

BMW Insured Emergency Service is underwritten by AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe and administered by AWP Assistance UK Ltd (trading as BMW Insured Emergency Services), Registered in England number 1710361. Registered Office: PO Box 74005, 60 Gracechurch Street, London, EC3P 3DS, UK and AWP Assistance Ireland Ltd, Registered in Ireland number 163174. Registered Office: 18B Beckett Way, Park West Business Campus, Nangor Road, Dublin 12, D12 R297, Ireland.

AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, with corporate identification No 33094603, is registered at the Dutch Authority for the Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France, and is regulated by the Central Bank of Ireland for conduct of business rules.

AWP Assistance UK Ltd acts as an agent for AWP P&C S.A. - Dutch Branch, trading as Allianz Global Assistance Europe for the receipt of customer money, handling premium refunds, complaints handling and claims settlement.

This policy is available in large print, audio and Braille. Please phone 1 850 940 200 and we will be pleased to organise an alternative version for you.



## INSURED EMERGENCY SERVICE.

BMW INSURED EMERGENCY SERVICE POLICY HANDBOOK.

For Republic of Ireland residents only.

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## WELCOME & IMPORTANT CONTACT DETAILS.

Congratulations on the purchase of **your** BMW Insured Emergency Service.

This has been designed to provide assistance for motoring emergencies and includes a comprehensive range of benefits, including car hire, vehicle recovery and redelivery.

BMW drivers have access to an extensive network of Emergency Service Centres manned 24 hours a day, every day of the year, by experienced multilingual staff.

BMW Insured Emergency Services will offer all possible assistance under the terms of agreement set out in this handbook.

Please remember that if **your** vehicle requires repair, BMW Insured Emergency Services will take **your** vehicle to a BMW Authorised Retailer, BMW Approved Bodyshop or an BMW Authorised Service Workshop. By doing so **you** can be assured that only genuine BMW parts and materials will be used and fitted by fully trained BMW technicians.

**Your confirmation of cover** shows the **insured vehicle** and any special terms and conditions that apply.

It is very important that **you** read the whole of this policy and ensure that **you** understand exactly what is and what is not covered and what to do if **you** require assistance.

### How to contact BMW Insured Emergency Services

Within the **Republic of Ireland**:

**1 800 409 900**

Within the **UK** and **Continental Europe**:

**00 353 1637 3608**

Assistance Administration Number:

**1 850 940 200**

(if required for refund or amendment).

## SUMMARY OF COVER.

The following is only a summary of the main cover limits. **You** should read the rest of this policy for the full terms and conditions.

Cover	Claim Limit	Excess
BMW Insured Emergency Service	Market price of the <b>insured vehicle</b> for repatriation	None

### Note

Some sections of cover have financial limitations. For details, please refer to the benefits section of this handbook.

## IMPORTANT INFORMATION.

### Insurer

**Your** BMW Insured Emergency Service is underwritten by AWP S.A. - Dutch Branch, trading as Allianz Global Assistance Europe, located at Poeldijkstraat 4, 1059 VM Amsterdam, the Netherlands, with corporate identification No 33094603, is registered at the Dutch Authority for the Financial Markets (AFM) No 12000535 and is authorised by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) in France and administered for the **Republic of Ireland** by AWP Assistance UK Ltd (trading as BMW Insured Emergency Services) and AWP Assistance Ireland Ltd.

### How your policy 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**.

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.

### Information you need to tell us

There is certain information that **we** need to know as it may affect the terms of the insurance cover **we** can offer **you**.

**You** must, to the best of **your** knowledge, give accurate answers to the questions **we** ask when **you** buy **your** BMW Insured Emergency Service. If **you** do not answer the questions truthfully it could result in **your** policy being invalid and could mean that all or part of a claim may not be paid.

If **you** think **you** may have given **us** any incorrect answers, or if **you** want any help, please call **1 850 940 200** as soon as possible and **we** will be able to tell **you** if **we** can still offer **you** cover.

### Your cancellation rights

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 €35. 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 contact **us** on **1 850 940 200**.

### Data protection notice

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

This summary and **our** full privacy notice explain how BMW Insured Emergency Services protects **your** privacy and uses **your** personal data.

