

**MITSUBISHI**  
**ASSISTANCE**



INTELLIGENT MOTION

# UK & EUROPEAN BREAKDOWN RECOVERY POLICY DOCUMENT

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**MITSUBISHI ASSISTANCE PACKAGE+  
(MAP+) FOR MITSUBISHI VEHICLES  
AND ROADSIDE ASSISTANCE (RA)  
FOR NON MITSUBISHI VEHICLES**

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## THIS BOOKLET CONTAINS THREE SEPARATE DOCUMENTS.

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THE '**DEMANDS AND NEEDS STATEMENT**' AND '**OUR INSURANCE SERVICES**' DOCUMENTS BOTH EXPLAIN HOW THIS POLICY HAS BEEN SOLD TO YOU.

THE '**POLICY**' PROVIDES THE FULL TERMS, CONDITIONS AND EXCLUSIONS OF THE INSURANCE POLICY.

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## DEMANDS AND NEEDS STATEMENT

Mitsubishi Assistance Package+ (MAP+) and Roadside Assistance (RA) are typically suitable for those who want breakdown assistance for their vehicle for 12 months. They are policies of insurance.

You may already possess alternative insurance(s) for some or all of the features and benefits this type of policy provides. It is **your** responsibility to investigate this.

We have not provided **you** with any recommendation or advice about whether this product fulfils **your** specific insurance requirements.

## OUR INSURANCE SERVICES

### 1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. It requires **us** to give **you** this document. Use this information to decide if **our** services are right for **you**.

### 2. WHOSE PRODUCTS DO WE OFFER?

✔ We only offer products from a single insurer.

### 3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

✔ You will not receive advice or a recommendation from **us** for roadside assistance. **We** may ask some questions to narrow down the selection of products that **we** will provide details on. **You** will then need to make **your** own choice about how to proceed.

### 4. WHAT WILL YOU HAVE TO PAY US FOR THIS SERVICE?

✔ No fee.

✔ You will receive a quotation which will tell **you** about any other fees relating to any particular insurance policy.

## 5. WHO REGULATES US?

Our permitted business is arranging Breakdown Assistance Insurance. We are appointed by the Colt Car Company Ltd (trading as Mitsubishi Motors in the UK) to arrange breakdown insurance for Mitsubishi customers. The Colt Car Company Ltd is authorised and regulated by the Financial Conduct Authority (FCA Register number 311667).

The Colt Car Company Ltd also has permission to conduct the following business with regards to non-investment insurance contracts;

- Arranging
- Agreeing to carry on a regulated activity

You can check this on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0800 111 6768.

Email: [consumer.queries@fca.org.uk](mailto:consumer.queries@fca.org.uk)

## 6. WHAT TO DO IF YOU HAVE A COMPLAINT

If you wish to register a complaint, please contact us:

In writing:

Customer Support  
102 George Street  
Mitsubishi Assistance  
Croydon CR9 6HD

By email: [Customersupport@allianz-assistance.co.uk](mailto:Customersupport@allianz-assistance.co.uk)

By phone: 020 8603 9853

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service for independent arbitration.

## 7. ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance cover provides protection for 90% of the claim, with no upper limit. Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

# POLICY

## 1. INTRODUCTION

### 1.1 WELCOME

Thank **you** for taking out Breakdown Assistance with **us**.

Our breakdown assistance products have been designed to help protect **you** against the costs incurred in the event of a **breakdown/immobilisation** of the **insured vehicle** occurring within the **area of cover**. **Your confirmation of cover letter** shows the **insured vehicle** covered and any special terms or conditions that may apply.

It is very important that **you** read the whole of this policy together with the **confirmation of cover letter** and make sure that **you** understand what is covered, what is not covered and what to do if **you** require assistance.

All the details of how to make a claim together with conditions of the policy are set out in the following pages. Where words and phrases in this policy document or **confirmation of cover letter** have specific meaning they are highlighted by the use of **bold** print. The definition of these words and phrases can be found in section 6 of this policy document.

Please keep this policy book and **your confirmation of cover letter** in a safe place.

### 1.2 IMPORTANT CONTACT DETAILS

In the event of requiring assistance following vehicle **breakdown/immobilisation**, you should contact **Mitsubishi Assistance**. Please have the following information to hand when calling:

- Location of vehicle
- Registration number of **your** vehicle
- A contact telephone number
- Description of problem

When in the **UK** call **0208 603 9933** or freephone **0800 587 9833**.

