempted repair by a local garage following recovery
- ✗ Caravans and trailers over 8 metres in length (including A-frame)
- ✗ Motorhomes over 8 metres in length or 7.5 tonnes in weight
- ✗ All other vehicles over 7 metres in length, 2.3 metres in width, 3 metres in height or 3.5 tonnes in weight
- ✗ Cover when you knowingly use a vehicle when a fault has been identified
- ✗ Vehicles not registered in the UK
- ✗ The cost of specialist equipment needed to move your vehicle
- ✗ Vehicles being used for hire and reward purposes, sporting events or practice for such events
- ✗ The cost where wheels or tyres need to be supplied because your vehicle is not carrying a legal or serviceable spare wheel or tyre
- ✗ Fines, penalties, tolls or unclamping charges (we will pay toll fees if incurred during recovery by one of our breakdown professionals)
- ✗ Costs if you employ someone else to repair or recover your vehicle



#### Are there any restrictions on cover?

- ! Vehicles must have a valid MOT and be taxed if required by law
- ! Breakdown must have occurred more than ¼ mile from your home



## Where am I covered?

- ✓ United Kingdom (UK), Channel Islands, the Isle of Man and the Republic of Ireland



## What are my obligations?

- When activating the cover you must give complete and accurate answers to any questions we may ask you
- You must let us know immediately if you change your vehicle (changes aren't reversible)
- Premiums for your Boundless Plus Membership must be paid on time
- If your vehicle breaks down and you need our assistance, you must be with it when our breakdown professional arrives
- If we ask you to provide documentary evidence such as an MOT, Repair or Service invoice you must provide it as if you fail to comply we have the right to cancel your policy
- You must keep your vehicle in a roadworthy condition and/or service and maintain the vehicle in line with manufacturer guidelines
- Following a call out you must ensure that the reason for the breakdown is fixed



## When and how do I pay?

This cover is included as part of your Boundless Plus Membership Fee which Boundless would have advised you of and requires activation of the cover.



## When does the cover start and end?

The cover starts 24 hours after activation and will continue until you deactivate it or cancel your Boundless Plus Membership.



## How do I cancel the contract?

This cover is included as part of your Boundless Plus membership. Once activated it will run until your Boundless Plus membership ends or you deactivate the cover.

You can cancel your membership by contacting Boundless on 0800 66 99 44, by email at [membership@boundless.co.uk](mailto:membership@boundless.co.uk) or by writing to: Membership Services, Boundless, Britannia House, 21 Station Street, Brighton, BN1 4DE.