



PORSCHE



**Porsche Assistance
Policy Booklet**

Porsche Assistance

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1. Important Information about Porsche Assistance

Any words in this booklet that are in bold type are defined. Please see the definitions in Section 16 'Definitions' which explain the meaning of each defined term.

If the unexpected occurs and **your vehicle** is subject to a **breakdown, Porsche Assistance** is there to help **you**. **We** may also be able to help **you** with other **vehicle** emergencies not connected with a **breakdown**, although this will be at **our** discretion and **we** may charge **you** for the services provided. Any charges will be agreed with **you** in advance and a credit/debit card deposit may be required. Please see Section 7 'What Is not Covered' for further details.

Porsche Assistance is provided and underwritten (as appropriate) by **Automobile Association Developments Limited** and **Acromas Insurance Company Limited** as follows:

Automobile Association Developments Limited provides cover for:	Section 2 'Repair and Recovery – Breakdown in Your Country'
	Section 4 'Collection and Delivery of Repaired Vehicles'

Acromas Insurance Company Limited provides cover for:	Section 3 'Repair and Recovery – Breakdown Overseas and within the Area of Coverage'
	Section 5 'Onward Mobility'

PCGB has arranged for **Automobile Association Developments Limited** and **Acromas Insurance Company Limited** to provide and underwrite (as appropriate) this **Porsche Assistance**. **PCGB** may change its preferred provider(s) of breakdown assistance insurance in the future. If **PCGB** does so, it may notify the **policyholder** in writing that it intends to cancel this **Porsche Assistance** on the **policyholder's** behalf and to arrange for it to be replaced with a new contract of insurance with the new provider(s) on identical terms and at no additional charge. Unless the **policyholder** objects, the **policyholder** agrees that **we** can accept **PCGB's** instructions to cancel this **Porsche Assistance** and that **PCGB** can arrange for a new contract of insurance with the new provider(s) on that basis. If the **policyholder** objects by writing to Office of the CEO, Porsche Assistance, Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA, **we** will cancel this **Porsche Assistance** and, provided there has not been a claim under this **Porsche Assistance**, the **policyholder** shall be entitled to receive a pro rata refund of premium for the unexpired period of cover.

This booklet, together with the **Porsche Assistance Certificate**, is the **policyholder's** contract of insurance with **Automobile Association Developments Limited** and **Acromas Insurance Company Limited** and as such is an important document which should be stored by the **policyholder** in a safe place. Please read this booklet and the **Porsche Assistance Certificate** carefully to ensure that **you** fully understand the extent of the cover offered and any limitations or restrictions that apply. Should **you** have any questions about the extent of the cover provided under **Porsche Assistance**, please contact the **Porsche Assistance Helpline** using the details in Section 10 '**Porsche Assistance** Contact Details'.

The terms and conditions contained in this booklet shall not affect **your** statutory consumer rights. If **you** require more information on **your** statutory rights, **you** should contact **your** local authority Trading Standards Department or Citizens Advice Bureau.

Whilst **Porsche Assistance** is provided and underwritten by **Automobile Association Developments Limited** and **Acromas Insurance Company Limited** respectively, either may use third parties to fulfil the benefits provided.

If **you** have any problems in respect of **Porsche Assistance** please contact the **Porsche Assistance Helpline** using the details in Section 10 '**Porsche Assistance** Contact Details'.

Subject to the **policyholder's** rights to cancel, **Porsche Assistance** will remain in force for either 12, 24 or 36 months, as stated on the **Porsche Assistance Certificate**. The expiry date of this **Porsche Assistance** is shown on the **policyholder's Porsche Assistance Certificate**.

Porsche Assistance benefits are available to **you** in **your country** and throughout the **area of coverage** in accordance with the terms and conditions set out in this booklet.

Full membership details, including the membership card, will be posted to the **policyholder** within 1 month of their purchase of **Porsche Assistance**.

Changes to the **policyholder's** details must be notified to **us** as soon as possible. This may be done by contacting the **Porsche Assistance Helpline** using the details provided in Section 10 '**Porsche Assistance** Contact Details'. New membership documentation will be provided (as necessary depending on the change) within 1 month of receipt by **us** of notification of such a change.

The total value of the benefits provided under **Porsche Assistance** in connection with each **breakdown** shall be limited to the value of the **vehicle** according to the Glass's Guide (assuming a "high category" classification) as at the date of **breakdown**.

We will make all reasonable efforts to achieve the timescales and levels of service set out in this booklet, but the precise levels delivered in each instance will be dependent on circumstances current at the time, such as weather, traffic volumes or other variables that **we** cannot influence. The timescales stated in this booklet do not form a guarantee.

Porsche Assistance is governed and should be interpreted by the laws of England and Wales. All correspondence entered into shall be in English.

The headings used in this document are for convenience only and shall not affect the interpretation of its contents.

If **you** already have breakdown assistance cover, and **you** are unsure about how **Porsche Assistance** affects **your** existing cover, call **your** existing breakdown cover provider to discuss **your** requirements. If **you** are an AA Member please call the AA on 0343 316 4444 to clarify **your** needs. Please note that whilst **you** can choose to suspend **your** AA personal Membership it will not automatically be suspended.



2. Repair and Recovery – Breakdown in Your Country

If **your vehicle** suffers a **breakdown** within **your country, we** will provide the following benefits, dependent upon **your** requirements.

Porsche Assistance services will be provided to eligible **vehicles** which can be easily accessed by a roadside patrol or recovery vehicle, including public access areas at race tracks or “green lane” situations such as bridleways or other unpaved publicly accessible roadways.

Repair

Repair assistance will be provided to **you** in the event of a **breakdown** anywhere within **your country** and a roadside repair will be attempted or **vehicle** recovery enacted, in accordance with the terms below, as required. If the **vehicle** is deemed inoperable due to a reason other than a **breakdown**, including when the high voltage battery in a **BEV** is completely discharged then **we** may still be able to assist at **our** discretion but **you** may be liable for an additional charge for the services provided. Any charges will be agreed with **you** in advance and a credit / debit card deposit may be required.

