

A specialist service for a specialist industry



www.nationalbreakdown.com

membership card

SERVICES AVAILABLE

- **Insured Breakdown**
Contributing towards the costs of assistance and recovery of a breakdown incident.
- **Pay-per-Use**
Managing your breakdown incidents from beginning to end. Additional services including Hotel finder, Replacement vehicle and message relay.
- **Select Account**
A credit account allowing access to all of our services and network rates.

Commercial vehicle Breakdown Solutions for Mixed Fleet & HGV

Our mixed fleet products are aimed primarily at Commercial Vehicles and has the flexibility to include all vehicle types as part of a mixed fleet offering a '**one stop point of contact**' for all mechanical and electrical breakdowns.

You can choose from UK & European Annual **Insured** cover, an established **Pay-on-Use** option or a **Select Account**, all complimented by our in-house call handling and administration.



Key Services

One stop service for all of your breakdown needs.

24hr, 365 days a year emergency number available to support you and your fleet.

Local & Nationwide Recovery

Our network has the capability to provide recovery for all vehicles up to 44T.

Hotel Finder

If your vehicle breaks down late in the evening - we can locate and arrange accommodation for you.

Replacement vehicle

Our affiliation with several key hire vehicle providers means you could benefit from this service even late into the evening!

Onward Travel

With 24hr access to travel providers we can arrange onward travel to stranded passengers at your request.

Agency Liaison

For times when you may need to call upon other insurance policies or where vehicles are under Warranty, we can liaise with the relevant agencies on your behalf.

Introducing....

Commercial Breakdown Solutions for Mixed Fleet & HGV.

Assistance, recovery, repairs, accommodation, replacement vehicles, onward travel...

National Breakdown expanded its breakdown service into the heavy commercial market in 2007 with the capability of offering a service to vehicles up to 44Ton. Currently, the product range offers options within the UK and Europe.

Our 'membership' and 'Pay on Use' scheme is for cars and vans up to and including 3.5 tonnes, and HGV's up to 44 ton, extending our capability to assist virtually all road going vehicles.

Truck Assist is a sister Company of International Breakdown. It provides the emergency call centre facility within the UK for handling both insured claims and emergency assistance for Pay on Use customers. Truck Assist is backed by a tried and tested breakdown system and recovery network, and is proud to pioneer such a complete product within this specialist arena.

We utilise modern technology through a sophisticated, programmable system. operating a 24 hour, 365 day facility and pride ourselves in our expert knowledge of the industry.



option

Insured Breakdown Cover

Key facts

For vehicles up to 44T. Our insured scheme contributes to the costs of your breakdown as well as managing the incident for you.

Take advantage of the 24 hour claims service, with up to 3 hours roadside assistance, with local tow to a repairer and a whole lot more!

Levels of Cover

UK COVER

Level One

UK Roadside Assistance

Level Two

UK Roadside Assistance & Recovery

Level Three

UK Roadside Assistance, recovery and Basecall

EUROPEAN COVER

Level Four

UK & EU Roadside Assistance & Recovery

Level Five

UK & EU Roadside Assistance, recovery and Basecall

Key Benefits associated with a UK policy

The benefits apply to the cover chosen and shown on your schedule
For further information and EU cover please contact our Sales team on 0800 027 2326

	Level One	Level Two	Level Three
Road side assistance	3 hours Up to £350	3 hours Up to £350	3hours Up to £350
Recovery to a local repairer	Tow to a local repairer within 25 miles	Tow to a local repairer within 25 miles	Tow to a local repairer within 25 miles
Recovery Nationwide	N/A	Nationwide where a repair cannot take place within a reasonable time	Nationwide where a repair cannot take place within a reasonable time
Homecall	Service begins 1 mile from your registered address	Service begins 1 mile from your registered address	Service is included at your registered address
Emergency accommodation	N/A	Where a breakdown occurs late at night we may offer hotel accommodation	Where a breakdown occurs late at night we may offer hotel accommodation
Caravan/trailer	Included free	Included free	Included free
Message relay	We will contact a member of your family or a colleague to let them know you are safe.	We will contact a member of your family or a colleague to let them know you are safe.	We will contact a member of your family or a colleague to let them know you are safe.

call
0800 027 2326





option **2**

PPU Breakdown Cover

Key facts

For cars, vans and HGV's up to 44T. Our pay per use scheme brings you the combined benefits of incident management whilst controlling your costs.

