

XPENG ASSISTANCE

SERVICE DEFINITION,
TERMS & CONDITIONS



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POLICY

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1. INTRODUCTION
1.1 WELCOME

Our roadside assistance products have been designed to help protect you against the costs incurred in the event of a breakdown/immobilisation of the covered vehicle occurring within the area of cover. Your confirmation of cover email shows the covered vehicle and any special terms or conditions that may apply.

It is very important that you read the whole of this policy together with the confirmation of cover email and make sure that you understand what is covered, what is not covered and what to do if you require assistance.

All the details of how to make a claim together with conditions of the policy are set out in the following pages. Where words and phrases in this policy document or confirmation of cover email have a specific meaning they are highlighted by the use of bold print. The definition of these words and phrases can be found in section 5 of this policy document.

Please keep this policy book and your confirmation of cover email in a safe place.



1.2 IMPORTANT CONTACT DETAILS

In the event of requiring assistance following vehicle breakdown/immobilisation, you should contact XPENG ASSISTANCE. Please have the following information to hand when calling:

- Location of vehicle
- Registration number of your vehicle
- A contact telephone number
- Description of problem

When in the UK call **0208 603 9841** or freephone **0800 587 9841**.

When in Continental Europe call **+44 208 603 9841**.

All calls to XPENG ASSISTANCE may be recorded. This will assist **us** in confirming details of a call that may be incomplete or unclear.

1.3 SUMMARY OF COVER

COVER AND LIMITS

All claim limits in this document and in your confirmation of cover email are inclusive of VAT.

UK & European Breakdown Recovery is only a valid for XPENG vehicles which have either cover from New for 1 year after registration or have Service Activated Roadside Assistance (**RSA**) for vehicles that are up to the age of 10 years old. This means that to maintain **your RSA** cover your vehicle must be serviced at a XPENG Authorised Dealership in line with the Manufacturer's Service Schedules.

IN THE UK

Recovery/Roadside or Home Assistance

- Onward Travel or Hotel Accommodation up to £100 per beneficiary, up to a maximum of £500 inc VAT in total or Car Hire up to a maximum of 2 working days.

CONTINENTAL EUROPE

Recovery/Roadside Assistance

- Onward Travel or Hotel Accommodation up to £100 per beneficiary, up to a maximum of 4 nights in total or Car Hire up to a maximum of 14 days per valid claim for assistance (subject to XPENG ASSISTANCE first providing Recovery).
- Repatriation of vehicle where the covered vehicle cannot be repaired or repairs will take longer than 5 days.
- This service is only available for travel not exceeding 90 days in one single trip.

For full terms and conditions please read this policy document together with **your confirmation of cover email**.

2. IMPORTANT INFORMATION

2.1 HOW YOUR POLICY WORKS

Your policy and **confirmation of cover email** 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 cover**.

Unless specifically mentioned, the benefits and exclusions within each section apply to the covered vehicle. Your policy does not cover all possible events and expenses. Certain words have a special meaning as shown under Section 5 'Definition of Words'.

These words have been highlighted by the use of bold print throughout the policy document.

2.2 TRANSFER OF OWNERSHIP

If **your** vehicle is sold direct to a private individual, the remaining cover may be transferred to the new owner. As soon as possible after the date of sale, please complete the form at the back of this document, and send it to: **XPENG ASSISTANCE, PO Box 1149, Croydon, CR9 1ZQ**.

Please note that the form must be signed by the existing policyholder named on the **confirmation of cover email**. N.B. The product is not transferable to another vehicle other than that shown on the **confirmation of cover email**.

2.3 RENEWAL OF YOUR POLICY

We will not send **you** a renewal notice prior to the expiry of the **period of cover** as shown on **your confirmation of cover email**. However you may be able to extend your **RSA** cover each year by servicing your car at n XPENG Authorised Dealership in line with the Manufacturer's Service Schedules (participating dealers only)

We may vary the terms of **your** cover and renewal offers including Service Activated Roadside Assistance at any time.



2.4 DATA PROTECTION NOTICE

We care about **your** personal data.

This summary and **our** full privacy notice explain how XPENG ASSISTANCE protects **your** privacy and uses **your** personal data.

Our full privacy notice is here: <https://xpengcars.co.uk/privacy-policy/> If a printed version is required, please write to us at Customer Service (Data Protection), **XPENG ASSISTANCE, 102 George Street, Croydon, CR9 6HD**.

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 **covered 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 United Kingdom (**UK**) or European Economic Area (EEA).