**Our** full privacy notice is available at: **[www.bmw-warranty.ie/privacypolicy](http://www.bmw-warranty.ie/privacypolicy)**

If a printed version is required, please write to **us** at:

Legal and Compliance Department,  
BMW Insured Emergency Services,  
C/O 18B Beckett Way, Park West Business  
Campus, Nangor Road, Dublin 12,  
D12 R297, Ireland

**Your** request will then be forwarded to:

Legal and Compliance Department,  
BMW Insured Emergency Services,  
102 George Street, Croydon,  
CR9 6HD, UK

- 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 European Economic Area (EEA).

Whenever **we** transfer **your** personal data outside the 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: Data Protection Officer,  
AWP Assistance Ireland Ltd, C/O 18B  
Beckett Way, Park West Business Campus,  
Nangor Road, Dublin 12,  
D12 R297, Ireland

**Your** request will then be forwarded to:

Data Protection Officer, AWP Assistance  
UK Ltd , 102 George Street, Croydon,  
CR9 6HD, UK

By telephone: 00353 1 602 7000

By email: AzPIEDP@allianz.com

### Stamp duty

The **insurer** has paid or will pay the appropriate Stamp Duty in accordance with the provisions of Section 5 Stamp Duties Consolidation Act 1999.

### Insurance Act 1936

All monies which may become due or payable by **us** shall be payable in Ireland.

### Insurance Compensation Fund

**We** are a member of the Insurer Compensation Fund, which was formed as part of the Investment Compensation Act of 1998. **You** may be entitled to compensation from this scheme, if the **insurer** cannot provide the services **you** have paid for.

### Governing law

Unless agreed otherwise, Irish law will apply and all communications and documentation in relation to this policy will be in English. In the event of a dispute concerning this policy the Irish courts shall have exclusive jurisdiction.

### Third party rights

This contract of insurance is intended solely for the benefit of **you** and **us**. Unless otherwise specifically provided, nothing in this contract of insurance shall be construed to create any duty to, or standard of care with reference to, or any liability to, any person or entity not a party to this contract of insurance.

## DEFINITION OF WORDS.

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

### **Commencement date**

Means the date on which **your** cover commences as shown on the **confirmation of cover**.

### **Confirmation of cover**

The document sent confirming **your** policy number, **insured vehicle** details and **commencement date** of the policy.

### **Geographical areas of cover**

**You** will not be covered if **you** travel outside the areas shown on **your** policy schedule:

#### ■ **Republic of Ireland and UK**

UK is defined as: England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.

#### ■ **Continental Europe**

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

### **Immobilisation**

Means electrical or mechanical breakdown, road accident, loss of keys, loss, damage or destruction by fire, theft or vandalism.

### **Insured vehicle**

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

### **Insurer**

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### **Passengers**

Those persons travelling with **your** vehicle at the moment BMW Insured Emergency Service is required.

### **Period of insurance**

The 12 month period beginning on the **commencement date**.

### **We, our, us**

AWP Assistance UK Ltd (trading as BMW Insured Emergency Services) and AWP Assistance Ireland Ltd, who administer the insurance on behalf of the **insurer**.

### **You, your**

The owner or user of **your** vehicle as specified on the **confirmation of cover**.

## WHAT TO DO WHEN YOU NEED ASSISTANCE.

If **you** are in any doubt as to whether **you** require assistance, please telephone BMW Insured Emergency Services first. Do not make **your** own arrangements without first contacting **us**. Should **you** require assistance following an accident, vehicle breakdown, fire or theft, contact **us** with the following details:

- **your** name and exact location;
- a contact telephone number;
- Emergency Service policy number or registration number and colour of **your** vehicle;
- details of what has happened.

When in the **Republic of Ireland**, please call: **1 800 409 900**

From the **UK** or **Continental Europe**, please call: **00 353 1637 3608**

All calls are recorded and may be used for training purposes.

The following pages detail the extensive range of benefits provided by BMW Insured Emergency Service. Please read these carefully.



## REPUBLIC OF IRELAND & UK BENEFITS.

### Home and roadside assistance

In the event of the **immobilisation** of **your** vehicle, whether at home or elsewhere, **we** will arrange assistance for **you**. Whenever practical, **we** will endeavour to arrange assistance by a BMW Customer Service Vehicle, but if the problem cannot be resolved at the roadside, **we** will pay the costs of taking **your** vehicle to the nearest BMW Authorised Retailer or BMW Authorised Service Workshop or to the BMW Authorised Retailer or BMW Authorised Service Workshop nearest to **your** home address.

### Storage

If **your** vehicle has to be stored following recovery by BMW Insured Emergency Services, **we** will pay for the cost of storage up to a maximum of €70.