A simple registration process brings you our emergency assistance number and direct access to our network of providers throughout the UK and Europe.

Once registered for this service, details of the registered vehicle are provided by the DVLA and are easily accessible by our trained claims handler. When a breakdown event occurs, the registration number is requested and all details are returned for a speedy assistance.

The driver/owner of the vehicle authorises payment by credit card and assistance at the time of a breakdown event and retains full control over the level of service required at that point.

During the application process you will be asked to 'specify limits' giving a guarantee of payment and authorisation to use the amount specified. In other words, you can relax in the knowledge that we will never exceed an authorised limit without requesting further authorisation.

For a Pay-on-Use account application form and further information please refer to Appendix A, B and C at the end of this document.



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breakdown**

What can we do for you?

Roadside Assistance

Local & Nationwide Recovery

Message relay

Passenger logistics

Overnight Accommodation

Hire vehicles

Repairs

Incident management

Accident assistance

call

0800 027 2326



option

Select Account

Key facts

A pay per use scheme with the added bonus of a credit account.

A **Select Account** allows you to;

- Select the level of service you prefer
- Select a spend limit either annually or for single events;
- Select how many vehicles you want registered with us;
- Select from a UK or UK & European account;
- Select your payment options.

What can we do for you?

Roadside Assistance

Local & Nationwide Recovery

Message relay

Passenger logistics

Overnight Accommodation

Hire vehicles

Repairs

Incident management

Accident assistance

With a select Account, the choice is yours: if you want us to attempt to repair vehicles at the roadside, we will, however if your aim is always to deliver a vehicle back to a pre-determined repairer, we can do this too.

A simple questionnaire on application for an account will help us to determine your needs further. Once this is clear, we can proceed along with your account manager to tailor the Assistance response to your individual needs.

With our aim always to maintain long-term and mutually beneficial relationships with our clients, we can advise you of the most cost effective and efficient methods to manage your account before you register with us.

Please complete the Select Account application forms (Appendix B & C) at the end of this document.

call

0800 027 2326



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UK Tariff - HGV Pay on Use Rates - Effective September 2008

Callout 08:00 - 18.00	£20.00
Callout 18:01 - 7:59	£45.00
Weekends and Bank Holidays	£45.00

	Per Hour	
Roadside Assistance	£55.00	All weights
Recovery 3.5 - 7.5 tonnes GVW	£70.00	
Recovery 7.51 - 17 tonne GVW	£80.00	
Recovery 17.01 - 44 tonne GVW	£90.00	
Extra Man per hour (by prior arrangement)	£35.00	

Specialist Charges (Main Dealer,Winching, Lifting, Towing & Air Bags) agreed prior to work taking place.

European Tariff - HGV Pay on Use Rates - Effective April 2008

For assistance whilst travelling abroad, the following rates apply.

SERVICE	Per Hour
Roadside Assistance	Local Rate
Recovery 3.5 - 7.5 tonne GVW	Local Rate
Recovery 7.51 - 17.99 tonne GVW	Local Rate
Recovery 18 - 32 tonne GVW	Local Rate
Recovery over 32 tonne GVW	Local Rate
Workshop repairs	Local Rate
Minimum administration and handling charge	£95.00

Prices based on initial charge of one hour, with additional charges calculated in ½ hour increments

Parts or materials supplied including Fuel and Oils charged at full retail price +15%.
 If parts are required, authorisation must be given prior to supply, unless a credit account is active.
 Specialist charges for winching, lifting & towing etc to be agreed in advance before work commences.

All prices shown are subject to VAT.
 Weights indicated are Gross Vehicle Weight (GVW)
 Prices are subject to change without prior notice.
 Where no agreed credit account is in place, all charges must be paid using a current credit or debit card.

PPU Account: Appendix A

UK Tariff - Pay Per Use Rates 3500 Kgs and Under - Effective March 2009

Callout 08:00 - 18.00	£65.00	Includes 1st
Callout 18:01 - 7:59	£75.00	Hour Labour
Weekends and Bank Holidays	£75.00	At Roadside

Min

Roadside Assistance (additional hours)	45.00 per hour
Recovery up to 3500 kgs GVW	1.40 per mile travelled
Long Distance Recovery	By Quotation
Accident or Specialist Recovery	By Quotation
Extra Man per hour (by prior arrangement)	£35.00 per hour

Specialist Charges (Main Dealer, Winching, Lifting, Towing & Air Bags) agreed prior to work taking place.