Whenever **we** transfer **your** personal data outside the **UK** or 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 **UK** or 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: **Customer Service (Data Protection), AWP Assistance UK Ltd,
102 George Street, Croydon, CR9 6HD**
By telephone: **0208 603 9853**
By email: **AzPUKDP@allianz.com**.

2.5 MAKING A COMPLAINT

We aim to provide **you** with first class cover and service. However, there may be times when **you** feel we have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

In the first instance, please contact:

Customer Service, **XPENG ASSISTANCE, 102 George Street, Croydon CR9 6HD**
or email **customersupport@allianz-assistance.co.uk**

Please supply **us** with **your** name, address, policy number/vehicle registration and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.



3. BREAKDOWN ASSISTANCE

XPENG ASSISTANCE provides **you** with the following assistance services and benefits for motoring emergencies to aid **you** in the event of a covered **breakdown/immobilisation** of the **covered vehicle** in the UK or Continental Europe as set out in this section of this document.

3.1 WHAT TO DO IF YOU NEED ASSISTANCE

If **you** require help, please do not attempt to make **your** own arrangements as reimbursement cannot be made to **you** retrospectively.

Please contact **XPENG ASSISTANCE** with the following details:

- Location of vehicle
- Registration number of **your** vehicle
- A contact telephone number
- Description of problem

When in the UK call **0208 603 9841** or freephone **0800 587 9841**.

When in Continental Europe call **+44 208 603 9841**.

All calls to **XPENG ASSISTANCE** may be recorded. This will assist **us** in confirming details of a call that may be incomplete or unclear.

3.2 EUROPEAN AUTOROUTE RESTRICTIONS

If assistance is required on a French Autoroute or on certain other Autoroutes in **Continental Europe**, **you** must use the official SOS boxes at the side of the road to arrange initial assistance or recovery. As these roads are privatised, neither **XPENG ASSISTANCE** nor any other assistance organisation is allowed to assist you on these roads.

Once the **covered vehicle** has been recovered from the Autoroute, **you** should contact **XPENG ASSISTANCE** and **we** will make any further arrangements for **you** and inform **you** how to reclaim costs incurred for recovery from the Autoroute.

3.3 BENEFITS IN THE UK

3.3.1 RECOVERY OR ROADSIDE AND HOME ASSISTANCE

In the event of **breakdown/immobilisation**, **XPENG ASSISTANCE** will organise and pay the costs of taking the **covered vehicle** to the nearest and/or most appropriate Authorised XPENG Dealer should assistance at the roadside prove unsuccessful. Subject to **XPENG ASSISTANCE** having first provided Recovery / Roadside or Home Assistance in the **UK**, **you** will then be entitled to the following benefits:

3.3.2 ONWARD TRAVEL OR HOTEL ACCOMMODATION OR CAR HIRE

In the event of **breakdown/immobilisation** of the covered vehicle in the UK causing it to be immobilised for a period of more than 4 hours, **XPENG ASSISTANCE** will organise and pay for the following:

- Second class rail transport, or equivalent costs of more convenient travel, to enable the **beneficiaries** to return or continue to any destination of the **beneficiaries'** choice within the **UK**.

Or

- Overnight hotel, bed and breakfast accommodation, up to £100 (inc. VAT) per **beneficiary** up to a maximum of £500 (inc. VAT) in total for all **beneficiaries**. Overnight hotel accommodation only applies if the **breakdown/immobilisation** of the **covered vehicle** occurs more than 30 miles from the home address of any of the **beneficiaries** and only when the **beneficiaries** have to prolong their stay as a direct result of the **covered breakdown/immobilisation**.

Or

- In the event of **immobilisation** of the **covered vehicle** for more than 4 hours, **XPENG ASSISTANCE** will organise and pay for a temporary replacement vehicle, during the time that the vehicle is being repaired, for a maximum period of 2 days working days. The temporary replacement vehicle will only be provided if **XPENG ASSISTANCE** has arranged recovery of the covered vehicle to an Authorised XPENG Repairer. The driver must be able to satisfy the requirements of the car rental company which include (but are not limited to):
 - Possession of a full valid **UK** or EU driving licence with no more than 9 penalty points – For photo ID licences both parts must be produced.
 - A valid credit or debit card – For security authorisation to cover excess fuel usage, unauthorised days hire and / or driving offences.
 - Due to insurance liability **XPENG ASSISTANCE** may be unable to provide a rental vehicle to drivers under the age of 21.
- Please note that it remains the responsibility of the signatory on the rental agreement to ensure that the rental provider is notified of the cessation of the hire within the agreed rental period. **You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the covered vehicle. The temporary replacement vehicle will only be provided where **XPENG ASSISTANCE** has arranged the recovery of the covered vehicle to an Authorised XPENG Dealer.