When in **Continental Europe** call **+44 208 603 9933**.

All calls to **Mitsubishi Assistance** may be recorded. This will assist **us** in confirming details of a call that may be incomplete or unclear.

## 1.3 SUMMARY OF COVER

### COVER AND LIMITS

All claim limits in this document and in **your confirmation of cover letter** are inclusive of VAT.

**Mitsubishi Assistance Package+ (MAP+)** is only available for Mitsubishi vehicles up to the age of 10 years old.

**Roadside Assistance (RA)** is available for non Mitsubishi vehicles (not exceeding 3.5 tonnes in weight) up to the age of 10 years old.

To maintain **your** cover **your** vehicle must be serviced at a Mitsubishi Authorised Dealership in line with the Manufacturer's Service Schedules.

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### IN THE UK

#### Recovery/Roadside or Home Assistance

- Onward Travel or Hotel Accommodation up to £100 per **beneficiary**, up to a maximum of £300 in total or Car Hire up to a maximum of 2 days, or if **you** are more than 30 miles away from home, up to a maximum of 5 days per valid claim for assistance (subject to **Mitsubishi** first providing Recovery).
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### CONTINENTAL EUROPE

#### Recovery/Roadside Assistance

- Onward Travel or Hotel Accommodation up to £75 per **beneficiary**, up to a maximum of 3 nights in total or Car Hire up to a maximum of 3 days per valid claim for assistance (subject to **Mitsubishi Assistance** first providing Recovery)
- Repatriation of vehicle where the **insured vehicle** cannot be repaired or repairs will take longer than 5 days
- This service is only available for travel not exceeding 90 days in one single trip.

For full terms and conditions please read this policy document together with **your confirmation of cover letter**.

## 2. IMPORTANT INFORMATION

### 2.1 INSURER

MAP+ and RA are underwritten by AGA International SA and are administered in the United Kingdom by Mondial Assistance (UK) Limited.

### 2.2 HOW YOUR POLICY WORKS

Your policy and **confirmation of cover letter** 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 Section 6 'Definition of Words'. These words have been highlighted by the use of bold print throughout the policy document.

### 2.3 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 £10. 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 write to **us** at **Mitsubishi Assistance, PO Box 1149, Croydon, CR9 1ZQ** or contact the selling dealers.

### 2.4 TRANSFER OF OWNERSHIP

If **your** vehicle is sold direct to a private individual, the remaining cover may be transferred to the new owner providing that the registration fee of £10 is paid. Cover will not be transferred until payment has been made. As soon as possible after the date of sale, please complete the form at the back of this document, attach a cheque for the transfer fee of £10 and send it to:  
**Mitsubishi Assistance, PO Box 1149, Croydon, CR9 1ZQ.**

Please make cheques or postal orders payable to Mondial Assistance UK Limited. Please note that the form must be signed by the existing policyholder named on the **confirmation of cover letter**.

**N.B.** The product is not transferable to another vehicle other than that shown on the **confirmation of cover letter**.



## 2.5 RENEWAL OF YOUR POLICY

We will send you a renewal notice 21 days prior to the expiry of the **period of insurance** as shown on **your confirmation of cover** letter.

We may vary the terms of **your** cover and the premium rates at the renewal date.

## 2.6 DATA PROTECTION

Information about **your** policy may be shared between us and the Colt Car Company Ltd for underwriting and administration purposes.

**You** should understand that the information **you** provide will be used by us, our representatives, the Colt Car Company Ltd, other insurers and industry governing bodies and regulators to process **your** insurance, handle claims and prevent fraud.

We have taken steps to ensure **your** information is held securely.

**Your** information may be used by us, the insurer and members of the Allianz Global Assistance Group and shared with the Mitsubishi Motors dealer network for marketing and research purposes or to inform **you** from time to time about new products or services. If **you** do not want to receive marketing information please write to:

Customer Support  
Mitsubishi Assistance  
102 George Street  
Croydon CR9 6HD

**You** have the right to access **your** personal records.

## 2.7 FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

For **your** added protection, the Colt Car Company Ltd is covered by the FSCS. **You** may be entitled to compensation from the scheme if the Colt Car Company Ltd cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

## 2.8 GOVERNING LAW

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this insurance will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction.