European Tariff - PPU - Effective March 2009

For assistance whilst travelling abroad, the following rates apply.

SERVICE	Min
Roadside Assistance	£350.00
Local Recovery up to 3500 kgs	£90.00 P/H
Long Distance Recovery	By Quotation
Workshop repairs	Local Rate
Minimum administration and handling charge	£95.00

Prices based on initial charge of one hour, with additional charges calculated in ½ hour increments

Parts or materials supplied including Fuel and Oils charged at full retail price +15%.

If parts are required, authorisation must be given prior to supply, unless a **Select Account** is active.

Specialist charges for winching, lifting & towing etc to be agreed in advance before work commences.

All prices shown are subject to VAT.

Weights indicated are Gross Vehicle Weight (GVW)

Prices are subject to change without prior notice.

Where no agreed credit account is in place, all charges must be paid using a current credit or debit card.

revised 12/03/2009

PPU/Select Account: Appendix B

Credit / PPU Account Application Form

Please complete all sections fully (**BLOCK CAPITALS**) and Fax to 0870 902 4710 or post to the address shown below.

SECTION 1 - COMPANY DETAILS

Trading Name:		Contact Name:	
Reg Company No:		VAT No:	
Is this a:- Limited Company <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Trader <input type="checkbox"/>			
I want to apply for: a Select Account (credit) <input type="checkbox"/> A Pay Per Use Account (credit card) <input type="checkbox"/>			
Address:		Registered Office (if Different):	
Tel No:		Tel No:	
Fax No:		Fax No:	
E-mail Address:			

SECTION 2 – BANK DETAILS (for Credit Account only)

Bankers Name & Address:	Account No:
Postcode	Sort Code:

SECTION 2b – Credit card Details (for PPU Account only)

Card type <input type="text"/>	CCV Code: <input type="text"/>
Card Number <input type="text"/>	Issue Number where applicable: <input type="text"/>
Expiry Date <input type="text"/> <input type="text"/> <input type="text"/>	Name on Card: <input type="text"/>
Start date <input type="text"/> <input type="text"/> <input type="text"/>	

SECTION 3 - TRADE REFERENCES (please supply two)

Company Name:	Company Name:
Address:	Address:
Postcode:	Postcode:
Tel No:	Tel No:

Credit / PPU Account Application Form continued

SECTION 4 - MONTHLY CREDIT (select account) / Authorised monthly spend (PPU)

Any special instructions?

Credit Amount Required/authorised monthly spend £
Authorised spend per Job before we contact you £

SECTION 5 – DECLARATION

I / We hereby agree to operate the account in accordance with the terms of business.
Name: Position:
SIGNED: Date:

FOR OFFICE USE ONLY:-
Account No Allocated Date Opened Credit Limit/spend limit £.....

2. Local means we will assist each incident and where required, tow the vehicle to a local repairer only.
Nationwide means the vehicle may be taken to any UK destination, where no roadside or prompt repair is possible.

3. Towing distance limit: by choosing a limit you can keep control of the cost of each incident.

4. Services required: Hotels, hire cars and other management services can often aide matters when a repair takes longer than anticipated. These costs will be included in your authorised limits.

5. Authorisation Contacts: We always endeavour to manage your incident without the need to contact you. However, there may be times when further authorisation or information is necessary. Please provide details of people who are contactable **out of hours**.

Warranty: If you would like us to provide a 'one stop shop' for all of your breakdown and accident needs, we can filter assistance to relevant providers at your request. Further information can be detailed by you in the special instructions box.

Special Instructions

Please provide any special Instructions in the box below which relate to any or all of your fleet vehicles, alternatively list any other service(s) you would like us to provide which are not mentioned and, where possible, we will endeavour to assist you with them.

Where possible we will always try to contact you or a member of your staff if the cost of an incident is likely to be higher than your authorised limit. If contact cannot be obtained we will make a decision based on the information available to us at the time. We cannot be held responsible for actions taken when authority is sought but not obtained due to circumstances beyond our control.

Company:

Print Name:

Signed:

Date: