IMPORTANT NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>ROI Breakdown Recovery</td>
<td>01 804 43 28</td>
</tr>
<tr>
<td>UK Breakdown Recovery</td>
<td>028 904 85219</td>
</tr>
</tbody>
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Breakdown Assistance

Effective Date: 10/09/2019
Version: 1.3
These are the terms and conditions of your MIS Breakdown Cover. Please read them carefully and keep them in a safe place.

Your MIS Breakdown Product provides ‘peace of mind’ motoring, 24 hours a day, 365 days a year, alerting our recovery agents within minutes of your notification.

In the event of a breakdown whilst travelling in the Republic of Ireland please telephone 01 804 4328.

If you breakdown whilst travelling in the United Kingdom please call 028 9048 5219.

It should be noted that neither the FCA nor the Central Bank regulate the services provided under the MIS breakdown contract.

**ADMINISTRATORS**

MIS Group, Beechwood House, 37 Comber Road, Dundonald, Northern Ireland, BT16 2AA.

**CUSTOMER**

Purchaser of product.

**DURATION OF ASSISTANCE**

365 days from date of purchase.

**HELPLINE**

Means the breakdown assistance telephone helpline service operated by us 24 hours, 365 days of the year which can be contacted by the customer in the United Kingdom on 028 904 85219 and in the Republic of Ireland on 01 804 4328.

**INCIDENT**

Immobilisation of the vehicle as a result of mechanical or electrical breakdown or accident (including fire and malicious damage), flat tyre/puncture, fuel shortage/wrong fuel, flat battery, loss or breakage of vehicle keys whilst in the territorial limits.

**SECTION 1: HOME START ASSISTANCE**

If your vehicle breaks down, we will send a recovery operator to assist you. Up to one hour’s free labour will be provided, in situ, if on the spot repairs can be made to your vehicle.

If your vehicle cannot be repaired on the spot, we will arrange to tow it to the nearest garage or to your own garage, if closer.

**SECTION 2: ROADSIDE ASSISTANCE**

If your vehicle breaks down or is involved in an accident away from your home, we will send a recovery operator to assist you.

We will provide up to one hour’s free labour at the roadside, however, if your vehicle cannot be repaired on the spot, we will arrange to tow it to the nearest garage, recovery yard or your home, if closer.

**SECTION 3: PUNCTURES**

If your vehicle suffers a puncture whilst driving, we will assist with the replacement of your vehicle’s tyre, provided you have a suitable replacement available with the vehicle. If you need to have the flat/punctured tyre repaired or replaced, we will refund you €25 towards the cost of this repair or replacement upon receipt of supporting invoice.

**SECTION 4: LOCKED/LOST KEYS**

If the keys to your vehicle are lost or locked in the vehicle, we will take your vehicle to the nearest secure premises whilst endeavours are made to access the vehicle or obtain alternative keys or by you to obtain alternative keys.

**SECTION 5: PETROL SHORTAGES**

In the event your vehicle is immobilised due to a fuel shortage or misfuelling, we will transport your vehicle to the nearest filling station, charging point or garage to remedy the cause. In addition, to get your vehicle driveable again, we will refund you the cost of 5 litres of fuel upon you supplying a receipt for the cost of the same.
**SECTION 6: MAINLAND EUROPE EMERGENCY COVER**

**(Cash Benefit)** In the event your vehicle suffers a breakdown incident or is involved in an accident in mainland Europe, recovery will normally be arranged by the local police force at your own expense. We will refund this cost to you up to a maximum of €500 upon you supplying a receipt for same.

In addition, under this specific benefit, should you have the emergency requirement to avail of overnight accommodation and/or temporary replacement self-drive hire vehicle, we shall refund you up to a maximum of €250.

**SECTION 7: MESSAGE RELAY**

We will relay on your behalf up to two urgent messages to worried friends, relatives or employers following any unforeseen delay due to a breakdown incident.

**SECTION 8: ADDITIONAL RESUE COVER**

If your vehicle cannot be repaired within a reasonable period of time, we will provide either of the following benefits:

- A replacement vehicle for up to 3 calendar days subject to availability, or
- Overnight accommodation i.e. the cost of overnight accommodation including breakfast in a local hotel whilst you wait for the repairs to your vehicle to be completed. The breakdown incident must have occurred more than 60 miles/100 kilometres from your home.

This section extends to the United Kingdom and the Republic of Ireland and the maximum we will pay in providing these additional benefits is €250 or equivalent.

If you are required to settle a hotel account, please retain the receipt and forward to MIS Group on your return. We will only be responsible for the cost of accommodation including breakfast. Any other meals, drinks or other costs will be the responsibility of the customer.

The benefits in this section are only provided following a substantial mechanical or electrical breakdown.

**HELP LINE**

All potential breakdown incidents must be reported initially to the Helpline.

We will not accept responsibility if the Helpline services fail for reasons beyond our control.

**COMPLAINTS PROCEDURE**

The Financial Conduct Authority does not regulate the breakdown assistance cover. However, should you wish to make a complaint about our services, we have a formal complaints procedure. In the first instance you may contact us in writing or by phone. Please address your complaint to:

The Managing Director,
Motorists Insurance Services Limited
Beechwood House, 37 Comber Road, Dundonald, BT16 2AA
Tel: +44 (0) 28 90 418401

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Document: Breakdown Assistance  Version: 1.3  Page | 2  Effective Date: 10/09/2019