**Your** statutory rights are not affected in any way by this insurance policy.

## 2.9 CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

**We**, the Colt Car Company Ltd and **you** do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

## 2.10 MAKING A COMPLAINT

**We** aim to provide **you** with first class insurance 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 Support, Mitsubishi Assistance, 102 George Street, Croydon CR9 6HD**. Please supply **us** with **your** name, address, policy number/ vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time. If **you** are not satisfied with **our** final response **you** can refer the matter to the Financial Ombudsman Service for independent arbitration.

## 3. BREAKDOWN ASSISTANCE

Mitsubishi 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 the insured vehicle in the UK or Continental Europe as set out in this section of this document.

### 3.1 WHAT TO DO IF YOU NEED ASSISTANCE

If you require help, please do not attempt to make your own arrangements as reimbursement cannot be made to you retrospectively.

Please contact Mitsubishi Assistance with the following details:

- Location of vehicle
- Registration number of your vehicle
- A contact telephone number
- Description of problem

When in the UK please call 0208 603 9933 if calling from a mobile or freephone 0800 587 9833.

When in Continental Europe call +44 208 603 9933.

All calls to Mitsubishi Assistance may be recorded. This will assist us in confirming details of a call that may be incomplete or unclear.

### 3.2 EUROPEAN AUTOROUTE RESTRICTIONS

If assistance is required on a French Autoroute or on certain other Autoroutes in Continental Europe, you must use the official SOS boxes at the side of the road to arrange initial assistance or recovery. As these roads are privatised, neither Mitsubishi Assistance nor any other assistance organisation is allowed to assist you on these roads.

Once the insured vehicle has been recovered from the Autoroute, you should contact Mitsubishi Assistance and we will make any further arrangements for you and inform you how to reclaim costs incurred for recovery from the Autoroute.

### 3.3 BENEFITS IN THE UK

#### 3.3.1 Recovery or Roadside and Home Assistance

In the event of **breakdown/immobilisation**, Mitsubishi Assistance will organise and pay the costs of taking the insured vehicle to the nearest and/or most appropriate Authorised Mitsubishi Dealer should assistance at the roadside prove unsuccessful.

Subject to **Mitsubishi Assistance** having first provided Recovery / Roadside or Home Assistance in the **UK**, you will then be entitled to the following benefits:

### 3.3.2 Onward Travel or Hotel Accommodation or Car Hire

In the event of **breakdown/immobilisation** of the **insured vehicle** in the **UK** causing it to be immobilised for a period of more than 4 hours, **Mitsubishi Assistance** will organise and pay for the following:

- First class rail transport, or equivalent costs of more convenient travel, to enable the **beneficiaries** to return or continue to any destination of the **beneficiaries'** choice within the **UK**.

Or

- Overnight hotel, bed and breakfast accommodation, up to £100 (inc. VAT) per **beneficiary** up to a maximum of £300 (inc. VAT) in total for all **beneficiaries**. Overnight hotel accommodation only applies if the **breakdown/immobilisation** of the **insured vehicle** occurs more than 30 miles from the home address of any of the **beneficiaries** and only when the **beneficiaries** have to prolong their stay as a direct result of the covered **breakdown/immobilisation**.

Or

- In the event of **immobilisation** of the insured vehicle for more than 4 hours, **Mitsubishi Assistance** will organise and pay for a temporary replacement vehicle, during the time that the vehicle is being repaired, for a maximum period of 2 days or 5 days if more than 30 miles away from home. The temporary replacement vehicle will only be provided if **Mitsubishi Assistance** has arranged recovery of the **insured vehicle** to an Authorised Mitsubishi Dealer.

The driver must be able to satisfy the requirements of the car rental company which include:

- Possession of a full valid **UK** or EU driving licence with no more than 9 penalty points – For photo ID licences both parts must be produced.
- A valid credit or debit card – For security authorisation to cover excess fuel usage, unauthorised days hire and / or driving offences.
- Due to insurance liability **Mitsubishi Assistance** may be unable to provide a rental vehicle to drivers under the age of 21.
- Please note that it remains the responsibility of the signatory on the rental agreement to ensure that the rental provider is notified of the cessation of the hire within the agreed rental period.

**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 **insured vehicle**. The temporary replacement vehicle will only be provided where **Mitsubishi Assistance** has arranged the recovery of the **insured vehicle** to an Authorised Mitsubishi Dealer.

### 3.3.3 Glass Replacement Service

In the UK, if **you** or any other **beneficiary** driving the **insured vehicle** experiences a broken front windscreen or side glass which requires immediate replacement, **Mitsubishi 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, **Mitsubishi Assistance** will recover the **insured vehicle** to the nearest Authorised Mitsubishi Dealer.

