



## MAZDA EUROPEAN ROADSIDE ASSISTANCE





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## DEMANDS AND NEEDS STATEMENT

Mazda European Roadside Assistance meets the demands and needs of customers who wish to insure themselves with respect to assistance for their vehicle.

Roadside Assistance does not cover everything. You should read this policy carefully to make sure it provides the cover you need.

You may already possess alternative insurance(s) for some or all of the features and benefits this type of policy provides. It is your responsibility to investigate this.

AWP Assistance UK Ltd trading as Mazda European Assistance has only provided you with information and has not provided you with any recommendation or advice about whether this product fulfils your specific insurance demands and needs.

# ABOUT US AND OUR INSURANCE SERVICES

Mazda European Assistance  
102 George Street  
Croydon  
CR9 6HD

## 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates the financial services. Use this information to decide if our services are right for you.

## 2. Whose products do we offer?

We are an insurance intermediary that offers products from a single insurance company, AWP P&C SA which is a French company duly authorised in France. We act on their behalf.

## 3. What services will we provide you with?

You will not receive any personal advice or recommendation from us for roadside assistance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

## 4. What will you have to pay us for this service?

You will only pay us the premium for your policy, and you will not pay us a fee for arranging this on your behalf. We are paid for our services to you by the insurance company, AWP P&C SA. The nature of such payment is a mixture of commission and other fees based on our costs for administering your policy.

## 5. Who regulates us?

Mazda European Assistance is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD and is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311909.

Our permitted business includes arranging roadside assistance insurance.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

## 6. What to do if you have a complaint

If you wish to register a complaint, please contact us:

in writing	Customer Service, Mazda European Assistance, 102 George Street, Croydon CR9 6HD.
by email	<a href="mailto:customersupport@allianz-assistance.co.uk">customersupport@allianz-assistance.co.uk</a>
by phone	020 8603 9853

If you cannot settle your complaint with us you can contact the Financial Ombudsman Service:

Visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk), write to Financial Ombudsman Service, Exchange Tower, London E14 9SR, call 0800 023 4567 or 0300 123 9 123 or email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## 7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if the insurer cannot meet its obligations.

Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

# INTRODUCTION

## WELCOME

We are pleased to provide Mazda European Roadside Assistance for **your vehicle**. It is very important that you read the whole of this document. If there is anything **you** do not understand, please ask for further information.

This policy document gives **you** full details of **your** cover, please keep it in a safe place.

Mazda European Roadside Assistance has been designed to help protect **you** against the costs incurred in the event of a **breakdown/immobilisation of your vehicle**, occurring within the **area of cover**.

All the details of **your** cover are set out in the following pages.

## SUMMARY OF COVER

MAZDA EUROPEAN ROADSIDE ASSISTANCE IN THE UK	MAZDA EUROPEAN ROADSIDE ASSISTANCE IN EUROPE
Local Recovery / Home and Roadside Assistance Onward travel OR overnight accommodation up to £100 including VAT per <b>beneficiary</b> OR car hire up to a maximum of 2 days (subject to <b>Mazda European Assistance</b> first providing local recovery / roadside or home assistance).	Local Recovery / Roadside Assistance Onward travel OR overnight accommodation up to €100 (or equivalent in local currency) per <b>beneficiary</b> or car hire up to a maximum of 5 days (subject to <b>Mazda European Assistance</b> first providing local recovery or roadside assistance).

## HOW YOUR COVER WORKS

Unless specifically mentioned the benefits and exclusions within each section, apply to the **insured vehicle**. **Your** policy does not cover all possible events and expenses.

Certain words have a special meaning as shown under the heading 'Definition of words'. These words have been highlighted by the use of bold print throughout the policy document.

## IMPORTANT PHONE NUMBERS

Assistance in the UK 0800 777 179\* or 020 8649 8626.

Assistance in Europe +44 20 8649 8626.

