



BD Assistance

Breakdown Cover Provided By

RAC

bd brokerdirect
building relationships delivering quality

Who is Broker Direct?

Broker Direct is a blend of Underwriting Agency, Wholesale Broker and Third Party Administrator focussed on the UK Personal and Commercial Lines market. The brand was established in 1997 with a unique proposition: a general insurance management operation for brokers, with the majority owned by brokers. Our mission is to delight brokers and their clients with our service whilst also delivering excellent results to our insurer partners. Still today, over 70% of our shares are owned by those who are in a position to place business with us.

Our relationship with the RAC has prevailed for over 10 years and we are proud to have offered their terrific breakdown product to our network of brokers for this period. We look forward to further strengthening our partnership so we can continue to provide peace of mind for drivers across the nation.

Who is RAC?

Ever since its foundation in 1897, the RAC has been consistently at the forefront of developing motoring services, from introducing uniformed patrols in 1901 and roadside emergency telephone boxes in 1912 right through to the present day where we're leading the way with our innovative roadside solutions for customers.

Whether it's breakdown cover with roadside assistance, buying a used car, vehicle inspections and checks, legal services or up-to-the-minute traffic and travel information – the RAC offers a solution for all motoring needs.

The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

BDAssistance - What You Get!



If you have broken down or misfuelled and we are unable to repair your vehicle we will arrange recovery of the vehicle and non-fare paying passengers to a destination chosen by the driver up to 10 miles.



If your vehicle has broken down at home, and we are unable to repair it we will recover the vehicle and non-fare paying passengers up to 10 miles.



If you have broken down at the roadside and we are unable to repair your vehicle we can arrange and pay for replacement vehicle hire for up to 24 hours, whilst the vehicle is being fixed. If your vehicle needs a longer fix, we'll provide a hire car, hotel accommodation or alternative transport for you and your non-fare paying passengers.



If you break down in Europe we will attend to repair the vehicle, however if the vehicle is unable to be repaired we will recover the vehicle and its non-fare paying passengers to a local garage for fault diagnosis.



