



ARAG Motor Breakdown Solutions statement of customer demands and needs

ARAG Motor Breakdown Solutions meets the demands and needs of motorists wishing to cover the cost of vehicle recovery or assistance following a breakdown or accident which immobilises the vehicle up to the limits shown in the policy. Customers can access the following services 24/7.

- Roadside assistance and recovery
- Alternative travel
- Emergency overnight accommodation
- Message service
- Lack of fuel or misfuelling
- HomeAssist
- Keys

ARAG Motor Breakdown Solutions will not meet customer's demands and needs

- where help is being sought for a situation that could have been foreseen
- where immediate help is not critical, or
- where the size of the vehicle prevents it from being loaded on to a standard transporter.

Anyone considering this insurance should check that similar cover has not already been provided by the dealer who supplied or services your vehicle.