\* Freephone number from landlines, charges may apply when calling from a mobile.



# IMPORTANT INFORMATION

## MAZDA ACCIDENT MANAGEMENT

Mazda Accident Management is a free service available to all Mazda customers. The service is designed to assist **you** following a traffic accident and **your** claim will be efficiently handled by a dedicated case handler. They will liaise with **you**, the Mazda approved accident repair centre and **your** insurer to ensure that:

- The repair process proceeds with the minimum delay and inconvenience.
- **Your vehicle** is repaired to the best possible standards by fully trained technicians who have detailed knowledge of the Mazda vehicle range.

Where possible, genuine Mazda parts will be used to make sure **your vehicle** is repaired to Mazda's original manufacturing specification and a free courtesy car will be made available to **you**. In addition, if the accident was the responsibility of a third party, the service will pursue claims for any uninsured losses or personal injury compensation.

If **you** are involved in an accident, call Mazda first on 0800 015 0367.

Remember it is **your** right to have **your vehicle** repaired at a repairer of **your** choice. **We** recommend a Mazda Approved Bodyshop where **we** can assure **you** that **your vehicle** will be repaired back to factory standards by Mazda trained repairers using genuine Mazda parts.

## INSURER

Mazda European Roadside Assistance is underwritten by AWP P&C SA and is administered in the **UK** by AWP Assistance UK Ltd trading as **Mazda European Assistance**.

## HOW YOUR INSURANCE WORKS

**Your** policy and **confirmation of cover** is a contract between **you** and **us**. **We** will pay for any claim **you** make which is covered by the policy, that occurs during the **period of insurance** and within the **area of cover**. Unless specifically mentioned, the benefits and exclusions within each section apply to the **insured vehicle**. **Your** policy does not cover all possible events and expenses. Certain words have a special meaning as shown under the section 'Definition of Words'.

## TRANSFER OF OWNERSHIP

If **your vehicle** is sold directly to a **private individual**, the remaining cover may be transferred to the new owner. As soon as possible after the date of sale, please complete, and sign the form on page 21 and send to:

Mazda European Assistance, PO Box 1149, Croydon CR9 1ZQ.

## RENEWAL OF YOUR COVER

Mazda European Roadside Assistance protects **you** and **your vehicle** for 12 months from the policy start date on **your confirmation of cover**. If **you** would like to renew this cover please contact your local Mazda Dealer.

## CANCELLATION RIGHTS/REFUNDS

If this cover does not meet **your** requirements or should **you** decide to cancel this insurance policy for any reason within 14 days of receipt of the original documentation, **you** can obtain a full refund of the premium paid without charge. After this 14 day period **you** will be entitled to a pro-rata refund subject to no claims being paid under the policy, less an administration fee of £25. In either case, if **you** have asked us to perform or provide any of the services given under this policy we are entitled to recover all costs that **you** have used for the service provided. To obtain a refund please write to **us** at: Mazda European Assistance, PO Box 1149, Croydon CR9 1ZQ or telephone 0800 777 174 or contact the selling dealer.

## DATA PROTECTION NOTICE

**We** care about **your** personal data.

This summary and **our** full privacy notice explain how **Mazda European Assistance** protects **your** privacy and uses **your** personal data.

**Our** full privacy notice is available at:

[www.mazdaextended.co.uk/privacypolicy](http://www.mazdaextended.co.uk/privacypolicy)

If a printed version is required, please write to **us** at: Customer Service (Data Protection), Mazda European Assistance, 102 George Street, Croydon CR9 6HD.

How will we obtain and use your personal data?

**We** will collect **your** personal data from a variety of sources including:

- Data that **you** provide to **us**; and
- Data that may be provided about **you** from certain third parties such as the manufacturer of the **insured vehicle** and their franchised dealers and authorised repairers.

**We** will collect and process **your** personal data in order to comply with **our** contractual obligations and/or for the purposes of **our** legitimate interests including:

- Entering into or administering contracts with **you**;
- Informing **you** of products and services which may be of interest to **you**.

