



**MINI INSURED EMERGENCY SERVICE**  
**MINI INSURED EMERGENCY SERVICE POLICY HANDBOOK - REPUBLIC OF IRELAND**





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# HELLO.

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

While **you** are having MINI adventures in the **Republic of Ireland, UK and Continental Europe**, MINI Insured Emergency Service is looking out for **you**.

MINI Insured Emergency Service includes benefits like car hire, recovery and redelivery of **your car** 24/7, 365 days a year, staff at **our** MINI Insured Emergency Service Centres are ready to help **you**.

There will be an experienced, multilingual person on the other end of the line.

If the unexpected happens, MINI Insured Emergency Services will do everything possible to help, under the terms set out here. And if **your car** needs fixing, **we** will take it to an Authorised MINI Centre, MINI Service Authorised Workshop or MINI Approved Bodyshop.

**Your confirmation of cover** shows the vehicle covered 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.

## IMPORTANT TELEPHONE NUMBERS.

MINI Insured Emergency Services

Within Republic of Ireland: 1 800 266 737

United Kingdom and Continental Europe: 00 353 1637 3698

Assistance Administration

1 850 940 400

(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	Limit (up to)	Excess
MINI Insured Emergency Service	Market price of the vehicle for repatriation	None

**Note**

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

# IMPORTANT INFORMATION.

## Insurer

MINI Insured Emergency Service is underwritten by 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 administered for the **Republic of Ireland** by AWP Assistance UK Ltd (trading as MINI 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** MINI 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 **1 850 940 400** 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 call **us** on **1 850 940 400**.

### Data protection notice

We care about **your** personal data.

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

**Our** full privacy notice is available at:  
[www.miniwarranty.ie/privacy-policy](http://www.miniwarranty.ie/privacy-policy)

If a printed version is required, please write to **us** at Legal and Compliance Department, MINI 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, MINI Insured Emergency Services, PO Box 1852, Croydon, CR9 1PW, United Kingdom.

### 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 **your 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 UK 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, United Kingdom

By telephone: 00353 1 602 7000

By email: AzPIEDP@allianz.com

**Insurance Compensation Fund**

**We** are a member of the Insurance 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.

**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.

## 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.

### Geographical areas of cover

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

- **Republic of Ireland and United Kingdom/UK:** 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.

### Commencement date

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

### Confirmation of cover

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

### Immobilisation

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

### Insured vehicle/your vehicle/car

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

### Insurer

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.

### Passengers

Those persons travelling with **your vehicle** at the moment MINI 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 MINI 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 HELP.

If **you** are not quite sure whether **we** can help, call MINI Insured Emergency Services anyway. Don't make **your** own arrangements without calling first! Whether it's an accident, breakdown, fire or theft, call **us** on: **1 800 266 737** or **00 353 1637 3698**

### **Calling from abroad**

From **Continental Europe**, please call: **00 353 1637 3698**.

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

To help **us** help **you**, please have the following information to hand:

- **Your** name and location;
- A phone number where **you** can be contacted;
- Registration number and colour of **your car**;
- Details of what has happened.

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

## REPUBLIC OF IRELAND AND UNITED KINGDOM BENEFITS.

### Home and roadside assistance

In the event of the **immobilisation** of **your vehicle**, whether at home or elsewhere, MINI Insured Emergency Services will arrange assistance for **you**. Whenever practical, **we** will endeavour to arrange assistance by a 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 Authorised MINI Centre or MINI Service Authorised Workshop or to the Authorised MINI Centre or MINI Service Authorised Workshop nearest to **your** home address.

### Storage

If **your vehicle** has to be stored following recovery by MINI 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 MINI 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 **United Kingdom** cover on page 14.

### Vehicle redelivery

Provided that **your vehicle** has been recovered by MINI Insured Emergency Services to an Authorised MINI Centre or MINI Service Authorised Workshop other than **your** local Authorised MINI Centre or MINI Service Authorised 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 an Authorised MINI Centre or MINI Service Authorised 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 AND UNITED KINGDOM TERMS AND 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 Authorised MINI Centre or MINI Service Authorised 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 an Authorised MINI Centre or MINI Service Authorised 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 and 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 Authorised MINI Centre or MINI Service Authorised Workshop. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

## REPUBLIC OF IRELAND AND UNITED KINGDOM 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 an Authorised MINI Centre or MINI Service Authorised 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 COVER.

### 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 Authorised MINI Centre or MINI Service Authorised 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 an Authorised MINI Centre or MINI Service Authorised 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 MINI Insured Emergency Services, **we** will, whenever possible, organise and pay for a replacement vehicle within 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 19.

### 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 Authorised MINI Centre or MINI Service Authorised 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 **us** 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**.

If **you** experience any issues whilst travelling abroad with **your car**, even if **you** encounter a legal or medical problem, **our** experienced team of multilingual staff will be able to provide **you** with practical help and advice.

# CONTINENTAL EUROPE TERMS AND CONDITIONS.

All costs quoted are inclusive of VAT.

If assistance is required in **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 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 Authorised MINI Centre or MINI Service Authorised 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 Authorised MINI Centre or MINI Service Authorised 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 MINI 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 MINI 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 an Authorised MINI Centre or MINI Service Authorised 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 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** MINI Insured Emergency Service.

## 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,  
MINI 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,  
MINI Insured Emergency Services,  
102 George Street,  
Croydon, CR9 6HD,  
United Kingdom

**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 **you** can contact the Financial Services and Pensions Ombudsman:

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. (APPLICABLE TO ANNUAL POLICIES ONLY)

Transfer of an annual MINI Insured Emergency Service is subject to the approval of MINI Insured Emergency Services.

Please enter new owner's details below:

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

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

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

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

Surname \_\_\_\_\_

Address \_\_\_\_\_

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

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

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

Odometer reading at transfer \_\_\_\_\_

I (name) \_\_\_\_\_ wish to transfer the balance of my MINI Insured Emergency Service to the new owner detailed above.

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

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

Please send to:  
MINI 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:  
MINI Insured Emergency Services, PO Box 1852, Croydon CR9 1PW,  
United Kingdom





# 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:

MINI 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:

MINI Insured Emergency Services, PO Box 1852, Croydon CR9 1PW,  
United Kingdom





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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.

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