### Onward travel/hotel accommodation

Following assistance and in the event that repairs to **your** vehicle cannot be completed within four hours as a result of **immobilisation**, **we** will, whenever possible, organise and pay for **you** and **your passengers** to continue **your** journey or return home by the most appropriate means. Alternatively, if breakdown occurs more than 80 km from **your** home address and overnight accommodation is a more practical option, **we** will pay for the cost of bed and breakfast for **you** and **your passengers** up to €135 per person. The maximum allowance under this benefit is €670 including VAT.

### Car hire

In the event that, following assistance by BMW Insured Emergency Services, **your** vehicle cannot be repaired within four hours, **we** will, whenever possible, organise and pay for a replacement vehicle for up to two days. The rental provider will need to see **your** valid driving licence and **you** will be asked for a deposit to cover fuel charges and any additional days hire. For further information please refer to the terms and conditions relating to **Republic of Ireland** and **UK** cover on page 14.

### Vehicle redelivery

Provided that **your** vehicle has been recovered by BMW Insured Emergency Services to a BMW Authorised Retailer or BMW Authorised Service Workshop other than **your** local BMW Authorised Retailer or BMW Authorised Service Workshop, **we** will arrange for it to be returned to **your** home address. Alternatively, if **you** wish to collect **your** vehicle personally, **we** will pay the appropriate transport costs to enable **you** to do so.

### Glass breakage

**We** can, if required, contact a BMW Authorised Retailer or BMW Authorised Service Workshop on **your** behalf who will usually be able to arrange replacement glass for **you**. Alternatively, if a repair cannot be effected at **your** location, **we** can arrange to have **your** vehicle stored securely until the necessary parts are available for repair. The additional benefits detailed in this document will not be provided in the event of glass breakage and **you** will be liable for the cost of replacement parts.

## REPUBLIC OF IRELAND & UK TERMS & CONDITIONS.

All costs quoted within this document are inclusive of VAT.

### Car hire

Whenever possible **we** will attempt to provide **you** with a replacement vehicle from the repairing BMW Authorised Retailer or BMW Authorised Service Workshop. If **we** are unable to do so then a vehicle will be sourced through one of the major vehicle rental companies. Under any circumstances **you** must be able to comply with their conditions of hire.

**You** will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on **your** licence may prejudice **your** eligibility to hire a vehicle.

Insurance requirements stipulate that **you** must have held a full EU driving licence for a minimum of 12 months.

### 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 a BMW Authorised Retailer or BMW Authorised Service Workshop or to **your** home address.

Although **we** can arrange to guarantee these costs on **your** behalf, the payment of such fees is **your** responsibility.

### 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.

### Adverse weather conditions

On those occasions when **we** experience adverse weather conditions, such as high winds, snow, floods, etc., external resources may be stretched and some operations become physically impossible until the weather improves. At such times, **our** priority is to ensure that **you** and **your passengers** are taken to a place of safety so the recovery of **your** vehicle may not be possible until weather conditions permit.

### Punctures – Mobility System

Should **you** experience a puncture and **your** vehicle is equipped with a Mobility System, details regarding its operation can be found in **your** owner's handbook or on the device itself. Alternatively, **we** will be happy to explain how the system works to help **you** carry out a temporary repair and resume **your** journey.

### 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.

### Incorrect fuel

If **your** vehicle is immobilised as a result of refuelling with incorrect fuel, **we** will pay for the cost of recovering **your** vehicle to the nearest BMW Authorised Retailer or BMW Authorised Service Workshop. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

## REPUBLIC OF IRELAND & UK EXCLUSIONS.

**We** will not pay for:

- any expenses incurred without **our** prior authorisation;
- expenses which would normally have been payable by **you**, such as fuel and toll charges;
- the cost of replacement parts;
- any costs resulting from participation in motor racing, rallies, speed, track days or duration tests;
- any costs resulting from **your** vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If **we** believe that a recurring fault is due to poor maintenance of **your** vehicle, **we** reserve the right to request proof of servicing and to specify immediate recovery to a BMW Authorised Retailer or BMW Authorised Service Workshop;
- any costs as a result of **your** participation in a criminal act or offence;
- any costs as a result of **your** being under the influence of intoxicating liquor, or solvent abuse or drugs;
- 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.



## CONTINENTAL EUROPE BENEFITS.

### Roadside assistance and recovery

In the event that **your** vehicle is immobilised in **Continental 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 BMW Authorised Retailer or BMW Authorised Service Workshop.

### Storage

If **your** vehicle has to be stored whilst awaiting recovery or repatriation, **we** will pay storage costs up to €135.

