

Allianz Accident, Fire & Theft Emergency Service

No matter where you are driving in Ireland, in the event of an accident, fire or theft, as an Allianz Comprehensive motor policyholder, you can get all the assistance you need free of charge with a single phone call. In the event of fire or theft, Third Party Fire and Theft motor policyholders can also avail of the service free of charge. For 24hrs a day, 365 days a year, our Accident, Fire & Theft Emergency Service is ready and waiting to come to your aid with the following services:

- If possible we'll get you back on the road there and then.
- If your car is badly damaged we'll see that you and your passengers are brought home safely.
- We'll tow your car to an approved garage for repairs.
- While you're waiting for your own car, we'll give you a free replacement car (class A) for up to 5 days.
- We settle directly with our approved garages saving you from making any payments other than your policy excess.
- If your car is stolen, we will supply you with a replacement car (class A) for up to 14 days. If your car has not been recovered after this time, we shall then settle your claim.

All you have to do is call 1890 77 99 99 and we'll take care of everything. (If ringing from the North of Ireland, call 0800 62 61 92)

Terms and conditions apply

Callsave **1890 77 99 99**
when calling within the Republic of Ireland.

Freephone **0800 62 61 92**
when calling within Northern Ireland and Great Britain.

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Allianz p.l.c. is regulated by the Financial Regulator. Registered in Ireland No. 143108
Calls may be recorded or monitored for regulatory, training and quality purposes.



Breakdown Assistance

- Included on Comprehensive Policies

Accident, Fire & Theft Emergency Service

- With Every Motor Policy

Allianz 

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Allianz Breakdown Assistance

The Allianz Breakdown Assistance service is included on comprehensive private motor policies and complements our already established Motor Accident, Fire & Theft Emergency Service. Allianz Breakdown Assistance is available 24 hours a day, 365 days a year.

If you have one of the breakdown emergencies listed opposite, the following are the telephone numbers you will need:

Callsave 1890 77 99 99

(when calling within the Republic of Ireland)

Freephone 0800 62 61 92

(when calling within Northern Ireland and Great Britain i.e. England, Scotland & Wales)

Please note the following terms and conditions apply to the Allianz Breakdown Assistance service:

- Allianz will not be responsible for any expense you incur without our approval or for expenses you incur without ringing our Callsave number beforehand.
- You must be present at your car when the repairer arrives. If you are not present at your car and we cannot assist you, you will have to pay for any future assistance.
- When your car has been delivered to a competent repairer, the cost of repairs and the cost of replacement parts will be borne by you.
- Your car must be kept in a roadworthy condition and you must ensure that it is maintained in accordance with the manufacturer's requirements.
- We will not be responsible for the repatriation costs in circumstances where the estimated cost of repatriation and/or storage exceed the current Irish market value of your car.
- The Allianz Breakdown Assistance service covers the island of Ireland and Great Britain .
- You are not entitled to avail of Breakdown Assistance for incidents which are covered under your comprehensive motor policy including: assistance for accidents, lost or stolen keys, glass breakage, fire damage or attempted theft.
- Breakdown Assistance does not cover you for recovery which requires specialist equipment.
- The onward travel or delivery of passengers or goods that you are carrying in a commercial capacity, at the time of breakdown is not covered under the Allianz Breakdown Assistance service.
- The provision of the courtesy car is subject to availability and if we are unable to provide you with one, you are entitled to avail of the other journey continuation benefits offered by this scheme. However, the cost of all onward travel must be agreed with us first.
- In hiring a courtesy car, it is your responsibility to ensure you meet the requirements of the hire company. The courtesy car is for your personal use only and may not be operated by you for the carriage of passengers for hire and reward.
- Additional Breakdown Assistance will not be provided within 2 working days from the time of the provision of the most recent Breakdown Assistance, when the cause or fault which led to this provision, has not been rectified.

The Allianz Breakdown Assistance Service:

Benefits

Driveway & Roadside Assistance

- We will send a competent repairer to assist you at the breakdown site.
- We will cover the cost of towing your car to the nearest competent repairer or to your own garage, whichever is closest. The maximum distance covered for this towing benefit is 50KM or 30 Miles from the location of your breakdown. Should you wish to have your vehicle taken to a garage beyond the maximum distance you may do so at your own cost by availing of our specially negotiated recovery rates.
- We will relay up to 2 messages to family members or business contacts on your behalf.

Journey Continuation – Rep. of Ireland & Northern Ireland

- Journey completion for you and your passengers up to a maximum value of **€150/£100 or:**
- A free courtesy car (Class A) for up to 48 hours and return journey to your car when repaired **or:**
- Bed and breakfast accommodation where repairs necessitate an overnight stay to a value of **€35/£25** for each person to a maximum of **€150/£100.**

Journey Continuation – Great Britain

- A courtesy car (Class A) for up to 48 hours, to a maximum benefit of **£100.**
- When repairs have been carried out on your car in Great Britain we may, with your agreement, make arrangements for you to travel and collect from the repairing garage.
- Where your car cannot be repaired prior to your departure date, your car will be towed to your departure port.

In such circumstances, arrangements will be made to repatriate your car to Ireland and for onward towing to the nearest competent repairer or to your own garage – whichever is closest.

The ferry company may insist that you accompany your car on its homeward journey.

With the above options you are required to provide us with details of your ferry ticket.

Emergencies Covered

Mechanical or electrical breakdown (e.g. flat battery).

Puncture that needs help to fix or wheel change.

Keys broken in locks or keys locked in your car.

Where your car breaks down in Ireland (more than 30km from your home address) and your car cannot be repaired at the breakdown site.

Where your car breaks down in Great Britain and your car cannot be repaired at the breakdown site.