



Motor Assistance

AXA Assistance

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Car Checklist

We have prepared a checklist for you to complete which can act as a useful reminder for today's motorist

Car make and model _____

Type of fuel _____

Registration number _____

Driving licence number _____

Insurance expiry date _____

Policy number _____

Type of cover _____

Insurance Broker's
telephone number _____

MOT due _____

Service due _____

Tax due _____

Doctor's name and
telephone number _____

Passport Number _____

IMPORTANT

Please note that the Assistance Services for Accident Recovery and Breakdown apply only to private type cars and small commercial vehicles (under 3.5 tonnes gross vehicle weight).

Please refer to Accident Recovery & Breakdown sections of this booklet.

AXA Assistance

AXA Assistance offers you a wide range of services that will help you obtain the maximum benefits from your insurance cover.

Please spare a few moments to read this leaflet which provides a summary of the services available to you – **FREE OF CHARGE**. These benefits are exclusive to AXA Insurance Policyholders – please take advantage of them.

All services operate 24 hours a day, 365 days a year and there is no restriction on the number of times you may use your AXA Assistance card while your policy is in force.

To obtain help and guidance, simply telephone the number on the front of your AXA Assistance card and state your name and policy number. Please refer to your policy for full details.

Direct Windscreen Billing

For your convenience – In the event of car window or windscreen breakage!

There is no limit on the repair or replacement cost of your windscreen if you use one of our authorised repairers by contacting the number shown on your card or the number shown below.

A £100 limit will apply however if you choose to use a repairer not authorised by AXA Insurance.

- Wherever you are in the country, telephone **0800 269661** at any time of the day. We will connect you with an authorised repairer who will help you
- As an added bonus, you will be offered a Free Anti Theft Etching Service on the glass replaced in your vehicle
- Policyholders with Comprehensive Cover need only pay their policy windscreen excess towards the replacement cost of broken glass. (The amount is shown on the AXA Assistance Card located on the last page of this booklet) **WE PAY THE BALANCE DIRECT TO THE REPAIRER**
- Non-Comprehensive policyholders can still take advantage of these arrangements by obtaining substantial discounts on the cost of replacement.

IMPORTANT

Please produce your Certificate of Insurance to take advantage of this service.

UK Accident Recovery

If your vehicle is immobilised as the result of an accident anywhere in the UK during the period of your Motor Policy, we will arrange and pay for:

- Transport of your vehicle and passengers to your home or intended immediate destination within the UK.

OR

- To an Approved Repairer

OR

- To a garage chosen by you

AND/OR

- The hire of a suitable and equivalent vehicle for up to 24 hours, subject to availability and any restrictions imposed by the hire car company.

IMPORTANT NOTE FOR THIRD PARTY ONLY AND THIRD PARTY FIRE AND THEFT POLICYHOLDERS

While this service has been provided for all our policyholders, we would ask you to bear in mind that you will be responsible for the repairs to your vehicle unless (in the case of Third Party Fire and Theft policyholders) damage results from fire and/or theft.

UK Emergency Breakdown Service

Following mechanical breakdown of your vehicle anywhere in the United Kingdom, we will arrange for the nearest suitable repairer to attend your vehicle and attempt to restore mobility.

If your vehicle cannot be repaired in a reasonable period during the day that the breakdown occurs, we will arrange for:

- Up to two telephone messages to be forwarded to explain your delay of cancellation of the journey
- Recovery of your vehicle and passengers to the nearest garage or destination
OR
- Accommodation if an overnight stay is necessary while repairs are completed
OR
- Transfer for the driver and all passengers in the vehicle either to return home or to the intended destination by the most suitable means.

Who Pays?

WE will arrange the service and tell you in advance of the level of charges required by the breakdown operator. The exact cost for completing the work cannot be calculated in advance.

YOU are responsible for the direct payment to the recovery operator and to other suppliers for their costs and fees for goods of services supplied.

AXA Assistance will not operate if your Vehicle is:

- Carrying more passengers or towing a greater weight than those for which it was designed or is being driven unreasonably or on unsuitable terrain
- Disabled due to an inadequate repair having been carried out during the same journey unless approved by AXA Assistance
- Not regularly serviced or if any defective parts discovered are not replaced as soon as possible.

AXA Assistance will not pay for:

- The costs that are necessary to repair your Vehicle following breakdown. These costs must be settled by you or the driver direct with the repairer
- Any consequential loss arising from any act in the execution of assistance services provided
- Any cost recoverable under any other policy of insurance or under the services provided by any motoring organisation
- Any expenses which would have been incurred in the normal course of the journey.

IMPORTANT

For full details, please refer to your policy document.

AXA European Assistance

Full details of this service and who qualifies are contained in your Travel Pack, which is available from your local AXA Insurance branch.

Following an accident to or breakdown of the insured vehicle, AXA Assistance will arrange and pay as necessary for:

- Vehicle recovery to the UK
- Towing and emergency repairs
- Provision and transport of spare parts (excluding cost of parts)
- Repatriation of driver and passengers following accident or breakdown
- Allowance to continue journey
- Hire car if policyholder's car is lost, stolen or damaged in the 7 days prior to departure
- Provision of chauffeur if the only driver is ill
- Legal defence and claims recovery service (including uninsured losses)
- Medical expenses cover
- Repatriation of ill or injured persons.

How to use your AXA Assistance Card

Simply telephone the number on the card, any day at any time, and be ready to provide the following information:

- State the service you require
- Your name
- AXA Insurance Policy Number
- Vehicle make and model
- Exact location of your vehicle.

PLEASE WRITE YOUR NAME AND POLICY NUMBER ON YOUR CARD NOW – THESE APPEAR ON YOUR CERTIFICATE OF MOTOR INSURANCE. ENSURE THAT ALL NUMBERS AND LETTERS ARE SHOWN IN THE ORDER IN WHICH THEY APPEAR.

**KEEP THIS LEAFLET
IN YOUR VEHICLE**

What to do if you are involved in a Road Traffic Accident

Keep calm – accidents **can** happen, even to the safest and most considerate drivers.

Take a Note as Quickly as Possible of:

- The name and address of the other driver(s). If the other vehicle is owned by someone else, make sure you have the owner's details too
- The other driver(s) type of car and registration number, and their insurer's name, address and policy number
- The names, addresses and telephone numbers of as many independent witnesses as possible. Remember, a person travelling in your car cannot normally be regarded as an independent witness, so ask passers-by
- The date, time and location of the accident
- How the accident happened
- The weather and road surface conditions
- Any signals made by you and the other driver(s)
- What was said by you and other people
- The extent of damage caused to other vehicles and property, and any injuries incurred
- The name, number and police station of any officer attending
- Remember, the more information you can supply the easier it will be for us to deal with the matter.

**TAKE ADVANTAGE OF THE
AXA ASSISTANCE SERVICES – THEY WILL
HELP YOU IN AN EMERGENCY**

Take advantage of the
AXA Assistance services –
they will help you in an
emergency



AXA
Assistance

Call free on

0800 269661



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POLICYHOLDER

POLICY NO.

**Full details of your AXA Assistance package are given
in your leaflet.**

Policyholders with
Comprehensive cover must
pay £50 contribution towards
replacement glass.

Third Party Only and Third
Party Fire & Theft
policyholders must pay for
the total cost of replacement

AXA Assistance

BROKEN WINDSCREEN? ACCIDENT? BREAKDOWN?

Call free on

0800 269661

Any day, any time

AXA Insurance UK plc
Registered in England No 78950.
Registered Office: 5 Old Broad
Street, London EC2N 1AD. A
member of the AXA Group of
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