We will determine whether a roadside patrol or recovery vehicle is most appropriate for **your** incident based on the information **you** provide. If a roadside patrol or recovery vehicle is required to assist **you**, this should ordinarily arrive within 60 minutes of the need being identified. Alternatively, if **you** would prefer, **we** can arrange for a roadside patrol or recovery vehicle to attend **your vehicle** at a time more convenient to **you**. In this situation, arrival should ordinarily occur within 10 minutes of the time agreed. It is intended that the correct resource will be provided first time but if an alternative resource is subsequently required this should ordinarily arrive within 60 minutes of the need being identified. **We** will provide **you** with updates on the estimated time of arrival via telephone or text message, as requested by **you**.

In the **UK we** are, on occasion, able to provide roadside patrols which carry parts, including Porsche parts. These can be used to enact a permanent or temporary repair to the **vehicle**, at **our** sole discretion, depending on the type of fault. **You** will be required to pay for any parts used in such temporary or permanent repair, unless **we** agree otherwise. **You** will be advised whether any repair made by a roadside patrol is temporary or permanent prior to it being conducted, in addition to the cost of any parts to be used. If the repair will be temporary, **you** may opt for the **vehicle** to be recovered to a **Porsche Centre** for a permanent repair at **your** cost instead. Where a temporary repair is made to the **vehicle** it is **your** responsibility to arrange for a permanent repair to be made, at **your** own cost.

If the **vehicle** has the benefit of a **vehicle** warranty, vehicle repairs may be covered under the terms of such warranty. Please refer to **your vehicle** warranty terms and conditions for full details. If a **BEV** has the benefit of a battery warranty, battery repairs may be covered under the terms of such warranty. Please refer to **your** battery warranty terms and conditions for full details.

In the **UK**, repair may include temporary use of a Porsche spacesaver to resolve a puncture or tyre problem until a Porsche N-Rated tyre can be fitted; however, if the puncture or tyre problem is due to a reason other than a **breakdown, we** may charge **you** for the services provided. Any such charges will be agreed with **you** in advance and a debit / credit card deposit may be required. All Porsche spacesavers are to be returned to **us** following any agreed use.

Recovery

If the **vehicle** cannot be repaired by **us** within 60 minutes at the roadside or at **your** home address, unless otherwise agreed with **you** and subject to **your vehicle** satisfying the weight and dimension conditions in Section 8 'Weight and Dimension Limitations', **we** will recover the **vehicle** for repair, and transport any passengers and luggage (limited to the carrying capacity of the **vehicle** and any animals, pets, horses or livestock at **our** sole discretion) to one of the following in **your country** at **your** request:

- the nearest **Porsche Centre** at which the necessary repairs may be carried out;
- **your** home address or the **Porsche Centre** nearest to **your** home address at which the necessary repairs may be carried out; or
- provided that the **breakdown** occurs at the roadside within the **area of coverage, your** original destination or the **Porsche Centre** nearest to that original destination at which the necessary repairs may be carried out.

We may agree to recover the **vehicle** to another location of **your** choice in **your country**, including to the nearest suitable charging point when the high voltage battery in a **BEV** is completely discharged; however this will be at **our** discretion and **we** may charge **you** for this service. Any such charges will be agreed with **you** in advance and a debit / credit card deposit may be required.

If **you** make no specific request then the **vehicle** will be recovered to the nearest **Porsche Centre**.

Porsche Assistance will cover the costs of recovering and towing the **vehicle**, including any handling fee and the cost of any ferry, toll or other transport charges, as necessary. However, **we** may charge **you** for any costs incurred for the use of specialist recovery services – for example, if the **vehicle** is disabled by floods or snow-affected roads, is embedded in sand or mud, or is not easily accessible. These costs may be refundable under the terms of **your** motor insurance policy. The mode of transporting the **vehicle** is at **our** sole discretion.

If **we** are unable to recover the **vehicle** to a **Porsche Centre** within its normal service department opening hours, **we** will arrange for secure storage of the **vehicle** until the **vehicle** can be delivered to the applicable **Porsche Centre**. The **vehicle** should ordinarily arrive at the applicable **Porsche Centre** by no later than the end of the next working day following the date of **breakdown**.

Where requested by **you**, **we** (via the Porsche Customer Interaction Centre) will keep in contact with the **Porsche Centre** to follow the progress of the repair and keep **you** informed and will be able to make any further arrangements under **Porsche Assistance** as are necessary.

All repairs carried out once the **vehicle** has been recovered to a **Porsche Centre** shall be at **your** own cost. If the **vehicle** has the benefit of a **vehicle** warranty, **vehicle** repairs may be covered under the terms of such warranty. Please refer to **vehicle** warranty terms and conditions for full details.

If a **BEV** has the benefit of a battery warranty, battery repairs may be covered under the terms of such warranty. Please refer to **your** battery warranty terms and conditions for full details.



3. Repair and Recovery – Breakdown Overseas and within the Area of Coverage

We will arrange and pay for the following benefits, dependent upon **your** requirements, in respect of **vehicles** which have suffered a **breakdown** outside **your country**, providing **you** are within the **area of coverage**. This includes **breakdowns** which occur in the **UK, Channel Islands** and Isle of Man, where **your vehicle** is not registered in that country.

We will arrange for **Porsche Assistance** services to be provided to eligible **vehicles** which can be easily accessed by a roadside patrol or recovery vehicle, including public access areas at race tracks or “green lane” situations such as bridleways or other unpaved publicly accessible roadways.

Please see Section 9 (Important Information About Sections 3 and 5) for important information about this aspect of **Porsche Assistance**.

European Autoroute Restrictions

If repair or recovery assistance is required on a French Autoroute, or on certain motorways in other European countries, **you** must use the official SOS boxes at the side of the road in order to arrange initial assistance or recovery by the authorised Autoroute Assistance Service. These roads are privatised and neither **we**, nor any other assistance organisation, are allowed to assist on these roads.

Once the **vehicle** has been recovered from the French Autoroute or relevant motorway, **you** should contact **us** at the earliest opportunity to make sure that any further **Porsche Assistance** arrangements **you** require can be made on **your** behalf.

We will reimburse the costs **you** incur in any such recovery from a French Autoroute or other relevant motorway. Information on how to recover such costs and other covered transport costs can be found in Section 6 “What to do in the Event of a Breakdown”.