### 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 a BMW Authorised Retailer or BMW Authorised Service Workshop and cannot be repaired within four hours, **you** may wish to continue **your** original journey; **we** will, wherever possible, organise and pay the cost of the most appropriate method of onward transport to that destination.

Alternatively, **you** may wish to wait for the completion of repairs. If this necessitates an unscheduled overnight stay, **we** will, wherever possible, pay the costs of the hotel accommodation for **you** and **your passengers** up to a maximum of four days and €135 per person per night on a bed and breakfast basis.

### Car hire

Provided that **your** vehicle has been recovered by BMW Insured Emergency Services, **we** will, whenever possible, organise and pay for a replacement vehicle within **Continental Europe** whilst **your** vehicle is being repaired, up to a maximum period of two weeks. The rental provider will need to see a valid driving licence and **you** will be required to pay a deposit for fuel and any additional days hire.

Please note that **we** cannot guarantee availability of vehicles with accessories such as roof racks, tow bars, etc.

For further information please refer to the terms and conditions on page 17.

### Parts delivery

If the parts needed to repair **your** vehicle are not available locally, **we** will organise and pay for the despatch of these parts from elsewhere.

### Vehicle repatriation

If **your** vehicle cannot be repaired in Europe or if the repairs will not be completed before **your** intended return date, **we** will arrange and pay for the repatriation of **your** vehicle to the BMW Authorised Retailer or BMW Authorised Service Workshop nearest to **your** home address.

Alternatively, following **your** return and on completion of the repairs, should **you** wish to collect **your** vehicle personally, **we** will arrange and pay the cost of **your** outward journey.

The maximum amount payable by BMW Insured Emergency Services for vehicle repatriation will not exceed the market price of the **insured vehicle**.

### Additional car hire

If **your** vehicle is being repatriated or has been left in Europe pending completion of repairs following electrical or mechanical failure (not accident or theft), **we** will organise and pay for a replacement vehicle up to a maximum of three days. Terms and conditions apply to this vehicle hire.

If the only qualified driver travelling in the party is repatriated due to illness, **we** will pay the cost of an alternative driver to return **your** vehicle to **your** home address and arrange and pay for the costs of returning other **passengers** to their homes in the **Republic of Ireland** or **UK**. If **you** experience any issues whilst travelling abroad with **your** car, even if **you** encounter a legal or medical problem, **our** experienced team of multi lingual staff will be able to provide **you** with practical help and advice.

## CONTINENTAL EUROPE TERMS & CONDITIONS.

All costs quoted are inclusive of VAT.

If assistance is required in the **UK** then benefits will be provided in line with domestic assistances.

### Validity

This service is only available for travel not exceeding 91 days in any single trip.

### Repatriation

If **your** vehicle has to be repatriated from **Continental Europe**, **you** should ensure that any items of value are removed. **You** will be asked to provide **us** with a signed inventory of any items left in **your** vehicle. Neither **we** nor **our** agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

### Adverse weather conditions

During periods of adverse weather conditions, snow, floods, etc, external resources may be stretched and some operations become impossible until the weather improves. At such times, **our** main priority is to ensure that **you** and **your passengers** are taken to a place of safety and so the recovery of **your** vehicle may not be possible until weather conditions permit.

### Hire cars

Wherever possible **we** will attempt to provide **you** with a replacement vehicle from the repairing BMW Authorised Retailer or BMW Authorised Service Workshop. If **we** are unable to do so then a vehicle will be sourced through one of the major vehicle rental companies and **you** must be able to comply with their conditions of hire.

**You** will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on **your** licence may prejudice **your** eligibility to hire a vehicle. Insurance requirements stipulate that **you** must have held a full EU driving licence for a minimum of 12 months.

### Punctures – Mobility System

Should **you** experience a puncture and **your** vehicle is equipped with a Mobility System, details regarding its operation can be found in **your** owner's handbook or on the device itself. Alternatively, **we** will be happy to explain to **you** how the system works to help **you** carry out a temporary repair and resume **your** journey.

### Incorrect fuel

If **your** vehicle is immobilised as a result of refuelling with incorrect fuel, **we** will pay for the cost of recovering **your** vehicle to the nearest BMW Authorised Retailer or BMW Authorised Service Workshop. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

### Autoroute Restrictions

If assistance is required on a French autoroute and certain autoroutes in some other European countries, **you** must use the official SOS boxes at the side of the road in order to arrange initial recovery. **You** will be connected to the authorised motorway assistance service because the roads are privatised and **we** are prevented from assisting on them. **You** should contact BMW Insured Emergency Services at the earliest opportunity so that **we** can arrange for the most appropriate assistance once **your** vehicle has been recovered from the autoroute. Costs incurred for recovery from the autoroute should be claimed back from BMW Insured Emergency Services.