3.3.3 HELP TO ARRANGE GLASS REPAIRS

In the **UK**, if **you** or any other **beneficiary** driving the **covered vehicle** experiences a broken front windscreen or side glass which requires immediate replacement, **XPENG ASSISTANCE** will advise details of a nationwide glass replacement company to replace the broken glass. Please note that **you** will be responsible for all parts and fitting costs, but these may be covered under **your** motor insurance policy. In the event that immediate repair cannot be resourced, **XPENG ASSISTANCE** will recover the **covered vehicle** to the nearest Authorised XPENG Dealer.

3.3.4 MESSAGE RELAY SERVICE

XPENG ASSISTANCE will pass on urgent messages to the **beneficiary's** family, business or friends if your journey has been delayed due to the **breakdown/immobilisation** of the **covered vehicle**.

3.3.5 CARAVANS AND TRAILERS

If the **covered vehicle** is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, **we** will arrange for **your** caravan or trailer to be taken near to the repairing Authorised XPENG Dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

3.3.6 ADVERSE WEATHER CONDITIONS

Please be aware that adverse weather conditions such as high winds, snow, ice or floods can make it impracticable for **us** to provide **our** normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the **covered vehicle** later.

3.3.7 RELEASE FEES

Should the **covered vehicle** be stolen and subsequently recovered by the Police, **you** may be required by them to pay a release fee before **we** can remove the **covered vehicle** to an Authorised XPENG Dealer or to **your** home address. Although **we** can guarantee these costs on **your** behalf, the payment of such fees remains **your** responsibility.

3.3.8 SPECIALIST CHARGES

In the event that the recovery of the **covered vehicle** requires the use of specialist equipment, any such costs in addition to **our** standard recovery services will be payable by **you**.

3.3.9 LOCK OUT/LOST KEYS

In the event that entry to the **covered vehicle** is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the **covered vehicle**, **we** will ask **you** to sign a declaration giving **your** permission for this to take place and stating that any resulting costs will be **your** responsibility.

3.4 BENEFITS IN CONTINENTAL EUROPE

3.4.1 VALIDITY

This service is only available for travel to Europe not exceeding 90 days in any single trip.

3.4.2 RECOVERY OR ROADSIDE ASSISTANCE

In the event of **breakdown/immobilisation** in **Continental Europe**, **XPENG ASSISTANCE** will organise and pay for the costs of taking the covered vehicle to the nearest and/or most appropriate dealership should assistance at the roadside prove unsuccessful. Subject to **XPENG ASSISTANCE** having first provided assistance at the roadside in **Continental Europe**, **you** will then be entitled to the following benefits in **Continental Europe**:

3.4.3 VEHICLE REPATRIATION

In the event of **breakdown/immobilisation** in **Continental Europe** where the **covered vehicle** cannot be repaired and where the repairs will take longer than 5 days, **XPENG ASSISTANCE** will repatriate the **covered vehicle** to the nearest Authorised XPENG Dealer or to **your** home address in the **UK**.

3.4.4 ONWARD TRAVEL OR HOTEL ACCOMMODATION OR CAR HIRE

In the event of **breakdown/immobilisation** in **Continental Europe** where the **covered vehicle** cannot be repaired within the same day, **XPENG ASSISTANCE** will organise and pay for first class rail transport or scheduled air fares (or equivalent costs of more convenient travel), to enable the **beneficiaries** to return to their homes in the **UK** or continue their journey to their original destination within Continental Europe.

Where appropriate, **XPENG ASSISTANCE** will cover the cost of a first class rail or scheduled air ticket for you to collect the **covered vehicle**, once repairs have been completed.

Or

In the event of **breakdown/immobilisation** causing the **covered vehicle** to be immobilised for a period of more than 8 hours, **XPENG ASSISTANCE** will organise and pay for hotel bed and breakfast accommodation as from the first day of such **breakdown/immobilisation**, up to a maximum of £100 (inc. local taxes) per **beneficiary** per night, up to a maximum of 4 nights and/or £800 inc VAT).

Or

In the event of **breakdown/immobilisation** where the **covered vehicle** cannot be repaired on the same day, **XPENG ASSISTANCE** will pay for the cost of a temporary replacement vehicle, during the time that the **covered vehicle** remains immobilised, up to a maximum of 14 days. **You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the **covered vehicle**.