Repair

Subject to the above Autoroute restrictions, in the event of a **breakdown** anywhere outside **your country**, providing **you** are within the **area of coverage**, **we** will arrange and pay for a roadside repair to be attempted or **vehicle** recovery to be enacted, in accordance with the terms below, as required. If the **vehicle** is deemed inoperable due to a reason other than a **breakdown**, then **we** may still be able to assist at **our** discretion but **you** may be liable for an additional charge for the services provided. Any charges will be agreed with **you** in advance and a credit / debit card deposit may be required.

We will determine whether a roadside patrol or recovery vehicle is most appropriate for **your** incident based on the information **you** provide. If a roadside patrol or recovery vehicle is required to assist **you**, this should ordinarily arrive within 60 minutes of the need being identified. Alternatively, if **you** would prefer, **we** can arrange for a roadside patrol or recovery vehicle to attend **your vehicle** at a time more convenient to **you**. In this situation, arrival should ordinarily occur within 10 minutes of the time agreed. It is intended that the correct resource will be provided first time but if an alternative resource is subsequently required this should ordinarily arrive within 60 minutes of the need being identified. **We** will provide **you** with updates on the estimated time of arrival via telephone or text message, as requested by **you**.

Recovery

Subject to **your vehicle** satisfying the weight and dimension conditions in Section 8 'Weight and Dimension Limitations', **we** will, unless otherwise agreed with you, arrange and pay for the recovery of the **vehicle** for repair where:

- the **breakdown** occurs outside **your country**;
- the **breakdown** occurs within the **area of coverage**; and
- the **breakdown** cannot be repaired by **us** within 60 minutes at the roadside (or such other location accessible by a recovery vehicle at which the **breakdown** has occurred or to which the **vehicle** has been moved in accordance with local Autoroute restrictions).

Such recovery will involve the transportation of the **vehicle** and any passengers and luggage (limited to the carrying capacity of the **vehicle** and any animals, pets, horses or livestock at **our** sole discretion) to one of the following locations, within the **area of coverage**, at **your** request:

- the nearest **Porsche Centre** at which the necessary repairs may be carried out;
- **your** original destination or the **Porsche Centre** nearest to that original destination at which the necessary repairs may be carried out; or
- such other **Porsche Centre** as may be agreed with **us** at the time.

Unless **you** make a specific request, the **vehicle** will be recovered to the nearest **Porsche Centre** within the **area of coverage**.

Porsche Assistance will cover the costs of recovering and towing the **vehicle**, including any handling fee and the cost of any ferry, toll or other transport charges, as necessary. However, **you** may be charged for any costs incurred for the use of specialist recovery services – for example, if the **vehicle** is disabled by floods or snow-affected roads, is embedded in sand or mud, or is not easily accessible. These costs may be refundable under the terms of **your** motor insurance policy. The mode of transporting the **vehicle** is at **our** sole discretion.

If **we** are unable to arrange for the **vehicle** to be recovered to a **Porsche Centre** within its normal service department opening hours, **we** will arrange and pay for secure storage of the **vehicle** until the **vehicle** can be delivered to the applicable **Porsche Centre**. The **vehicle** should ordinarily arrive at the applicable **Porsche Centre** by no later than the end of the next working day following the date of **breakdown**.

Where requested by **you, we** (via the Porsche Customer Interaction Centre) will keep in contact with the **Porsche Centre** to follow the progress of the repair and keep **you** informed and will be able to make any further arrangements under **Porsche Assistance** as are necessary.

All repairs carried out once the **vehicle** has been recovered to a **Porsche Centre** shall be at **your** own cost. If the **vehicle** has the benefit of a **vehicle** warranty, vehicle repairs may be covered under the terms of such warranty. Please refer to **your vehicle** warranty terms and conditions for full details.

If a **BEV** has the benefit of a battery warranty, battery repairs may be covered under the terms of such warranty. Please refer to **your** battery warranty terms and conditions for full details.

Repatriation of Vehicle for Repair

If a **breakdown** occurs outside **your country** and:

- the **vehicle** can not be repaired by the time expected for **your** return to **your country**; or
- **you** wish for repair to be carried out in **your country**,

at **your** request **we** will arrange and pay for the transport of the **vehicle** and its contents from abroad to **your** home address or to a **Porsche Centre** of **your** choice in **your home country** at which the necessary repairs may be carried out. The repatriation will include the cost of ferry, toll, vehicle train or other transport charges and any storage or other costs incurred during repatriation, as necessary. The mode of transporting the **vehicle** is at **our** sole discretion.

The **vehicle** should be collected from its location abroad within 6 hours of **your** request and safe repatriation of the **vehicle** will ordinarily be completed within 21 days of collection. Any caravan or trailer on tow with the **vehicle** at the time of the **breakdown** can be repatriated together with the **vehicle** at no extra cost to **you** provided it is roadworthy and subject to the weight and dimension conditions in Section 8 'Weight and Dimension Limitations'.

If **you** elect to have the **vehicle** repatriated to **your country** for repair from abroad, it will not then be redelivered to **you** abroad but may only be redelivered to a location in **your country** or else collected by **you** on **your** return to **your country**.

The **vehicle**, together with its contents, will remain **your** responsibility whilst it is awaiting repatriation.



4. Collection and Delivery Repaired Vehicles

Repaired Vehicle Delivery

Where repairs have been carried out in **your country**, at **your** request, unless **you** are in a replacement vehicle provided under **Porsche Assistance**, **we** will arrange for delivery of the **vehicle** to **your** home or another address in **your country**.

Where repairs have been carried out outside **your country** but in the **area of coverage**, at **your** request, unless **you** are in a replacement vehicle provided under **Porsche Assistance**, **we** will arrange and pay for delivery of the **vehicle** to:

- **your** temporary address in that country; or
- if repairs have taken longer than **your** date of return, to an address in **your country**.

If **you** are in a replacement vehicle provided under **Porsche Assistance** then **we** may arrange delivery of the repaired **vehicle** to **you** at **our** sole discretion.

The redelivery will include the cost of ferry, toll, vehicle train or other transport charges as necessary. The mode of transporting the **vehicle** is at **our** sole discretion. Any caravan or trailer on tow with the **vehicle** at the time of the **breakdown** can be repatriated to **your country** together with the **vehicle** at no extra cost to **you** provided it is roadworthy and subject to the weight and dimension conditions in Section 8 'Weight and Dimension Limitations'.

