

Crusader Assistance

Breakdown Assistance Your Membership Guide



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Breakdown Assistance **The complete service in one easy policy**

When your car breaks down, our affordable, yet comprehensive breakdown policy covers you 24 hours a day, 365 days per year – whatever your circumstances.

You don't need to worry about choosing the appropriate policy because we've covered all the options and put them together in one convenient package.

Whether you're towing your caravan and family to the countryside; have woken up on winter's morning to find you can't get the car off the drive; or breakdown whilst doing the shopping, you can be assured that professional help is never far away. And if you're a driver in a vulnerable situation, we'll make your call-out a priority.



Breakdown cover brought to you by Crusader Assistance, in association with Europ Assistance automatically includes all of the following:

- Repair at your home address
- Roadside repair anywhere in the UK with up to 60 minutes labour
- Transportation to a local garage if required
- Priority assistance is given to any vulnerable driver
- Telephone messaging service
- Any driver of the insured vehicle

When the car cannot be repaired on the same day:

- The vehicle, driver and up to 7 passengers to be taken to your destination or home, **or**
- Bed and breakfast accommodation for one night, **or**
- Hire of another vehicle for 24 hours, **or**
- An emergency driver

Not restricted to cars, the same comprehensive cover can be bought for your motorcycle or van – just ask your insurance broker for details.

Furthermore, the cover can apply to any vehicle under 15 years old – so whatever the age of your car, bike or van there is just one price that covers all.

Our breakdown assistance is purchased for the vehicle and it doesn't matter who is driving it.

We understand that when you breakdown, what you need is quick, efficient and friendly service and this is what our policy provides around the clock – anywhere in the UK.

We are also able to provide annual UK and European motor breakdown cover. For up to 31 consecutive days per year, you can enjoy the same service in Europe as you get in the UK - speak to your insurance professional for more information.

Why Europ Assistance?

With access to over 5,000 recovery vehicles throughout the UK, the average roadside response time is around **45 minutes**.

85% of breakdowns are attended to in less than 1 hour

Through independent customer surveys, customer feedback is monitored to ensure both call handlers and recovery operators achieve the highest levels of customer service.

90% of calls are answered within 20 seconds

The latest technology is employed to ensure that assistance is dispatched to you as quickly and efficiently as possible.



Once you have called for assistance, your details will be taken along with your location and as much information as possible about the nature of your problem.

Where possible your call will be followed up with a text message giving you details of the rescue operator; who will be on his way to help you.

Who is Crusader Assistance?

Crusader Assistance

Founded in 1989, we provide claims management services, legal expenses insurance and other ancillary products on behalf of our broker clients.

Currently managing over 1 million motor policies each year, we understand the need to work with only quality assured insurance providers.

Crusader also provide:

Motor legal expenses – helping you with non-fault claims

Excess Protect & Reward - motor excess buy-back cover

Keycare – cover for the loss of your house, business and car keys

Home legal expenses

Ask your insurance broker for further details on any of these products.



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