

Broken down?

We've got you covered

IN ASSOCIATION WITH

RAC



Our Mutual Assist breakdown cover means you're covered if you break down more than a quarter of a mile from home.

The RAC receives on average **43,000** calls from our customers for advice or assistance

The RAC attends on average **28,000** breakdowns at the roadside



The RAC will provide emergency roadside assistance, up to one hour's labour, to try and fix your breakdown.



If the repair is not possible at the roadside we'll arrange and pay for the vehicle to be taken to the nearest garage, up to 20 miles.

83% of our customers are fixed at the roadside by an RAC patrol



One of our customers call the RAC every **12 minutes**



By using an intelligent Q&A system, call handlers help to get the best possible information from customers so the right breakdown vehicles and equipment are deployed.

In **92%** of cases, the RAC sends the right resource first time



Every **23 minutes** the RAC attends one of our customers at the roadside



More than **93%** of our customers who give feedback say they would recommend the breakdown service to their friends and family

Mutual Assist breakdown cover is included as standard for our Car Insurance customers. There is also the option to upgrade to our National Assist cover or National Plus Home Assist which each offer additional benefits. Terms and conditions apply.

Contact your local Agent for a real conversation about your Car Insurance, nfumutual.co.uk/offices, or call

0808 256 2787

Mon-Fri: 8am-8pm; Sat: 9am-12.30pm