If **you** wish to have **your** repaired **vehicle** delivered to **your** home address or another temporary address following repair, please make **us** aware of this. **We** will ordinarily contact **you** on the same day of completion of the repair, or by midday of the following working day at the latest to arrange delivery of the repaired **vehicle**. Alternatively, if **you** wish, **you** may elect to collect the repaired **vehicle** yourself.

Repaired Vehicle Collection

You may wish to collect the repaired **vehicle** from the **Porsche Centre** instead of having it delivered to **you**. If **you** are not in a replacement vehicle provided under **Porsche Assistance**, **we** will cover reasonable travel costs, up to a maximum of £600 (to include no more than one single rail ticket or one air ticket if train travel will take more than 6 hours) to permit **you**, or a person **you** designate:

- if the **vehicle** has been repaired in **your country**, to travel from **your** home address or a temporary address in **your country** to the **Porsche Centre** that repaired the **vehicle**; or
- if the **vehicle** has been repaired outside **your country**, to travel from **your** temporary address in that country, or from **your** home address (if **you** returned home before the repairs were completed) to the **Porsche Centre** that repaired the **vehicle**.

We will, in addition, cover the cost of any ferry, toll, vehicle train or other transport charges, and up to a maximum of £150 per night for room accommodation, as necessary for **you**, or a person **you** designate, and the **vehicle** to complete the homeward journey. **You** will be expected to complete the homeward journey directly and **we** will cover a maximum of 14 nights' accommodation.

If **you** elect to have the **vehicle** repatriated to **your country** for repair from abroad, **we** will not meet the costs of a journey from **your** location abroad to the **Porsche Centre** that repaired the **vehicle**. **We** will only meet the costs of a journey from **your** home address to the **Porsche Centre** that repaired the **vehicle**.

If **you** are in a replacement vehicle provided under **Porsche Assistance**, **we** may request **you** drive it to collect the **vehicle** or alternatively arrange and pay for the delivery of the **vehicle** to **you**, in accordance with the above terms, at **our** sole discretion.



5. Onward Mobility

If **you** (or **your** passengers) need to keep an important appointment, **we** will make arrangements to ensure that **you** (and **your** passengers) are taken there independently from the disabled **vehicle** if it is being transported to a **Porsche Centre** (subject to the Onward Mobility limitations described below). The transportation of any animals, pets, horses or livestock is at **our** sole discretion.

Please see Section 9 (Important Information About Sections 3 and 5) below for important information about this aspect of **Porsche Assistance**.

If **we** estimate that the **vehicle** cannot be repaired by **us** at the roadside or **your** home within 60 minutes of **our** arrival, or within 4 hours following recovery to a **Porsche Centre**, unless otherwise agreed with **you**, **we** will cover **your** reasonable costs for alternative travel, including all members of **your** party (limited to the carrying capacity of the **vehicle** and any animals, pets, horses or livestock at **our** sole discretion) up to a maximum total benefit of £2,500, as follows:

Replacement vehicle

At **your** request **we** will organise and cover the costs of a replacement vehicle for **you** until repairs to the **vehicle** can be completed, subject to a maximum period of:

- 5 days if the replacement vehicle is provided following a **breakdown** in **your country**; and
- 14 days if the replacement vehicle is provided following a **breakdown** outside **your country** or in **your country** and during a journey to another country within the **area of coverage**.

We may, at **our** sole discretion, agree to extend these periods if necessary whilst repairs are being completed.

The replacement vehicle will include fully comprehensive insurance with an option to upgrade, at **your** cost, to include a collision damage waiver. There may be restrictions on a replacement vehicle being driven across country borders, which **you** will be advised of at the time of provision. If such restrictions apply, **we** will arrange for the collection of the replacement vehicle before **you** cross a border and will provide a further replacement vehicle once **you** have entered the new country.

We aim to ensure that the replacement vehicle is suitable to provide acceptable onward mobility, with a small premium class (or a battery electric vehicle when the vehicle is a **BEV**) hire car being provided where available. The replacement vehicle will ordinarily be delivered to **you** within 3 hours of the need being identified or, at **our** discretion, **we** may cover **your** travel expenses to collect the replacement vehicle.

We cannot guarantee that a replacement vehicle will be available in all circumstances.

We also cannot guarantee that a replacement vehicle will be supplied with a tow bar. **Your** caravan or trailer may therefore have to remain, and be recovered with, **your** immobilised **vehicle**.

You will be responsible for fuelling and basic maintenance of the replacement vehicle while it is in **your** care. **You** will also be responsible for paying any deposit required by the vehicle hire company and any tolls, penalty tickets or fines **you** incur during **your** hire.

If the **vehicle** is a **BEV** and we cannot provide **you** with a battery electric replacement vehicle, **we** will cover **your** reasonable costs for using a non-battery electric replacement vehicle (which may include but are not limited to tolls and fuel costs) up to a maximum of £200 per **breakdown**. **You** will need to provide a claim form (as described in more detail in Section 6 "What to do in the Event of a Breakdown") for any such costs incurred and enclose receipts for all such costs claimed.

You will be required to enter into a vehicle hire agreement when **you** take delivery of the replacement vehicle. The replacement vehicle hire agreement will be between **you** and the vehicle hire company and will be subject to that company's terms and conditions. These will usually require or include (amongst other things):

- production of a full driving licence valid at the time of issue of the replacement vehicle;
- limits on acceptable driving licence endorsements;
- limitations on the availability of the replacement vehicle;
- acceptance of an insurance excess;
- a deposit / card authorisation swipe to cover any fuel or other costs incurred during **your** loan; and
- the driver to be aged at least 18 or 21 years depending on country, and to have held a full driving licence for at least 12 months.

Once the repair of the **vehicle** is complete, **you** may drive the replacement vehicle to the **Porsche Centre** to collect **your** repaired **vehicle**, at which point cancellation of the hire agreement and collection of the replacement vehicle will be arranged. Alternatively, if **we** agree to arrange redelivery of the repaired **vehicle** to **you** at **your** home or temporary location, upon such redelivery, collection of the replacement vehicle and cancellation of the hire agreement will be arranged.

