

Customer Benefits Motor Breakdown Assistance



Welcome

InsureDaily and Safely Insured, part of Ramasis Ltd, have engaged Call Assist to provide this breakdown service to their short-term motor insurance customers for peace of mind whilst driving the vehicle. Please read the following to help you use the service.

1. Reporting a breakdown

Breakdowns can be reported via the Call Assist app or by calling us. We also offer an SMS text messaging service for accessibility purposes.



Download the free Call Assist mobile app from the Google Play or Apple App Store. Once downloaded, click on 'Report Breakdown' and follow the simple step by step instructions.



Call our 24 hour Control Centre on:

01206 714303

If you are unable to make a connection, please contact us on:

01603 327 180



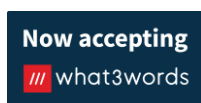
If you are deaf, hard of hearing or speech impaired, our app and online reporting options will usually be most suitable. If you are unable to use our app or online option, please send a text message containing your full name, membership number, **vehicle** registration and postcode to:

07537 404890

Information we will need

Please have the following information ready to provide to our rescue co-ordinator,.

1. **Your return telephone number**
2. **Your vehicle registration**
3. **What has happened to your vehicle**
4. **The location of the vehicle (including a postcode, GPS co-ordinates, or what3words)**
5. **Whether your vehicle location will be accessible for a large truck**



as if you are towing something, travelling with animals, in an area exposed to extreme weather conditions, or if any of your passengers have any special requirements we may need to take into consideration.

What to do when you breakdown

If you require the attendance of a recovery operator, we will contact you to advise which recovery operator will be attending and approximately how long they are expected to take. Where possible, please ensure your mobile phone is available to accept calls at all times in case we need to contact you.

You will need to be with the vehicle when the recovery operator arrives. If you would prefer not to wait with the vehicle or it is unsafe to do so, please inform our rescue co-ordinator who will arrange a call on approach, so you have sufficient time to return to the vehicle. Please advise our rescue co-ordinator if you feel it is not safe to remain within eyesight of the vehicle.

In the event of a breakdown on a motorway where you have no means of contacting us or are unaware of your location, please use the nearest SOS box and advise the Emergency Services of our telephone number, they will then contact us to arrange assistance. If the Police or Highways Agency are present at the scene, please advise them that you have contacted us and provide them with our telephone number to call us on your behalf.

2. Breakdown Service

The breakdown service provided as a Customer Benefit gives you Roadside Assistance and Vehicle Recovery whilst you are travelling in your vehicle away from your home address.

There are some restrictions to this service which are:

- The vehicle and date the breakdown occurred must be during the period of the motor insurance policy we have arranged for you.
- The vehicle must be at least a ¼ of a mile from your home address
- No cover outside of England, Scotland and Wales
- Cover is for the vehicle only - no cover for any trailer or caravan
- Only covers recovery of the vehicle and passengers up to 75-miles from where the vehicle breaks down
- No cover for draining or removal of an incorrect fuel type
- No assistance will be given if the vehicle is deemed unroadworthy or dangerous to transport
- There is no cover for the costs of any parts, components or materials used to repair the vehicle.

When reporting your breakdown, please let us know if there are any circumstances which may affect the handling of your breakdown, such

3. General Notes

Garage Repairs

Any repairs undertaken either by a separate garage or a recovery operator at their premises are provided under a separate contract, which is between you and the repairer.

Signing Documentation

You may be asked to sign documents by the recovery operator which relate to the service being provided. Whilst **you** are not required to sign such documents, failure to do so may result in further services being denied. Please do not sign any documents until you have read and understood the content in full. Often, in signing such documentation, you will be confirming your satisfaction with the service provided by the recovery operator and that proper care has been taken with your vehicle. In the event you require assistance with understanding such documents or you have not been satisfied with the service provided by the recovery operator, please contact us on 01206 714303 prior to signing.

Estimated Arrival Times

Where we arrange for a recovery operator to attend your vehicle, we will provide an estimated time of arrival. Please note this estimate can change based on the availability of recovery operators at the time. We cannot guarantee the arrival of a recovery operator within a specified amount of time. If you would prefer to organise your own assistance, please obtain authorisation from our rescue co-ordinator before arranging this.

Emergency Repairs

Emergency repairs undertaken at the roadside by recovery operators cannot be guaranteed and in some cases, will not be attempted. Due to the nature of roadside assistance, it is not always possible for recovery operators to accurately diagnose the fault with the vehicle or state whether the vehicle is in a roadworthy condition or otherwise safe to drive. Recovery operators are not instructed to conduct vehicle health inspections.

4. Definitions

Accident

A collision immediately rendering the vehicle immobile or unsafe to drive.

Breakdown

An electrical or mechanical failure, lack of fuel, lack of charge, misfuel, flat battery or puncture to the vehicle, which immediately renders the vehicle immobilised.

Callout

The deployment of a recovery operator to the vehicle.

Home Address

The last known address within the UK recorded on our system where your vehicle is ordinarily kept.

Membership Schedule

The document provided by Ramasis detailing the eligible vehicle,.

Recovery Operator

The independent technician appointed to attend the breakdown.

Rescue Co-ordinator

The telephone operator employed by Call Assist Ltd.

Specialist Equipment

Non-standard apparatus or recovery vehicles which in the opinion of the recovery operator are required to recover the vehicle. Specialist equipment includes but is not limited to winching, skates, sliders, dolly wheels, donor wheels and a crane lift.

Suitable Garage

Any appropriately qualified mechanic or garage which is suitable for the type of repair required and where the remedial work undertaken can be evidenced in writing.

Us, We, Our

In respect of handling your claim: Call Assist Ltd.

Vehicle

The vehicle shown on your membership schedule as being eligible for this cover.

You, Your

The person named as the membership holder in the membership schedule.