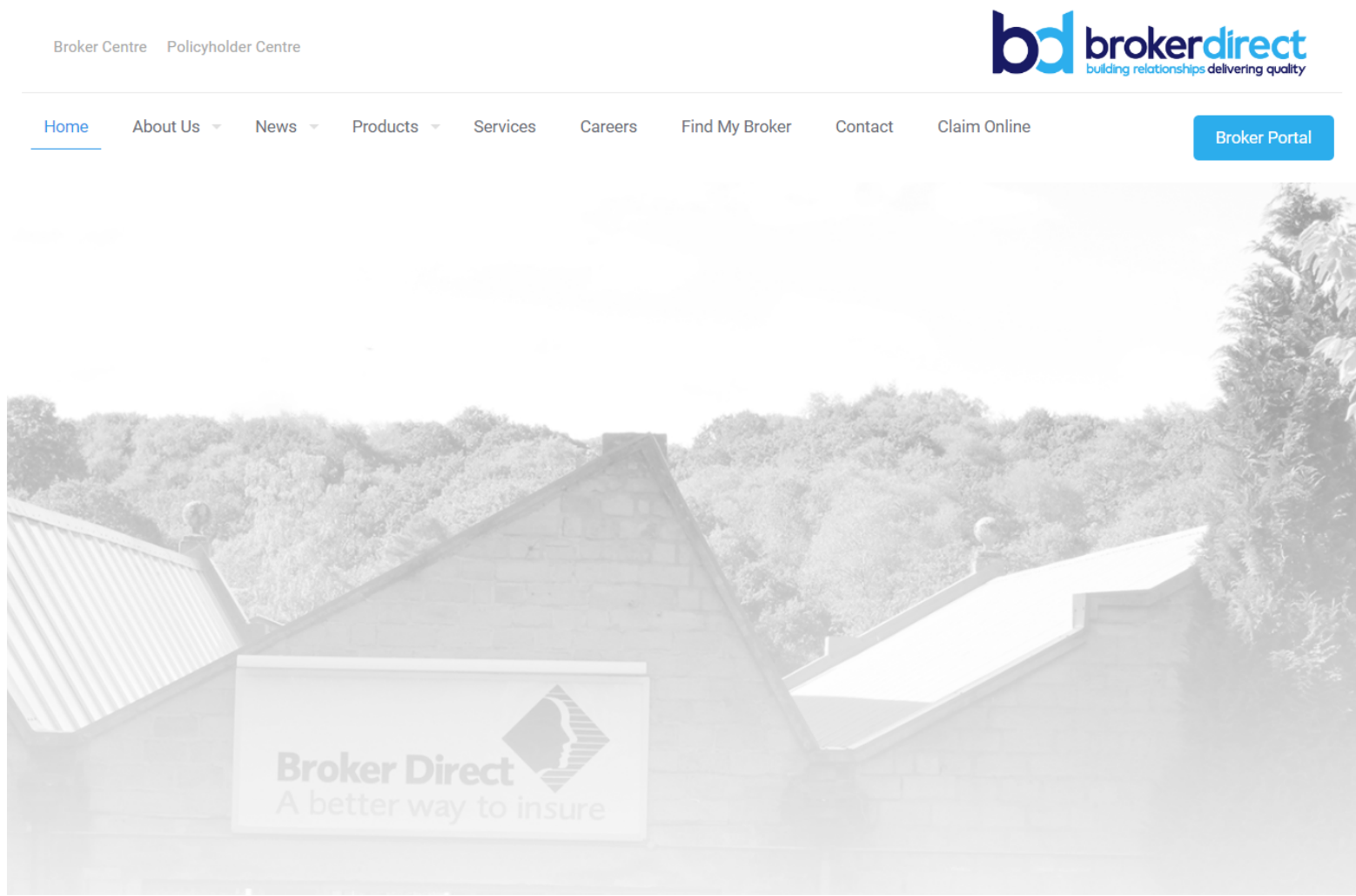
If the vehicle has broken down due to a mis-fuel, we will empty, clean and flush the fuel lines. Fill the vehicle with up to 10 litres of fuel to get the vehicle started and arrange the safe disposal of the contaminated fuel.

Why Use BDAssistance?