If the replacement vehicle has been kept beyond the period set out above, **you** will be responsible for any additional charges incurred for the extended period unless the extension is authorised and confirmed by **us**.

Onward or Home Journey

Where requested by **you**, **we** will cover the reasonable travel costs of the journey (which may include, but is not limited to, air, rail or taxi travel) for **you** and **your** passengers (limited to the carrying capacity of the **vehicle**) to travel directly:

- from the place of the **breakdown** to the nearest **Porsche Centre**; and/or
- from the place of the **breakdown** or the **Porsche Centre** to **your** home address or **your** intended destination.

You will need to provide a claim form (as described in more detail in Section 6 “What to do in the event of a Breakdown”) for any travel expenses incurred, detailing the circumstances of the claim and enclosing receipts for all transport costs claimed.

Replacement Driver

If a registered doctor declares **you** medically unfit to drive as a direct result of the **breakdown** event and **you** are the only qualified driver in **your** party, at **our** sole discretion **we** may arrange and pay for a replacement driver to drive **you** and **your** passengers (limited to the carrying capacity of the **vehicle**) in the repaired **vehicle** or replacement vehicle to **your** destination or home address. The replacement driver should ordinarily arrive within 6 hours once **you** have made the request and **we** have agreed that these conditions are met.

Hotel or other Accommodation Provision

In respect of a **breakdown** that occurs more than 80 km (50 miles) from **your** home or temporary address, **we** will cover accommodation costs for **you** and **your** passengers (limited to the carrying capacity of the **vehicle**), up to a maximum of £150 per person per night, until repairs to the **vehicle** can be completed. This benefit is subject to a maximum of 2 nights if the **breakdown** occurred in **your country** and a maximum of 7 nights if the **breakdown** occurred outside **your country**. **You** shall be responsible for any excess accommodation costs.

If **you** have elected to receive a replacement vehicle or to recover onward or home journey costs, **we** will not also cover accommodation costs under this section unless the **breakdown** occurred outside **your country**, **you** elected to travel directly on to your intended destination within the **area of coverage** and **we** have been unable to repair the **vehicle** by the time expected for **your** return to **your country**.



6. What to do in the Event of a Breakdown

Should assistance be required in the event of a **breakdown**, simply contact **us** using the relevant **Porsche Assistance Helpline** number listed below. It is important that **you** call the appropriate number for **your** location at the place of **breakdown**.

UK	0800 777 123 or	Freephone from a landline. The cost of calls from mobiles varies – please check with your network provider.
	0121 275 2853	Calls charged at the local call rate from landlines. The cost of calls from mobiles varies – please check with your network provider.
Other countries in the area of coverage	00800 1336 5984 or	Generally freephone from a landline, although some European call service providers may charge for calls to freephone numbers. The cost of calls from mobiles varies – please check with your network provider.
	0033 472 172 2573	Calls charged at international call rates from landlines. The cost of calls from mobiles varies – please check with your network provider.

All necessary travel and accommodation is to be booked by **us**, unless otherwise agreed.

If **we** cannot arrange for a garage, car hire, alternative travel or accommodation provider to accept **our** guarantee of costs, **we** will ask **you** to pay and reclaim the relevant portion of such costs covered under **Porsche Assistance** when **you** return home. **We** will only arrange a guarantee of costs within the limits **we** cover, and **you** will have to pay for any extra costs and for anything **we** do not cover under this policy.

You will be provided with a claim form if **you** request reimbursement of any pre-agreed transport, repair, recovery, car hire, non-battery electric replacement vehicle (if the **vehicle** is a **BEV**), alternative travel and / or accommodation expenses **you** have incurred which are covered under **Porsche Assistance**. In order to claim reimbursement of such expenses, **you** must return the completed claim form, detailing the circumstances of the claim and enclosing receipts for all transport costs claimed, in accordance with the instructions on the claim form.

We will not be able to reimburse **you** for any repair, recovery, accommodation or alternative travel arrangements that **you** make without **our** prior approval. If **you** are in a remote location and need assistance, the time taken to receive the assistance may be longer because of distance and local restrictions.

Vehicle Identification and Location

To minimise delay, please have the following information available when **you** contact **us**:

- **Your** name and, if different, the name of the registered keeper of the **vehicle**
- **Vehicle** model
- Vehicle Identification Number (VIN). This is the last 6 digits from the VIN label which is usually located in the bottom corner of the windscreen
- Location of the **vehicle**
- **Vehicle** registration number
- Telephone number where **you** can be contacted
- Description of the **breakdown** experienced
- Number of passengers in the **vehicle**

7. What is not Covered

Porsche Assistance is intended to provide reassurance in the event of a **breakdown**. Unless **we** agree otherwise at **our** sole discretion and for an additional charge (in respect of which a credit / debit card deposit may be required), it will not provide any benefits in connection with a **breakdown** or other incident as a result of any of the following:

- fire from user error, theft, accident or vandalism;
- racing, rallying, trials or time-trials, auto test or other motor sports event ("Motor Sports Event"). However, we do not consider the following activities to be Motor Sports Events, in respect of which we will provide service:
 - o Porsche Driving Experience events;
 - o "concours d'élégance" events;
 - o track test days for road-legal **vehicles**; or
 - o rallies held exclusively on open public highways where participants are required to comply with all operative speed limits.
- the **vehicle** being kept in an un-roadworthy condition or not being serviced in accordance with the manufacturer's recommendations; or

- customer-induced incidents including:
 - o lock-outs due to user error/ lost keys;
 - o discharged battery due to user error – such as leaving lights on;
 - o discharged high voltage battery in a **BEV**;
 - o running out of fuel;
 - o incorrect use of charging points for a **BEV**;
 - o use of wrong fuel;
 - o tyre damage due to user error including:
 - intentionally driving over a kerb or other obstruction
 - not maintaining correct tyre pressures
 - not complying with Porsche N-rating or other technical requirements ;or
 - o road traffic accidents.

