



Motor Breakdown Solutions

Statement of Customer Demands and Needs

Please consider the following questions in order to decide whether ARAG Motor Breakdown Solutions meets your demands and needs. This statement is not a summary of cover.

- Do you own or drive a vehicle that is legally taxed and insured for you to drive?
- Is your vehicle maintained in a roadworthy condition?
- Is your vehicle of standard construction and suitable to be loaded onto a recovery truck?
- If you unexpectedly breakdown or put the wrong type of fuel into your vehicle would you like to have access 24 hours a day, 365 days a year, to an emergency helpline to obtain roadside assistance, and vehicle recovery should a repair at the scene not be possible? (Please note that you would be responsible for repair costs if your vehicle cannot be repaired at the scene of a breakdown.)
- If your vehicle fails to start at your home address would you like access to emergency assistance to get it started or to have it recovered to a suitable local garage for repair if it's not possible to get it started?
- If you are seeking motor breakdown for trips within Europe but outside of the UK, Isle of Man and Channel Islands is your vehicle less than 10 years' old?
- To avoid duplicating entitlement to services, would you cancel and obtain a refund of any existing subscription you pay to a motoring organisation such as the AA, RAC or Green Flag, or allow your existing membership to expire following the purchase of this product?