



CHANGAN ASSISTANCE UK

Telephone: 0208 603 9609

# CHANGAN ASSISTANCE

At Changan, we are committed to ensuring your driving experience remains smooth, safe, and worry-free.

As part of your Changan vehicle purchase, you can enjoy the reassurance of **Changan Assistance** for one full year from registration—a service designed to provide peace of mind and support whenever you need it, around the clock, 365 days a year.

In the unlikely event of a breakdown or immobilisation within the designated coverage area, our dedicated Roadside Assistance team will be ready to assist you promptly and professionally.

This document provides **you** with the full details of **your** cover.

It is important that **you** read the whole of this document to understand the full benefits of **your** cover.

## CONTACT INFORMATION

Telephone: 0208 603 9609







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## HOW YOUR COVER WORKS

Unless specifically mentioned, the benefits and exclusions within each section, apply to the **covered vehicle**. It is important to note that **your** cover does not cover all possible events and expenses.

Certain words have a special meaning as shown in the heading 'Definition Of Words.' These words have been highlighted by the use of bold print throughout the document.

## SUMMARY OF COVER IN THE UK

### Comprehensive Assistance – Wherever You Are In The UK

Our UK roadside assistance provides support at home or on the road, including local recovery and breakdown help to get you moving again as quickly as possible.

### Duration

Changan roadside assistance cover is provided for 1 year from the point of vehicle registration.

### Additional Benefits

Car hire: Up to 2 days of vehicle hire (subject to **Changan Assistance** first providing local recovery, roadside, or home assistance).

### Important Information

In the event of an accident, please contact **your** insurer for guidance. **You** have the right to choose **your** preferred repairer, but we recommend contacting your Changan dealer for their recommended Bodyshop partners.



# CHANGAN ASSISTANCE

Changan Roadside 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 **your** vehicle in the **UK**, as set out in this section of the policy document. Please note that we do not provide assistance in Europe.

## What to do if you need assistance?

If **you** require assistance, please do not attempt to make **your** own arrangements in instances where **your** Changan Assistance can be utilised. Reimbursement when other arrangements of assistance have been arranged will not be reimbursed.

Please contact Changan Assistance on 0208 603 9609 with the following details:

- **Your** exact location
- **Your** registration number
- A contact telephone number
- A description of the breakdown circumstances (fault experienced)

Calls to Changan Assistance may be recorded. This will assist us in confirming details of a call that may be incomplete or unclear. \*Charges may apply when calling from a mobile.

## Home and roadside assistance

In the event of the **breakdown/immobilisation** of **your** Changan, whether at home or elsewhere, **we** will arrange assistance for **your** vehicle. If the problem cannot be resolved at the roadside, **we** will pay the costs of taking **your** vehicle to the nearest authorised Changan Dealer.

Note that: Onward travel / hotel accommodation and/or any other costs arising from a breakdown are not covered under this policy.

## Car hire

In the event that, following assistance by **Changan Assistance**, the **covered vehicle** cannot be repaired within 4 hours, **we** will, whenever possible, organise and pay for a replacement vehicle up to a maximum period of 2 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**. Please note that **we** cannot guarantee availability of vehicles with accessories such as roof racks, tow bars etc.

## Message relay service

Where requested by **you**, **Changan Assistance** will pass on urgent messages to the **beneficiary's** family, business, or friends regarding **your** assistance journey of the **covered vehicle**.

## Tyres

In the **UK**, if **you** or any other beneficiary driving the **covered vehicle** experiences a flat tyre or tyre blowout, **Changan Assistance** will attend and assess whether the tyre can be safely repaired at the roadside. If roadside repair is not possible, **Changan Assistance** will arrange and cover the cost of recovering the vehicle to the nearest authorised Changan dealership. Where feasible, **we** will also assist with transport for **you** and **your** passengers to the nearest Changan dealership or help **you** continue **your** journey to **your** final destination. Please note that some of the additional benefits detailed in this document, such as hire car provision, will not be provided in the event of flat tyres or blowouts.

## Glass replacement service

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, Changan 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, **Changan Assistance** will recover the **covered vehicle** to the nearest authorised dealer.

The additional benefits detailed in this document will not be provided in the event of broken windscreen or side glass.

## Incorrect fuel

If the **covered vehicle** is immobilised as a result of refuelling with incorrect fuel, **we** can arrange for the recovery of the vehicle to your local chosen garage or arrange a mobile fuel retrieval service to attend if available, but **you** will be responsible for the costs. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

## Locked 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 covered 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.

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 repairer. **We** will not however be liable for any goods, possessions or livestock being transported.

## Release fee

Should the **covered 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 approved Changan Dealer or to **your** home address. Although **we** can arrange to guarantee these costs on **your** behalf, the payment of such fees is **your** responsibility.

## 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.

## Specialist charges

In the event that the use of specialist equipment is required to provide assistance when the **covered 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.



# ASSISTANCE EXCLUSIONS

Changan 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:

1. We will not pay for 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.
2. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
3. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
4. 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.
5. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
6. Any costs covered under any other assistance, guarantee, insurance, or cover.
7. 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.
8. The cost of replacement parts, including but not limited to tyres, glass, 12v batteries etc.
9. Damage or injury intentionally caused by **you** or a **beneficiary** or resulting from participation in a criminal act or offence.
10. The **beneficiary/beneficiaries** or any other third party organising any of the services detailed in this policy without first having authorisation from **Changan Assistance** and a file number.
11. Any costs that would have been payable normally by **you** or the beneficiaries, such as fuel, congestion, or toll charges.
12. 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 or where the **covered vehicle** was not accessible using our standard recovery equipment.
13. **Breakdown/immobilisation** which happens outside the area of cover.
14. Faulty repairs, incorrect servicing, or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification.