We also have no obligation to provide any **Porsche Assistance** benefits (as appropriate) in the following circumstances:

- the **vehicle** does not display a valid road fund licence (unless the **vehicle** is en route to an MOT vehicle inspection in the **UK** or similar such exemption in **your country**);
- the **vehicle** is situated on private property that does not belong to **you** (for example garage premises) unless **you** can establish to **our** reasonable satisfaction that permission has been given by the relevant property owner or occupier for **us** to access the property for the purposes of recovering the **vehicle**;

- **we** consider the transportation of the **vehicle** to be part of a commercial activity;
- the police, highways agency and/or other emergency service require that the **vehicle** be recovered by a third party;
- **your** entitlement to **Porsche Assistance** has lapsed or the **vehicle** is no longer considered eligible for **Porsche Assistance**;
- **we** reasonably consider that **you** or members of **your** party are behaving or have behaved in a threatening or abusive manner to **us**;
- **we** consider that the giving of service would involve a breach of the law; or
- where the **vehicle** has suffered a **breakdown** as a result of neglect or unsuccessful work on the **vehicle** other than by **us**.

If the **vehicle** has been involved in an accident and has gone off the road and needs to be salvaged before towing, **you** may be able to claim back the recovery costs from **your** insurance company.

In the case of lockout /lost keys, 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.

We will not be liable for:

- the cost of repairs by **you** or anyone else acting on **your** behalf (other than **us**);
- the cost of repairs to the **vehicle** once it has been recovered to a **Porsche Centre**;
- routine maintenance and running repairs of the **vehicle**;
- the loss or damage of any goods, personal belongings or other items being carried in the **vehicle**;

- any loss, theft, damage, cost or expense that is not directly associated with the **breakdown**, unless expressly stated above;
- any increased costs or expenses or any loss, damage, cost or expense incurred as a result of, or in connection with, **Porsche Assistance** that is not reasonably foreseeable, including loss of profit, business, contracts, revenue or anticipated savings (loss, damage cost or expense is "reasonably foreseeable" if at the time of purchasing the policy, it was contemplated by **you** and **us**);
- damage or injury intentionally caused by **you** or resulting from **your** participation in a criminal offence;
- any costs that would have been payable by **you**, such as petrol, toll charges, parking fees, cost of meals, drinks, telephone calls and/or newspapers or any other costs not specifically stated as being met under **Porsche Assistance**, which may be incurred by **you** or other members of **your** party as a result of or in connection with the **breakdown**;
- release fees: should the **vehicle** be stolen and subsequently recovered by the police **you** may be asked to pay a release fee before **we** can recover the **vehicle** to a **Porsche Centre**;
- any replacement component (unless provided, at **our** sole discretion, free of charge during a roadside repair), lubricant or fuel or consumable items supplied in connection with the repair of the **vehicle**;
- any failure to perform, or delay in performance of, any of **our** obligations under these terms and conditions to the extent caused by an event outside **our** control. (An "event outside **our** control" means any act or event beyond **our** reasonable control, including without limitation severe road traffic congestion, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications, water, gas, electric or other utility networks). If an event outside **our** control

takes place that affects the performance of **our** obligations under these terms and conditions, **we** will contact **you** as soon as reasonably practicable to notify **you** and **our** obligations under these terms and conditions will be suspended and the time for performance of **our** obligations will be extended for the duration of the event outside **our** control; or

- any services performed or procured by **us** at **your** request where these are not included under **Porsche Assistance** including, but not limited to:
 - o the use of any specialist lifting or towing assistance needed to recover the **vehicle** if the **vehicle** has gone off the road, is in a ditch, sunk in soft ground, sand or snow or flood water;
 - o any additional charges resulting from the failure to carry legal and serviceable spare wheel(s) or tyre(s) in the **vehicle**; and
 - o any costs of draining or removing fuel, lubricants or other fluids as a result of the introduction of an inappropriate substance.

We may alter or suspend the performance of all or any part of **our** obligations under these terms and conditions if **we** consider, in **our** reasonable opinion, that such performance be unlawful or inconsistent with any policy, communication, recommendation or guidance issued by any government (including local government), or any agency or authority of the government, local government or civil service or law enforcement established in any part of the **area of coverage**. In using this power **we** will act reasonably and first consider part performance or an alternative performance before suspending the entire performance provided that **we** shall not be required to take uneconomic cost decisions or expose our personnel and contractors to health or environmental risks. **We** will not be liable for such altered or suspended performance. Notification of such altered or suspended performance shall be made by way of updates to www.porsche.com/uk

Nothing in this Section 7 'What is not Covered' shall exclude or limit **our** liability to **you** for:

- death or personal injury caused by **our** negligence; or
- fraud or fraudulent misrepresentation.

Patrols and agents are trained and equipped to carry out emergency roadside repairs only and are not in a position to comment on the general safety or roadworthiness of the **vehicle** after a **breakdown**, emergency repair and/or accident.

We are not obliged to transport or to arrange the transportation (as appropriate) of any pets, animals, horses or livestock. It is **your** responsibility to secure any animal, pet, horse or livestock being transported or to make alternative arrangements for its transportation. If **we**, at **our** sole discretion, agree to transport or arrange the transportation (as appropriate) of any pets, animal, horses or livestock then any such transport will be at **your** own risk and **we** may charge **you** for the services provided. Any charges will be agreed with **you** in advance and a credit/debit card deposit may be required.

8. Weight and Dimension Limitations

The provision of **Porsche Assistance** benefits will be subject to the **vehicle** meeting the following limitations as to weight and size:

- maximum gross weight of 3500kg (3.5 tonnes);
- maximum width of 2.36m (7ft 9in);
- maximum length of 8m (26ft 9in); and
- maximum height of no more than 3m (9ft 10in).

The dimensions and weights detailed above will be calculated taking into account anything attached to the **vehicle** at the time of the **breakdown**, including but not limited to any trailer, caravan, towing equipment, carriers or racks (e.g. bike or luggage racks).

9. Important Information About Sections 3 and 5

We may arrange assistance for **you** in accordance with the terms of **Porsche Assistance** and indemnify **you** for the costs involved subject to the terms and limitations of this policy. **We** do not actually provide the services (such as roadside assistance, vehicle repairs, hotels or hire cars). As a result, **we** are not liable for the acts and omissions of those who do, even if **we** pay for the relevant assistance in full or in part.

Only the service provider will have legal responsibility to **you** for the performance and quality of such services, including repairs at the roadside, towing to a local repairer or repairs at a local repairer. If **you** are dissatisfied with any work undertaken or the service provided, please contact the organisation that undertook the work or provided the service to **you**.