Who will have access to your personal data?

**We** may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on **our** behalf;
- Organisations who **we** deal with which provide part of the service to **you** such as motor dealerships and recovery operators;
- To meet **our** legal obligations including providing information to the relevant ombudsman if **you** make a complaint about the product or service that **we** have provided to **you**.

**We** will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us your** consent to do so.

How long do we keep your personal data?

**We** will retain **your** personal data for a maximum of seven years from the date the insurance relationship between **us** ends. If **we** are able to do so **we** will delete or anonymise certain areas of **your** personal data as soon as that information is no longer required for the purposes for which it was obtained.

Where will your personal data be processed?

**Your** personal data may be processed both inside and outside the United Kingdom (**UK**) or European Economic Area (EEA).

Whenever **we** transfer **your** personal data outside the **UK** or EEA to other Allianz Group companies, **we** will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, **we** take steps to ensure that personal data transfers outside the EEA receive an adequate level of protection.

What are your rights in respect of your personal data?

**You** have certain rights in respect of **your** personal data. **You** can:

- Request access to it and learn more about how it is processed and shared;
- Request that **we** restrict any processing concerning **you**, or withdraw **your** consent where **you** previously provided this;
- Request that **we** stop processing it, including for direct marketing purposes;
- Request that **we** update it or delete it from **our** records;
- Request that **we** provide it to **you** or a new insurer; and
- To file a complaint.

Automated decision making, including profiling

**We** carry out automated decision making and/or profiling when necessary.

How can you contact us?

If **you** would like a copy of the information that **we** hold about **you** or if **you** have any queries about how **we** use **your** personal data, **you** can contact **us** as follows:

By post: Customer Service (Data Protection), AWP Assistance UK Ltd,  
102 George Street, Croydon CR9 6HD

By telephone: 0208 603 9853

By email: AzPUKDP@allianz.com

#### **FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)**

For **your** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100 or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

#### **GOVERNING LAW**

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this insurance will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction

#### **CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999**

**We**, the **insurer** and **you** do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

#### **CHANGE OF ADDRESS**

If your details change please complete the change of address form on page 23 of this policy document. If for any reason this is missing, please contact **Mazda European Assistance** on 0800 777 174.

# DEFINITION OF WORDS

When the following words and phrases appear in this policy document they have the specific meanings given below. These words are highlighted by the use of bold print.

## **Area of cover**

**UK** and **Europe**.

## **Beneficiary, beneficiary's, beneficiaries**

**You** or any other driver of the **insured vehicle** using the **insured vehicle** with **your** permission and any passenger of the **insured vehicle** at the moment a **breakdown/immobilisation** occurs.

## **Breakdown/immobilisation**

Electrical or mechanical **breakdown**, road traffic accident, vehicle fire or theft, loss of keys, punctures or running out of fuel, causing the **insured vehicle** to be immobilised.

## **Confirmation of cover**

The letter or email which was sent to **you** with this policy document which confirms **your** cover.

## **Europe**

Albania, Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Republic of Ireland, San Marino, Serbia and Montenegro, Slovakia,

Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

## **Insured vehicle / your vehicle**

The vehicle shown on the **confirmation of cover**, for which the appropriate insurance premium has been paid.

## **Insurer**

AWP P&C SA.

## **Period of insurance**

The period shown on your **confirmation of cover**.

## **Private individual**

A **beneficiary** who is using the **insured vehicle** for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

## **UK**

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

## **We, our, us, Mazda European Assistance**

AWP Assistance UK Ltd which administers the policy on behalf of Mazda Motors UK Ltd.

## **You, your**

Means the **private individual** who is the registered keeper of the **insured vehicle**, or as replaced by any new owner correctly declared to **us** using the transfer of ownership form in this document and accepted by **us**.