## 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, Changan Assistance, 102 George Street, Croydon CR9 6HD or email [customersupport@allianz-assistance.co.uk](mailto: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.



# DATA PROTECTION NOTICE

At Changan Assistance, **we** value **your** privacy and are committed to protecting **your** personal data.

This summary outlines how **we** handle **your** information. **You** can request a full printed version of **our** Privacy Notice by writing to:

Customer Service (Data Protection)  
Changan Assistance  
102 George Street, Croydon, CR9 6HD

## How We Obtain and Use Your Personal Data

We may collect your personal data from a range of sources, including:

- Information you provide directly to us.
- Information shared by third parties, such as the manufacturer of your vehicle, their franchised dealers, and authorised repairers.

We process your personal data to fulfil our contractual obligations and for our legitimate business interests, including:

- Setting up and managing your contracts with us.
- Informing you about products and services that may be relevant or beneficial to you.

## Who Has Access to Your Personal Data

Your personal data may be shared with:

- Public authorities, Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies, and claims databases (for underwriting and fraud prevention).
- Service providers acting on our behalf to deliver business operations.

- Partner organisations such as motor dealerships and recovery operators involved in providing your service.
- Relevant ombudsman services if you make a complaint about a product or service we have provided.

We will never share your information with third parties for marketing purposes unless you have expressly given us your consent.

## Data Retention

We will keep your personal data for up to seven years after the end of your insurance relationship with us.

Where possible, we will delete or anonymise your data once it is no longer required for the purposes for which it was collected.

## Where Your Data Is Processed

Your personal data may be processed within or outside the United Kingdom (UK) and the European Economic Area (EEA).

When data is transferred outside these regions:

- Transfers within the Allianz Group are protected under Allianz's approved Binding Corporate Rules (BCRs).
- Where BCRs do not apply, we ensure that your data receives an adequate level of protection in line with legal requirements.

## Your Rights

You have several rights regarding your personal data. You can:

- Request access to the information we hold about you.
- Ask us to restrict or stop processing your data.
- Withdraw your consent (where previously given).
- Request that we update, correct, or delete your data.
- Request a copy of your data for transfer to another insurer.
- Lodge a complaint if you are unhappy with how we have handled your data.

# DATA PROTECTION NOTICE

## Automated Decision-Making and Profiling

We may use automated decision-making and/or profiling when it is necessary for the provision of our services.

## Contact Us

If you have any questions about how we handle your personal data or wish to exercise any of your rights, please contact us:

By Post:

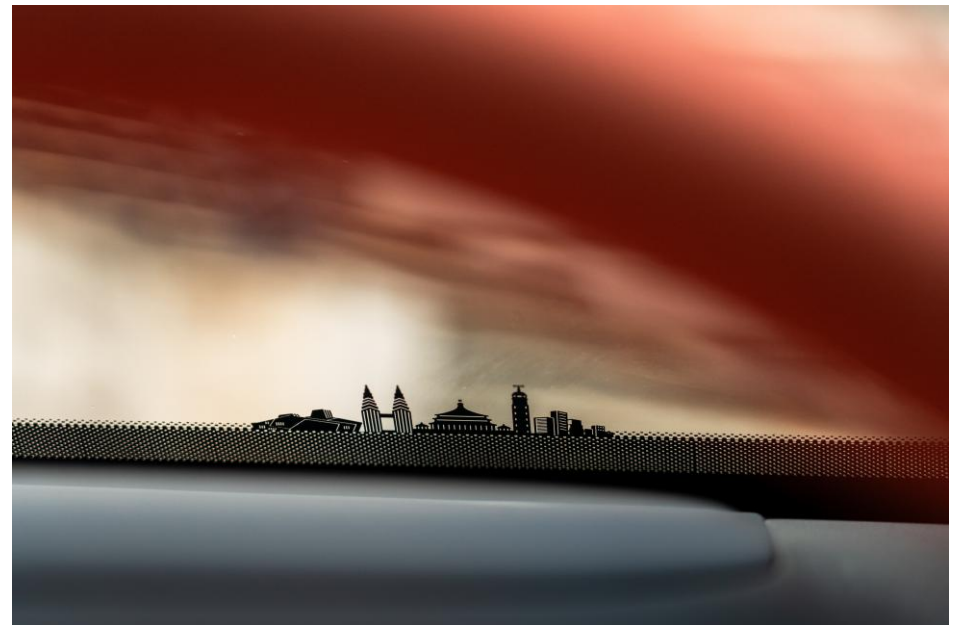
Customer Service (Data Protection)  
AWP Assistance UK Ltd  
102 George Street, Croydon, CR9 6HD

By Telephone:

0208 603 9853

By Email:

AzPUKDP@allianz.com



## DEFINITION OF WORDS

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

**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.

**Covered vehicle / your vehicle** -The vehicle you are driving whose details have been provided by Changan Automobile Europe Holding B.V.

**Period of cover** -1 year from the first date of registration.

**Private individual** - A beneficiary 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** -England, Scotland, Wales, Northern Ireland, the Channel Islands, and the Isle of Man.

**We, our, us, Changan Assistance** -AWP Assistance UK Ltd which administers the cover on behalf of Changan Automobile Europe Holding B.V

**You, your** -The private individual who is the registered keeper of the covered vehicle.





Changan UK reserves the right to amend, update, or modify the terms, conditions, and policies contained within this warranty booklet at any time and without prior notice. Any revisions will apply to vehicles as determined by Changan UK and may take effect immediately upon publication. Customers are encouraged to consult their authorised Changan UK Dealer or the official Changan UK website for the most up-to-date warranty information.

