

Important information

We've made some changes to your breakdown cover from your renewal. This leaflet tells you what the main changes are. Please read it with your policy booklet and documents. If you have any questions, please contact us and we'll be happy to help you.

Section	Current Cover	Cover From Your Renewal Date	Explanation
Customer Information	TO CHANGE YOUR DETAILS, Call: 0345 246 1558.	TO CONTACT US Phone: 0345 246 1558 Web: www.greenflag.com/contact-us	This is to remind you of other ways you can contact us if you need our help.
Customer Information Broken Down? Don't Panic	Call us on 0800 400 600 from inside the UK	Call us on 0800 400 600 from inside the UK. If you have our Green Flag App downloaded on your smartphone, you can also use the app to tell us about your breakdown.	This is to remind you of other ways you can contact us if you breakdown or need our help.
Our GREEN FLAG App	If you've got a smartphone, don't forget to install our free Green Flag app. It's the smartest way to get rescued and enables you to:	If you've got a smartphone, don't forget to install our free Green Flag app. It's the smartest way to get rescued in the UK and enables you to.	We want to let you know that, you can only use the Green Flag app to tell us about a breakdown if it happens in the UK.
Our GREEN FLAG App	n/a	Please note, if your vehicle is registered in the Isle of Man, you are unable to use the Green Flag app to request a rescue.	This is to let you know, that you cannot use the Green Flag app to tell us about a breakdown if your vehicle is registered in the Isle of Man.
Significant Features and Exclusions		We will not cover any claim where the vehicle is already at a garage or other place of repair.	Making it clear that, if you are already at a place of repair or a garage; we will not be able to take you to a different repair centre or garage.
Some Definitions - Breakdown	You can't use the cover as an alternative to routine servicing, or as a way to get out of paying for repair costs.	You can't use the cover as an alternative to routine servicing, or as a way to get out of paying for repair costs. The vehicle must be maintained in accordance with the manufacturer's recommendations such as keeping the required levels of water and oil correct.	This is to clarify that you will need to keep your car maintained as recommended by your vehicle manufacturer.
Breakdown Cover in the UK Section A - Rescue	We're here to help get you going again. We don't pay for labour charges that are incurred away from the scene of the breakdown. Once we've taken your vehicle to a garage, it's up to you to sort out any repairs.	We're here to help get you going again. We don't pay for labour charges that are incurred away from the scene of the breakdown. Once we've taken your vehicle to a garage, it's up to you to sort out any repairs and if the repair that has been carried out by us is temporary then you will need to get it permanently repaired as soon as possible.	This is to clarify that if the repair that has been carried out by us is temporary then you will need to get your vehicle permanently repaired as soon as possible.
Extra Features and Benefits - Personal Cover	REMEMBER If you call us out to help when you're in somebody else's vehicle, we might ask for proof of ID.	REMEMBER If you call us out to help, you must be with the vehicle at the time the assistance arrives and be able to provide photographic identification if this is requested.	Making it clear that, we may need to see a photographic ID when you call us for help under the personal cover section.
Section B Emergency Driver	If the driver falls ill and can't drive, and none of the passengers are authorised to drive either, we'll get you all to one destination you've chosen, anywhere in the UK. We'll need to see a medical certificate to show the driver's unsafe. We might send out a driver, to take you where you've chosen to go.	If the driver falls ill or there is a sudden death of the driver and none of the passengers are authorised to drive, we'll get you all to one destination you've chosen, anywhere in the UK. We may ask to see a medical certificate or evidence. We might send out a driver, to take you where you've chosen to go.	This is to make our intentions clear that cover applies under this section if the driver unfortunately or suddenly passes away.
Section E When you're travelling in Europe	In countries that aren't EU Member States, you might also need an International Driving Permit, as well as your driving licence.	You might also need an International Driving Permit in some countries, as well as your driving licence. To check whether one will be necessary please check the Government website, GOV.UK .	We have updated this wording to clarify the International Driving Permit requirements for when you're travelling to Europe.

Section	Current Cover	Cover From Your Renewal Date	Explanation
Auto renewal	<p>When your policy is due for renewal, we may offer to renew it for you automatically using the payment details you have already given, unless you've asked us not to. We'll let you know if we're going to do this or if you need to call us by sending your renewal invite at least 21 days before the renewal date. Your renewal invite will also include details of your renewal premium and policy terms. If you don't want to renew your policy, just call us before your renewal date and let us know. Sometimes we won't be able to offer automatic renewal, for example if we need to discuss your renewal with you or because of the payment method you've chosen. If we can't offer renewal, we'll write to you at your last known address and tell you.</p>	<p>When your policy is due for renewal, we may offer to renew it for you automatically, using the payment details you have already given, unless you've asked us not to.</p> <p>We'll let you know if we're going to do this or if you need to contact us by sending your renewal invite at least 21 days before the renewal date. Your renewal invite will also include details of your renewal premium and policy terms. If you don't want to renew your policy, you must contact us before your renewal date to let us know.</p> <p>If we don't hear from you, your policy will automatically continue without a break in cover from your renewal date. You can contact us by phone or online if at any time your circumstances change, and you no longer want your policy to automatically renew. If you choose not to automatically renew, your policy, including any additional products or benefits, will lapse on the renewal date and you will be uninsured unless you contact us or arrange alternative cover.</p> <p>Sometimes we won't be able to offer automatic renewal, for example if we need to discuss your renewal with you or because of the payment method you've chosen. If we can't offer renewal, we'll write to you at your last known address and tell you.</p>	<p>This is to give you more information on how the auto renewal process works.</p>

Your Information

Although we haven't changed the way we collect, use and share your information, we would like to remind you that full details of how we use it and who we share it with are available to view at www.u-k-insurance.co.uk/brands-policy.html or you can call us if you would like a paper copy.

If you would like a Braille, large print or audio version of your documents, please let us know.