# MAZDA EUROPEAN ROADSIDE ASSISTANCE

Mazda European Roadside Assistance provides **you** with the following assistance services and benefits for motoring emergencies. These will aid **you** in the event of a covered **breakdown/immobilisation of your vehicle** in the **UK** or **Europe**.

## WHAT TO DO IF YOU NEED ASSISTANCE

If **you** require help, please do not attempt to make **your** own arrangements as reimbursement cannot be made to **you** retrospectively.

Please contact **Mazda European Assistance** with the following details:

- **Your** exact location;
- **Your** registration number;
- A contact telephone number.

Assistance in the UK 0800 777 179\* or 020 8649 8626.

Assistance in Europe +44 20 8649 8626.

Calls to **Mazda European Assistance** may be recorded. This will assist us in confirming details of a call that may be incomplete or unclear.

\* Freephone number from landlines, charges may apply when calling from a mobile.

## EUROPEAN AUTOROUTE RESTRICTIONS

If assistance is required on a French Autoroute or on certain Autoroutes in **Europe**, **you** must use the official SOS boxes at the side of the

road to arrange initial assistance or recovery. As these roads are privatised, neither **Mazda European Assistance** nor any other assistance organisation is allowed to assist **you** on these roads.

Once the vehicle has been recovered from the Autoroute, **you** should contact **Mazda European Assistance** and **we** will make any further arrangements for **you** and inform **you** how to reclaim costs incurred for recovery from the Autoroute.

## UK COVER

Home and roadside assistance

In the event of the **breakdown/immobilisation of your** Mazda, whether at home or elsewhere, **we** will arrange assistance for **your vehicle**. If the problem cannot be resolved at the roadside, **we** will pay the costs of taking **your vehicle** to the nearest or most appropriate authorised Mazda Dealer.

Onward travel / hotel accommodation

Following assistance and in the event that repairs to **your vehicle** cannot be completed within 4 hours as a result of the **breakdown/immobilisation**, **we** will, whenever possible, organise and pay for **you** and **your beneficiaries** to continue **your** journey or return home by the most appropriate means.

Alternatively, if the **breakdown** occurs more than 50 miles from the home address of any of the **beneficiaries**, if appropriate, **we** will pay for the cost of up to 3 days bed and breakfast accommodation for **you** and **your beneficiaries** subject to a limit of £100 per **beneficiary** per day, provided that costs are over and above those that would have been payable had **your vehicle** not been immobilised.

#### Car hire

In the event that, following assistance by **Mazda European Assistance**, **your vehicle** cannot be repaired within 4 hours, **we** will, whenever possible, organise and pay for a replacement vehicle up to a maximum period of 2 days.

**You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the **insured vehicle**. Please note that **we** cannot guarantee availability of vehicles with accessories such as roof racks and tow bars etc.

#### Message relay service

**Mazda European Assistance** will pass on urgent messages to the **beneficiary's** family, business or friends if **your** journey has been delayed due to the **breakdown/immobilisation** of the **insured vehicle**.

#### Glass replacement service

In the **UK**, if **you** or any other **beneficiary** driving the **insured vehicle** experiences a broken front windscreen or side glass which requires immediate replacement, **Mazda European Assistance** will advise details of a nationwide glass replacement company to replace the broken glass.

Please note that **you** will be responsible for all parts and fitting costs, but these may be covered under **your** motor insurance policy. In the event that immediate repair cannot be resourced, **Mazda European Assistance** will recover the **insured vehicle** to the nearest authorised dealer.

#### Adverse weather conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods can make it impracticable for **us** to provide **our** normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the vehicle later.

#### Specialist charges

In the event that the use of specialist equipment is required to provide assistance when **your vehicle** has, for example, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been **immobilised** by the removal of its wheels, **we** will arrange recovery but **you** will be responsible for the costs. The costs may be refundable under the terms of **your** motor insurance policy.