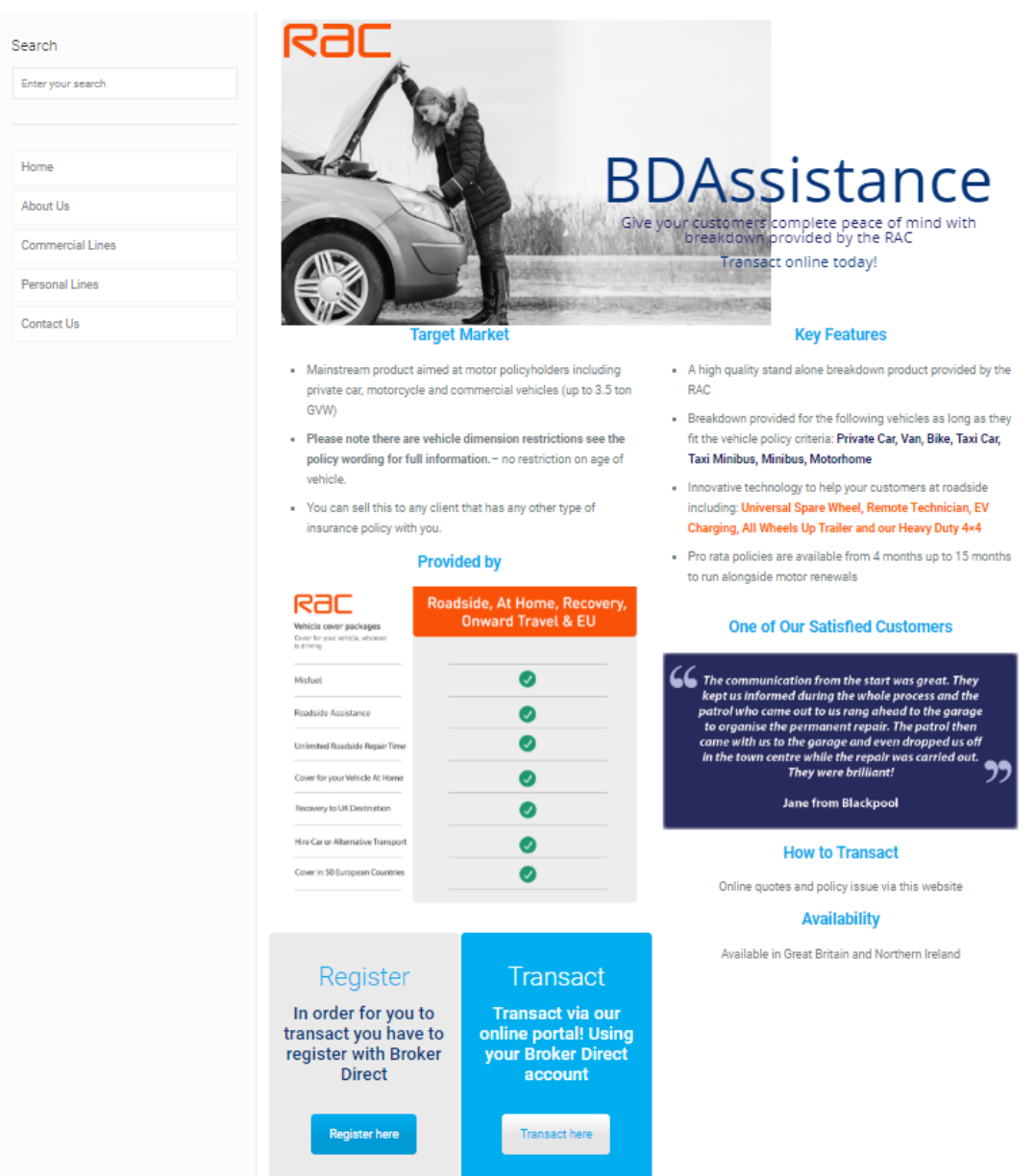
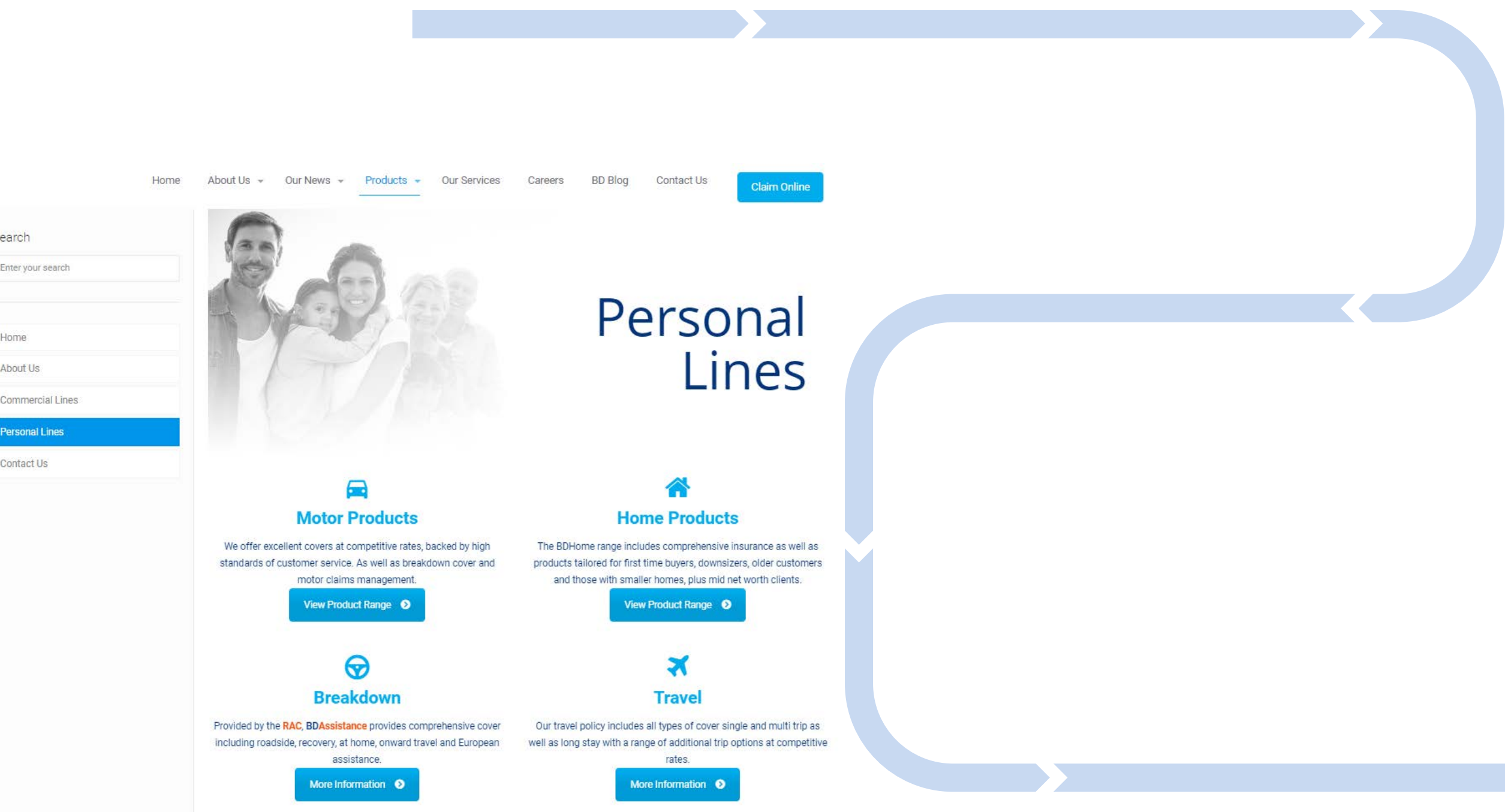
- The RAC fix 4 out of 5 vehicles at the roadside within an average of 30 minutes.
- 93% of customers would recommend the RAC to others
- The RAC is the UK's most experienced breakdown provider
- RAC's patrol vans carry over 500 parts and tools - they operate a repair over recover culture
- The RAC fix 1 vehicle every 18 seconds in the UK

