



West Lindsey District Council

1 - AUG 2008

POST ROOM

AA Business Services  
Swallowfield One  
Wolverhampton Road Oldbury B69 2AG

30 July 2008

**WEST LINDSEY DISTRICT COUNCIL  
THE GUILDHALL  
GAINSBOROUGH  
LINCOLNSHIRE DN21 2DH**

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HOME-RELAY 000735

**Welcome to AA Business Services**

Dear Driver

It is a pleasure to welcome you to the AA. Your company vehicle is now covered by the largest uniformed breakdown force in the UK.

Your AA Business Services breakdown cover is VEHICLE based which means even if the vehicle breaks down whilst being driven by another authorised driver, they can call for AA assistance, 24 hours a day, any day of the year. So it's important to use the enclosed cardholder to keep the card in the vehicle at all times.

Overleaf you'll find safety instructions on what to do if your car breaks down.

**Your vehicle is covered for:**

**Roadside** - repair or recovery to the AA's choice of appropriate local repairer. This is a standard service, and therefore is not specified on your card.

**Home Start (HOME)** - for breakdowns at or within 1/4 mile of your home.

**Relay** - transportation of vehicle, driver and up to seven passengers to a UK mainland destination if prompt local repair is not possible. Not provided following breakdowns at, or within 1/4 mile of drivers home address.

**When you're travelling in Europe - AA Five Star**

This offers cover for your vehicle in Europe on a trip by trip basis. If you need assistance, one call to our English-speaking operators can arrange 24 hour roadside assistance throughout most of Europe. To purchase this cover for your vehicle on an individual basis, please call AA Business Services on **0800 55 11 88**.

**You're in the best hands**

You now have access to the most advanced vehicle recovery service in the UK. So you can rest assured that we have the resources to respond to your call for help - fast.

We are always interested in what customers think of the AA's services. If you have any comments, please call us on **0800 55 11 88**.

Remember, if your vehicle breaks down, we'll be there to help you on your way as soon as possible.

Yours faithfully

Andrew Strong  
Chief Executive, AA Roadside Services





## ***How to deal with a breakdown***

### **On the road**

- Try to get your vehicle safely off the road.
- Switch on hazard warning lights.
- If your vehicle is not situated safely, ensure everyone leaves it, as a precaution against being struck by another vehicle.
- If you have a warning triangle, place it at least 100 metres behind your car to warn approaching traffic.

**Find the nearest telephone and call AA Emergency Breakdown** (the number is on the front of your membership card).

#### **Be ready to tell us –**

- Your AA membership number (where applicable)
- Your exact location
- Your vehicle make, model and registration number
- Nature of breakdown
- If you or your passengers are in a vulnerable situation, or have special needs, be sure to make this clear.

#### **Return to where your vehicle is located**

- Patrols cannot work on unattended vehicles.
- If you get going before we arrive please ring us to let us know.
- If a garage vehicle arrives rather than an AA liveried van, only accept help if the mechanic has the details you provided to the AA. Ask the garage mechanic for identification.

#### **Remember**

- Always keep your AA membership card in your vehicle – it is essential to ensure help is always at hand.

### ***On the motorway***

- If possible leave by the first exit.
- Otherwise switch on your hazard lights and pull onto the hard shoulder. Stop as far to the left as possible.
- Try to stop at an emergency telephone – this will be at most half a mile away.
  - Where possible get all your passengers out of the vehicle and onto the bank or nearby land.
- Passengers should be kept together in one group and children should be kept calm and under constant supervision.
- Leave any animals in the vehicle.
- If possible lock all the doors except the front passenger door in case you have to get back into the vehicle quickly.
- Walk to the nearest police emergency telephone, indicated by an arrow on a marker post on the edge of the hard shoulder.

#### **Be ready to tell the police –**

- AA membership number (where applicable)
- Vehicle make, model and registration number
- Nature of breakdown
- If you or your passengers are in a vulnerable situation or have special needs

#### **Return to your vehicle**

- Wait with all your passengers on the bank or nearby land.
- Do not attempt any repairs on the offside of your vehicle, even just changing a tyre.
- Under no circumstances cross the carriageway.