3.4.5 CARAVANS AND TRAILERS

If the **covered vehicle** is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, **we** will arrange for **your** caravan or trailer to be taken near to the repairing Authorised XPENG Dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

3.4.6 ADVERSE WEATHER CONDITIONS

Please be aware that adverse weather conditions such as high winds, snow, ice or floods may make it impracticable for **us** to provide our normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the **covered vehicle** later.

3.4.7 RELEASE FEES

Should the **covered vehicle** be stolen and subsequently recovered by the Police, **you** may be required by them to pay a release fee before we can remove the **covered vehicle** to an Authorised XPENG Dealer or to **your** home address. Although we can guarantee these costs on **your** behalf, the payment of such fees remains **your** responsibility.

3.4.8 SPECIALIST CHARGES

In the event that the recovery of the **covered vehicle** requires the use of specialist equipment, any such costs in addition to our standard recovery services will be payable by **you**.

3.4.9 LOCK OUT/LOST KEYS

In the event that entry to the **covered vehicle** is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the **covered vehicle**, we will ask **you** to sign a declaration giving **your** permission for this to take place and stating that any resulting costs will be **your** responsibility.



4. ASSISTANCE EXCLUSIONS

XPENG ASSISTANCE will not assist or reimburse **you** or the beneficiaries in the event of a call for assistance or claim caused by, arising from or in connection with the following:

- Damage to items not covered by this policy or any depreciation, loss of earnings, death or bodily injury.
- Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
- War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Any costs covered under any other warranty, guarantee, insurance or cover.
- Accident or injury either through voluntary non-observance of the laws of the land in which the beneficiary is travelling or the practice of activities not authorised by the local authorities.
- The cost of replacement parts.
- Damage or injury intentionally caused by **you** or a **beneficiary** or resulting from participation in a criminal act or offence.
- The **beneficiary/beneficiaries** or any other third party organising any of the services detailed in this policy without first having authorisation from **XPENG ASSISTANCE** and a file number.
- Any costs that would have been payable normally by **you** or the beneficiaries, such as fuel, congestion or toll charges.
- Charges for specialist recovery or charges incurred by **us** where the **covered vehicle** is not being used on a public highway when the **breakdown/immobilisation** occurred. i.e. where the **covered vehicle** was not accessible using our standard recovery equipment.
- **Breakdown/immobilisation** which happens outside the **area of cover**.
- Faulty repairs, incorrect servicing or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification.
- Vehicles modified in any way from the original manufacturer's specification.
- Any costs incurred after the covered vehicle has been repaired and is available to be driven.
- Any sundry expenses resulting from an incident claimed for under this section, for example telephone or mobile phone calls, faxes, food and drink.

5. DEFINITION OF WORDS

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

Area of cover: UK and Continental Europe

Beneficiary, beneficiary's, beneficiaries: You or any other driver of the covered vehicle using the covered vehicle with your permission and any passenger of the covered vehicle at the moment a breakdown/immobilisation occurs.

Breakdown/immobilisation: Electrical or mechanical breakdown, road traffic accident, vehicle fire or theft, loss of keys, punctures or running out of fuel, causing the covered vehicle to be immobilised.

Confirmation of cover email: The email which was given to you with this policy document.

Continental Europe: Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek Territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands and Spanish enclaves in Morocco), Sweden, Switzerland, Turkey.

Covered vehicle: The covered vehicle shown on the confirmation of cover email, for which the appropriate insurance premium has been paid.

Period of cover: The period shown on your confirmation of cover email.

Private individual: A person who is using the covered vehicle for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

UK & European Breakdown Recovery: The roadside assistance product for eligible XPENG vehicles.

XPENG ASSISTANCE, we, our, us: AWP Assistance UK Ltd who administer the cover.

RSA: Road Side Assistance

UK: England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

IMPORTANT: Check all services have been carried out when due during the period of cover - otherwise the policy will not be valid.



FOUND EVERYTHING YOU NEED?

THIS DOCUMENT IS AVAILABLE IN LARGE PRINT, AUDIO AND BRAILLE.
PLEASE CONTACT US ON 0208 603 9853
WE WILL BE PLEASED TO ORGANISE AN ALTERNATIVE VERSION FOR YOU.

AWP Assistance UK Ltd,
102 George Street, Croydon, CR9 6HD
By telephone: 0208 603 9853
By email: customersupport@allianz-assistance.co.uk