How It Works

1) Visit Our Website



4) Print and issue documentation directly to your client



2) Click Products and then Personal Lines

3) Go to BDAssistance, scroll down and click Transact Here

Marketing Support Available

We have produced some marketing support for our BDAssistance product – **Leaflet 1** can be personalised with your logo, telephone number and price and can be produced in A4 or A5 format – **Leaflet 2** is pre-printed two sided and DL in size and unpersonalised. The poster is A2 sized. Please contact support@brokerdirect.co.uk or call **01204 600 345** with your requirements.

Leaflet 1

BDAssistance

Breakdown cover provided by the

RAC



Call us to find out more
01204 600 345

Cover is available for cars, vans, motorcycles, minibuses and motorhomes*. There are no vehicle age limits and any driver is covered.

Breakdown cover includes:

- Misfuel
- Roadside Assistance
- Unlimited Roadside Repair Time
- Cover for your Vehicle At Home
- Recovery to UK Destination
- Hire Car or Alternative Transport
- Cover in 50 European Countries

"The communication from the start was great. They kept us informed during the whole process and the patrol who came out to us rang ahead to the garage to organise the permanent repair. The patrol then came with us to the garage and even dropped us off in the town centre while the repair was carried out. They were brilliant!"

- Jane from Blackpool

Only

£00.00

for complete peace of mind
RAC breakdown cover

*The price shown is a guide only and does not include any of our other services. For the full terms and conditions of cover please contact us. BDAssistance is a product provided in respect of Broker Direct. We also are authorised and regulated by the Financial Conduct Authority. © 2017 RAC.