Service providers including garages, repairers, recovery operators, patrols of motoring organisations, car hire companies, hotels etc do not act as **our** agents.

10. Porsche Assistance Contact Details

Should there be any problems at any stage, or if **you** have any questions or comments in respect of **Porsche Assistance** please contact **us** on the **Porsche Assistance Helpline** 0800 777 123 (if calling from the United Kingdom, Jersey, Guernsey, or Isle of Man) or 00800 1336 5984 (if calling from anywhere else) or in writing to:

Porsche Assistance, Lambert House, Stockport Road, Cheadle, SK8 2DY

11. Use of Your Personal Data

This short form privacy notice provides a summary of how your personal data is used by the AA Group. The data controllers of our Roadside policies and products are Automobile Association Insurance Services Limited (which sells you the policy), and Automobile Association Developments Limited (which provides the services to you).

For full details please visit our privacy notice at <https://www.theaa.com/privacy-notice-breakdown-services>. The privacy notice sets out full details about how we use your information and includes the contact details of the Data Protection Officer.

We may update those privacy notices from time to time.

Personal data we hold, use and the reasons for processing

We collect and use your personal data to provide you with Roadside assistance, to develop new products and services and to review and improve current products and services, to comply with legal and regulatory obligations and requirements, helping us improve products or services, improve the operating of our businesses, to share information with business partners in order to provide our products and services or operating our business, and to enable other group companies to perform any of the above purposes. These uses are generally needed to provide the services to you and for our legitimate interest.

Disclosures and Transfers

We share your information within the AA Group companies, and our suppliers and business partners, as well as government organisations where required for the reasons described above.

There might be instances where the AA rely on third parties, such as service providers that are based outside the UK or the EEA, to support our businesses and the Roadside assistance products. Where there is access to data from international locations we have appropriate contractual safeguards in place.

Your rights

Below is a list of the rights that all individuals have under UK data protection laws. They don't apply in all circumstances so your request may not always be granted. If you wish to use any of them, we'll explain at that time if they apply or not, and if we will comply or not with your request, including the reasons why.

You have the right to be informed about the processing of your personal information; to have your personal information corrected; to object to processing; to request restriction of processing; to have your personal information erased; to request access to your personal information and how we process it; to move, copy or transfer your personal information; and rights in relation to automated decision making which has a legal effect or otherwise significantly affects you.

For full details on how we use your information, please see the full privacy notice for the AA using the URL above.

12. Cancellation and Change of Vehicle Ownership

Porsche Assistance may be cancelled by the **policyholder** within 14 days of the original **policyholder's** receipt of the **Porsche Assistance** documentation by writing to Porsche Assistance, Lambert House, Cheadle, SK8 2DY whereupon the **policyholder** will be entitled to a full refund of the premium paid. If a claim has been made under **Porsche Assistance** prior to the expiry of this 14 day period, **we** will not refund the premium.

Other than in the circumstances set out in "Change of Vehicle Ownership" below, once the 14 day period has passed the **policyholder** will be unable to cancel this **Porsche Assistance** and no full or part refund will be available in respect of the **Porsche Assistance** premium.

Change of Vehicle Ownership

If the **vehicle** is sold during the period of cover the **policyholder** may cancel this **Porsche Assistance** by writing to Porsche Assistance, The Prestige Centre, Swallowfield One, Wolverhampton Road, OLDBURY, West Midlands, B69 2AG whereupon (provided there has not been a claim under this **Porsche Assistance**) the **policyholder** shall be entitled to receive a pro rata refund of premium for the unexpired period of cover. If a claim has been made under **Porsche Assistance** prior to the cancellation, **we** will not refund the premium.

Alternatively, if the **vehicle** is sold during the period of cover to either a private buyer or to a **Porsche Centre**, this **Porsche Assistance** may be transferred to the new owner by completion of the Change of Ownership Form (as appended to this booklet or available on request by calling 0800 777 123 (if calling from the United Kingdom, Jersey, Guernsey, or Isle of Man) or 00800 1336 5984 (if calling from anywhere else)) by the **policyholder**. The completed Change of Ownership Form must be sent to Porsche Assistance, The Prestige Centre, Swallowfield One, Wolverhampton Road, OLDBURY, West Midlands, B69 2AG to register the transfer of this **Porsche Assistance**. This **Porsche Assistance** may not be transferred to any commercial

vehicle dealer other than a **Porsche Centre**. New membership documentation will be provided to the new owner (as described on the Change of Ownership Form) within 1 month of receipt by **us** of notification of such a change.

13. Complaints

We are committed to providing **you** with the highest standard of service and customer care. **We** realise however, that there may be occasions when **you** feel **you** did not receive the standard of service **you** expect. Should **you** have cause for complaint about any aspect of **Porsche Assistance**, please contact **us** using the relevant contact details indicated below, where **we** will work with **you** to resolve **your** complaint:

Relating to Porsche Assistance in the United Kingdom

Please phone: 0345 607 6727

Or write to: Office of the CEO
The AA,
Lambert House,
Stockport Road,
Cheadle,
SK8 2DY

Email: customer.solutions@theAA.com

Text Phone users can contact **us** using Relay UK by prefixing any of **our** numbers with 18001.

Relating to Porsche Assistance in Europe

Please phone: 0345 850 1205

Or write to: Porsche Customer Support (OACU),
Fanum House
Basing View
Basingstoke
Hampshire
RG21 4EA

Email: customer.solutions@theAA.com

It is **our** policy to acknowledge any complaint within five working days. **We** will inform **you** of who is dealing with **your** concerns and, where possible, provide a response.

Text Phone users can contact **us** using Relay UK by prefixing any of **our** numbers with 18001.

14. Financial Ombudsman Service

We aim to provide you with a high level of customer service at all times, but if **you** need to complain and **you** are not satisfied with **our** response **you** may be entitled to refer the matter to the Financial Ombudsman Service (FOS). For further information about the FOS and eligibility to refer a complaint to them **you** can visit the FOS website www.financial-ombudsman.org.uk.

The FOS can be contacted at:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Telephone: 0800 023 4567 or 0300 123 9123

Email: complaint.info@financial-ombudsman.org.uk

The Financial Ombudsman Service is an independent body that arbitrates on complaints about general insurance products. The **policyholder** has 6 months to refer the complaint to FOS. Referral to the Financial Ombudsman Service does not affect the right to take legal action against **us**.