### Release fees

Should **your vehicle** be stolen and subsequently recovered by the police, **you** may be asked to pay a release fee before **we** can remove **your vehicle** to an approved Mazda Dealer or to **your** home address. Although **we** can arrange to guarantee these costs on **your** behalf, the payment of such fees is **your** responsibility.

### Incorrect fuel

If **your vehicle** is immobilised as a result of refuelling with incorrect fuel, **we** will only arrange and pay for the cost of recovering **your vehicle** to the nearest approved Mazda Dealer. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

### Lock out/lost keys

Whilst **we** will always endeavour to provide assistance by the most practical method should **you** be unable to gain entry to **your vehicle**, modern security systems make it extremely difficult for this to be achieved should spare keys not be available. If a forced entry is required, **you** will be asked to sign a declaration stating that **you** have given permission for this to take place and that any costs for resultant damage will be **your** sole responsibility.

## EUROPEAN COVER

### Validity

This service is only available for travel to **Europe** not exceeding 90 days in any single trip.

### Roadside assistance and recovery

In the event that **your vehicle** is immobilised in **Europe**, **we** will arrange assistance for **you**. If the problem cannot be resolved at the roadside, **we** will organise and pay for the recovery of **your vehicle** to the nearest authorised Mazda Dealer.

### Onward travel / hotel accommodation

In the event that the **immobilisation** has occurred en route to **your** planned destination and **your vehicle** has been taken to an authorised Mazda Dealer and repairs cannot be completed within 4 hours, **you** may wish to continue **your** journey; **we** will organise and pay the costs of the most appropriate method of onward transportation to that destination. If **you** wish to return to the **UK** **we** will organise the most appropriate method of transportation.

Alternatively, **you** may wish to wait for the completion of repairs. If this necessitates an unscheduled overnight stay **we** will pay the costs of up to 5 nights accommodation for **you** and **your** passengers on a bed and breakfast basis subject to a limit of €100 (or equivalent in local currency) per **beneficiary** per day.



#### Car hire

In the event that, following assistance by **Mazda European Assistance**, **your vehicle** cannot be repaired within 4 hours, **we** will, whenever possible, organise and pay for a replacement vehicle up to a maximum period of 5 days.

**You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the **insured vehicle**. Please note that **we** cannot guarantee availability of vehicles with accessories such as roof racks, tow bars etc.

#### Parts delivery

In the event that **Mazda European Assistance** has arranged to take **your vehicle** to an authorised dealer for repairs, and essential parts are not available locally, **Mazda European Assistance** will organise and pay for the despatch of such parts to the repairing dealer.

#### Vehicle repatriation

In the event of **breakdown/immobilisation** in **Europe** where the vehicle cannot be repaired, or where the repairs will take longer than 5 days, **Mazda European Assistance** will repatriate the vehicle to the nearest authorised dealer to **your** home address in the **UK**.

**We** will not repatriate a vehicle if it can be repaired before **your** scheduled return date.

The maximum amount payable by **Mazda European Assistance** for vehicle repatriation shall not exceed the market value of **your vehicle**. If **you** experience any issues whilst travelling in **Europe** with **your vehicle**, even if **you** encounter a legal or medical problem **our** experienced team of multi lingual staff may be able to provide **you** with practical help and advice.

#### Caravans and trailers

If **your vehicle** is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, **we** will arrange for **your** caravan or trailer to be taken near to the dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

#### Adverse weather conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods can make it impracticable for **us** to provide **our** normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the vehicle later.