Leaflet 2

RAC Breakdown Cover

Whether you use a van for work, like holidaying with a motorhome or simply use your vehicle for commuting, we'll get you covered. We offer cover for cars, vans, bikes, taxis, taxi minibuses, couriers, minibuses and motorhomes.

- ▶ Cover includes Roadside, At Home, Recovery, onward Travel, European Motoring Assistance and Misfuel
- ▶ Cover for you and your non-fare paying passengers
- ▶ 83% of our members would recommend RAC breakdown cover to their friends and family

We fix 4 out of 5 cars at the roadside within an average of 30 minutes



For complete peace of mind

- Roadside**
We'll fix your vehicle at the roadside, as long as you're over 1/2 mile away from home.
- Recovery**
If we can't fix your vehicle at the roadside, we'll take you, your passengers and your vehicle to your chosen destination in the UK.
- At Home**
We're ahead if your vehicle breaks down at home, or within 1/2 mile of your house.
- Onward Travel**
We'll provide a courtesy car, local accommodation or alternative transport for you and your passengers.
- European Motoring Assistance**
European Breakdown covers you in 50 countries and their offshore islands in continental Europe.
- Misfuel**
Drain, flush and clean system. Add up to 18 litres of correct fuel.

RAC

The RAC mechanic was prompt, friendly, helpful and informative. It made for a really great experience.



Ask your broker about RAC Breakdown Cover



BDAssistance

Breakdown cover provided by the

RAC



Why choose us?

Over since its foundation in 1877, the RAC has been consistently at the forefront of developing motoring services, from introducing uniformed patrols in 1902 and roadside emergency telephone boxes in 1912 right through to the present day where we're leading the way with our innovative roadside solutions for customers.

Whether it's breakdown cover with roadside assistance, towing a used car, vehicle inspections and checks, legal services or up-to-the-minute traffic and travel information - the RAC offers a solution for all motoring needs.

The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

- ▶ Trusted brand since 1877
- ▶ Clear, concise products with simple claims
- ▶ We're committed to making your motoring life easier

Whatever you drive, we've got you covered

We cover the below vehicles as long as they fit within the following criteria: either a car, light van or motorhome that's less than 3.5 tonnes and is up to 12m long including a tow bar and 2.50 metres wide, or for EU cover it's the same, but towing including a tow bar. If it's a motorcycle it must be over 100cc.

Car
The RAC has a car every 18 seconds in the UK. Plus, with innovative solutions such as our courtesy spare wheels and our diagnostic equipment, you can trust the RAC to get your car back on the road as quickly as possible.

Van
We know that having a van off the road can lead to delays in jobs, and possibly reputational damage. At RAC we cover all van drivers for vans under 3.5 tonnes, whatever the length, height and whether used for personal or work purposes.

Bike
Our patrols are fully equipped to handle motorcycle repairs, whether for a puncture or a battery problem. We also cover rain suits and cut-outs, which we can come out if you run out of fuel.

Taxi
We know taxi drivers can't afford to have their car off the road. RAC use state of the art technology to fix cars at the roadside and will do everything to ensure that we keep you moving.

Minibuses
Our minibuses, or coaches, break down can affect up to 10 people. RAC offer full cover that includes onward travel options such as an appropriate replacement vehicle, alternative transport arrangements or a hotel.

The RAC difference

- 4 out of 5 vehicles fixed**
Our patrols fix 4 out of 5 vehicles at the roadside in just 30 minutes on average
- 500 parts and tools onboard**
All our patrols carry over 500 parts and tools - so we bring the garage to you
- 120 years experience**
As Britain's most experienced provider we've been championing motorists for 120 years



Poster

Full UK & EU Breakdown Cover including misfuel

Ask us for more details





How to access the BDAssistance Product?

If you need any help and assistance accessing BDAssistance or if you have not as yet signed up to use this facility, please contact our Broker Support Team on **01204 600 345** or email support@brokerdirect.co.uk.