15. Financial Services Compensation Scheme

Acromas Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS) in respect of cover for:

- Section 3 'Repair and Recovery – Breakdown Overseas and within the Area of Coverage'; and
- Section 5 'Onward Mobility'.

The policyholder may be entitled to compensation from the scheme if **Acromas Insurance Company Limited** cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Insurance arranging is covered for 90% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS at www.fscs.org.uk or telephone 0800 678 1100 or 0207 741 4100.

The cover provided by **Automobile Association Developments Limited** is not covered by the FSCS.

16. Definitions

Acromas Insurance Company Limited is defined as:

Acromas Insurance Company Limited who is authorised and regulated by the Commissioner of Insurance, Financial Services Commission, Gibraltar, and regulated by the Financial Conduct Authority, United Kingdom. **Acromas Insurance Company Limited** is a member of the Association of British Insurers. Head Office: 57-63 Line Wall Road, Gibraltar. Registered Number 88716 (Gibraltar). **UK** branch address: Acromas Insurance Company Limited, Enbrook Park, Folkestone, Kent, CT20 3SE.

area of coverage is defined as:

Andorra, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Crete, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Guernsey, Hungary, the Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal (not Madeira), Republic of Ireland, Romania, Russia, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland, Turkey (European Part), Ukraine, United Kingdom and Vatican City.

Automobile Association Developments Limited is defined as:

Automobile Association Developments Limited (trading as AA Breakdown Services), an insurer of **breakdown** assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Registered office: Fanum House, Basing View, Basingstoke, RG21 4EA. Registered in England and Wales Number: 01878835.

BEV is defined as:

a **vehicle** that is a battery electric vehicle deriving all of its power from a high voltage battery.

breakdown is defined as:

an event resulting from some malfunction or mechanical failure of the **vehicle** including the high voltage battery in a **BEV**:

(a) which causes you to be unable to start a journey in the **vehicle** or involuntarily to bring the **vehicle** to a halt on a journey, and

(b) after which the journey cannot reasonably be commenced or continued in that **vehicle**.

Channel Islands is defined as:

Jersey and/or Guernsey.

PCGB is defined as:

Porsche Cars Great Britain Limited, a company incorporated in England and Wales with registered company number 0861097 and whose registered office is at Bath Road, Calcot, Reading, Berkshire, RG31 7SE

policyholder is defined as:

the **Porsche Assistance** policyholder as named in the **Porsche Assistance Certificate**.

Porsche Assistance is defined as:

this contract of insurance that is subject to the terms and conditions in this booklet and the **Porsche Assistance Certificate**.

Porsche Assistance Certificate is defined as:

the document issued on or around the date upon which the **policyholder** received this **Porsche Assistance** containing the details of cover as are specific to the **policyholder**

Porsche Assistance Helpline is defined as:

the helpline which will handle all calls in relation to **Porsche Assistance**.

Porsche Centre is defined as:
an authorised Porsche Centre or Porsche Service Centre within the **area of coverage**.

UK (United Kingdom) is defined as:
England, Scotland, Wales and Northern Ireland

vehicle is defined as:
a Porsche vehicle registered in **your country** and in respect of which the **policyholder** has purchased this **Porsche Assistance**.

we / our / us is defined as:
Automobile Association Developments Limited

you/your is defined as:
the **policyholder** or any other person driving the **vehicle** with the **policyholder's** consent

your country is defined as:
the country in which the **vehicle** is registered, being one of the **UK, Channel Islands** or Isle of Man.



Change of Ownership Form

Change of details

We would like to ensure we have your correct details so that we can continue to communicate with you in future. Please notify us of any changes to your personal details or vehicle ownership by using the freepost form below. Should you have any queries regarding your Porsche, then please do not hesitate to contact your nearest Porsche Centre or the Porsche Customer Interaction Centre on 03457 911 911.

Change of details notification

Change of address Change registration number Change of vehicle ownership

New Contact Details

Title:	First Name:	Surname:	
Company name:	Address:		Postcode:
Telephone:	Mobile:		
Email:			

Vehicle details

Porsche Model:	Registration number:
Purchased Date:	
Mileage:	Chassis number:

Transfer of Assistance

Part A (To be completed by the former Policyholder)

- I Certify that:
 - to the best of my knowledge and belief the vehicle has been serviced to date in accordance with the Manufacturer's Recommended Service Schedule; and
 - the details given opposite are correct.
- I certify that the vehicle was sold and purchased privately and wish to transfer the benefit of this Policy to the new owner.

Signature: _____ Date: _____

Part B (To be completed by the new owner)

- I have read and fully understood the contents of this Policy and agree to be bound by the terms and conditions and restrictions of them.
- I understand that this Policy will not be transferred to me until such time as this document is validated by Porsche Cars Great Britain Limited and that they have accepted this request for transfer. Upon acceptance of the transfer I will take the place of the former Policyholder and become the new Policyholder under this Policy.

Signature: _____ Date: _____

Data Protection Notice

We are the AA. Our main address is Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA. The data controller of Porsche Assistance is Automobile Association Developments Limited (which provides the services) and, for certain policy or cover levels or add-ons, the underwriter(s) listed in your Policy Booklet.

Your personal data will be retained in accordance with the AA's Privacy Notice which is available at: <https://www.theaa.com/privacy-notice> which explains what happens to any personal data that you give or any that we may collect from or about you. We have a Data Protection Officer who you can contact by using the details in your Policy Booklet or you can go to the Contact Us section of our website. Alternatively, you can write to AA PLC, Fanum House, Basing View, Basingstoke, Hampshire, RG21 4EA, marking it for the attention of the DPO or email dataprotection@theaa.com.

PORSCHE



BUSINESS REPLY SERVICE
Licence No. RG478



Porsche Assistance
The Prestige Centre
Swallowfield One
Wolverhampton Road
OLDBURY
West Midlands
B69 2AG





Porsche Assistance c/o Automobile Association Developments Limited (trading as AA Breakdown Services) is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Registered office: Fanum House, Basing View, Basingstoke, RG21 4EA. Registered in England and Wales Number: 01878835.