## ASSISTANCE EXCLUSIONS

**Mazda European Assistance** will not assist or reimburse **you** or any **beneficiaries** in the event of a call for assistance or claim caused by, arising from or in connection with the following:

1. **We** will not pay for any loss, theft, damage, death, bodily injury, cost or expense that is not directly associated with the incident that caused **you** to claim, unless expressly stated in this policy.
2. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
3. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
4. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
5. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
6. Any costs covered under any other assistance, guarantee, insurance or cover.
7. Accident or injury either through voluntary non-observance of the laws of the land in which the **beneficiary** is travelling or the practice of activities not authorised by the local authorities.
8. The cost of replacement parts.
9. Damage or injury intentionally caused by **you** or a **beneficiary** or resulting from participation in a criminal act or offence.
10. The **beneficiary/beneficiaries** or any other third party organising any of the services detailed in this policy without first having authorisation from **Mazda European Assistance** and a file number
11. Any costs that would have been payable normally by **you** or the **beneficiaries**, such as fuel, congestion or toll charges.
12. Charges for specialist recovery or charges incurred by **us** where the **insured vehicle** is not being used on a public highway when the **breakdown/immobilisation** occurred and the vehicle was not accessible using our standard recovery equipment.
13. **Breakdown/immobilisation** which happens outside the **area of cover**.
14. Faulty repairs, incorrect servicing or failure to have the **insured vehicle** serviced in accordance with the manufacturer's recommendations.

# MAKING A COMPLAINT

**We** aim to provide **you** with first class insurance cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

In the first instance, please contact:

In writing - Customer Service, Mazda European Assistance,  
PO Box 1149, Croydon CR9 1ZQ

By phone - 020 8603 9853

By email - [customersupport@allianz-assistance.co.uk](mailto:customersupport@allianz-assistance.co.uk)

Please supply **us** with **your** name, address, policy number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.

If **you** are not satisfied with **our** final response **you** can refer the matter to the Financial Ombudsman Service for independent arbitration:

Visit - [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Write to - Financial Ombudsman Service, Exchange Tower,  
London E14 9SR

Call - 0800 0234 567 or 0300 123 9 123

Email - [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)



# TRANSFER OF OWNERSHIP FORM

If **your vehicle** is sold direct to a **private individual**, the remaining cover may be transferred to the new owner. Please note that the form below must be signed by original registered keeper of the **insured vehicle**.

Please complete the form and send it to:

Mazda European Assistance, FREEPOST RLYZ-ZCRS-HEYB,  
102 George Street, Croydon CR9 6HD.

Date of transfer ..... Mileage at transfer .....

## COVERED VEHICLE DETAILS

Registration number .....

Chassis number (VIN) .....

## DETAILS OF NEW OWNER

Title (Mr/Mrs/Miss/Ms/Other) .....

Initials .....Surname .....

House name/number .....

Street .....

Town .....

County .....Postcode .....

Tel. mobile .....

Tel. home .....

Tel. work .....

Email address .....

## COMPANY DETAILS

(Please complete this section for a company vehicle only)

Company name .....

Address .....

.....

Town .....

County .....Postcode .....

I have read, and agree to abide by, the terms and conditions of the Mazda European Roadside Assistance and request that all rights and benefits of the cover be transferred to me.

New owner's signature .....

Date .....

I (name) .....

hereby give notice that I wish to transfer the balance of my Mazda European Roadside Assistance to the new owner detailed above.

Signature .....

Date .....

Important: Check all services have been carried out when due during the period of cover - otherwise the cover may not be valid.



# CHANGE OF ADDRESS FORM

Please complete the details below and send to the address below:  
Mazda European Assistance, FREEPOST RLYZ-ZCRS-HEYB,  
102 George Street, Croydon CR9 6HD.

## COVERED VEHICLE DETAILS

Registration number .....

Chassis number (VIN) .....

## YOUR DETAILS

Title (Mr/Mrs/Miss/Ms/Other) .....

Initials .....Surname .....

House name/number .....

Street .....

Town .....

County .....Postcode .....

Tel. mobile .....

Tel. home .....

Tel. work .....

Email address .....

## COMPANY DETAILS

(Please complete this section for a company vehicle only)

Company name .....

Address .....

.....

Town .....

County .....Postcode .....











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AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority (FCA).

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