## CONTINENTAL EUROPE EXCLUSIONS.

We will not pay for:

- any expenses incurred without **our** prior authorisation;
- expenses which would normally have been payable by **you**, such as fuel and toll charges;
- the cost of replacement parts;
- any costs resulting from participation in motor racing, rallies, speed, track days or duration tests;

- any costs resulting from **your** vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If **we** believe that a recurring fault is due to poor maintenance of **your** vehicle, **we** reserve the right to request proof of servicing and to specify immediate recovery to a BMW Authorised Retailer or BMW Authorised Service Workshop;
- 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.

## RENEWAL OF YOUR INSURED EMERGENCY SERVICE POLICY.

We will send **you** a renewal notice prior to the expiry of the **period of insurance** as shown on **your confirmation of cover**.

We may vary the terms of **your** cover and the premium rates at the renewal date. We will give **you** at least 21 days written notice before the renewal date should this happen.

At renewal **you** must tell **us** about any relevant facts relating to **your insured vehicle**. Failure to do so may invalidate **your** BMW Insured Emergency Service policy.

## MAKING A COMPLAINT.

We aim to get it right, first time, every time. If **we** make a mistake **we** will try to put it right promptly.

Should **you** wish to make a complaint, please contact:

Customer Service,  
BMW Insured Emergency Services  
C/O 18B Beckett Way  
Park West Business Campus  
Nangor Road, Dublin 12  
D12 R297, Ireland

**Your** complaint will then be forwarded to:

Customer Service  
BMW Insured Emergency Services  
102 George Street  
Croydon,  
CR9 6HD, UK.

We will always confirm to **you** the receipt of **your** complaint within five working days and do **our** best to resolve the problem within four weeks. If **we** cannot, **we** will let **you** know when an answer may be expected.

If **we** have not resolved the situation within eight weeks and **you** are not satisfied with **our** final response **you** can refer the matter to the Financial Services and Pensions Ombudsman for independent arbitration:

Visit: [www.FSPO.ie](http://www.FSPO.ie)

Write to: Financial Services and Pensions Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2

Call: +353 1 567 7000

Email: [info@fspoi.ie](mailto:info@fspoi.ie)

Using this complaints procedure or referral to the Financial Services and Pensions Ombudsman does not affect **your** legal rights.

## TRANSFER OF OWNERSHIP FORM.

If **your** vehicle is sold, the remaining cover may be transferred to the new owner. Fill in the new owner's details below. Please note that the form below must be signed by **you** and the new owner.

Policy Number \_\_\_\_\_

Vehicle VIN/chassis number \_\_\_\_\_

Vehicle registration number \_\_\_\_\_

Title \_\_\_\_\_ Initials \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail address \_\_\_\_\_

Mileage at transfer \_\_\_\_\_

I (name) \_\_\_\_\_ hereby give notice that I wish to transfer the balance of my BMW Insured Emergency Service policy to the new owner detailed above.

\_\_\_\_\_  
Signature of previous owner \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Signature of new owner \_\_\_\_\_ Date \_\_\_\_\_

Please send to:

BMW Insured Emergency Services  
C/O 18B Beckett Way  
Park West Business Campus  
Nangor Road, Dublin 12  
D12 R297, Ireland

**Your** form will then be forwarded to:

BMW Insured Emergency Services  
102 George Street  
Croydon  
CR9 6HD, UK

## CHANGE OF ADDRESS FORM.

Please enter new address and details below:

Policy Number \_\_\_\_\_

Vehicle VIN/chassis number \_\_\_\_\_

Vehicle registration number \_\_\_\_\_

Title \_\_\_\_\_ Initials \_\_\_\_\_

Surname \_\_\_\_\_

New Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail address \_\_\_\_\_

I confirm that the details provided are correct.

\_\_\_\_\_

**Your** signature

Date

Please send to:

BMW Insured Emergency Services  
C/O 18B Beckett Way  
Park West Business Campus  
Nangor Road, Dublin 12  
D12 R297, Ireland

**Your** form will then be forwarded to:

BMW Insured Emergency Services  
102 George Street  
Croydon  
CR9 6HD, UK

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