### 3.3.4 Message Relay Service

**Mitsubishi Assistance** will pass on urgent messages to the **beneficiary's** family, business or friends if **your** journey has been delayed due to the **breakdown/immobilisation** of the **insured vehicle**.

### 3.3.5 Caravans and Trailers

If the **insured 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 repairing Authorised Mitsubishi Dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

### 3.3.6 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 **insured vehicle** later.

### 3.3.7 Release Fees

Should the **insured vehicle** be stolen and subsequently recovered by the Police, **you** may be required by them to pay a release fee before **we** can remove the **insured vehicle** to an Authorised Mitsubishi Dealer or to **your** home address. Although **we** can guarantee these costs on **your** behalf, the payment of such fees remains **your** responsibility.

### 3.3.8 Specialist Charges

In the event that the recovery of the **insured vehicle** requires the use of specialist equipment, any such costs in addition to **our** standard recovery services will be payable by **you**.

### 3.3.9 Lock Out / Lost Keys

In the event that entry to the **insured vehicle** is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the **insured vehicle**, **we** will ask **you** to sign a declaration giving **your** permission for this to take place and stating that any resulting costs will be **your** responsibility.

## 3.4 BENEFITS IN CONTINENTAL EUROPE

### 3.4.1 Validity

This service is only available for travel to Europe not exceeding 90 days in any single trip.

### 3.4.2 Recovery or Roadside Assistance

In the event of **breakdown/immobilisation** in **Continental Europe**, **Mitsubishi Assistance** will organise and pay for the costs of taking the **insured vehicle** to the nearest and/or most appropriate dealership should assistance at the roadside prove unsuccessful. Subject to **Mitsubishi Assistance** having first provided assistance at the roadside in **Continental Europe**, you will then be entitled to the following benefits in **Continental Europe**:

### 3.4.3 Vehicle Repatriation

In the event of **breakdown/immobilisation** in **Continental Europe** where the **insured vehicle** cannot be repaired and where the repairs will take longer than 5 days, **Mitsubishi Assistance** will repatriate the **insured vehicle** to the nearest Authorised Mitsubishi Dealer to **your** home address in the **UK**.

### 3.4.4 Onward Travel or Hotel Accommodation or Car Hire

In the event of **breakdown/immobilisation** in **Continental Europe** where the **insured vehicle** cannot be repaired within the same day, **Mitsubishi Assistance** will organise and pay for first class rail transport or scheduled air fares (or equivalent costs of more convenient travel), to enable the **beneficiaries** to return to their homes in the **UK** or continue their journey to their original destination within **Continental Europe**.

Where appropriate, **Mitsubishi Assistance** will cover the cost of a first class rail or scheduled air ticket for **you** to collect the **insured vehicle**, once repairs have been completed.

Or

In the event of **breakdown/immobilisation** causing the **insured vehicle** to be immobilised for a period of more than 8 hours, **Mitsubishi Assistance** will organise and pay for hotel bed and breakfast accommodation as from the first day of such **breakdown/immobilisation**, up to a maximum of £75 (inc. local taxes) per **beneficiary** per night, up to a maximum of 3 nights.

Or

In the event of **breakdown/immobilisation** where the **insured vehicle** cannot be repaired on the same day, **Mitsubishi Assistance** will pay for the cost of a temporary replacement vehicle, during the time that the **insured vehicle** remains immobilised, up to a maximum of 3 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 **insured vehicle**.

### 3.4.5 Parts Delivery

In the event that **Mitsubishi Assistance** has arranged to take the **insured vehicle** to an Authorised Mitsubishi Dealer for repairs and any parts essential to the running of the **insured vehicle** are not available locally, **Mitsubishi Assistance** will organise and pay for the despatch of such parts to the repairing dealership.

### 3.4.6 Caravans and Trailers

If the **insured 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 repairing Authorised Mitsubishi Dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

### 3.4.7 Adverse Weather Conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods may 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 **insured vehicle** later.

### 3.4.8 Release Fees

Should the **insured vehicle** be stolen and subsequently recovered by the Police, **you** may be required by them to pay a release fee before **we** can remove the **insured vehicle** to an Authorised Mitsubishi Dealer or to **your** home address. Although **we** can guarantee these costs on **your** behalf, the payment of such fees remains **your** responsibility.

### 3.4.9 Specialist Charges

In the event that the recovery of the **insured vehicle** requires the use of specialist equipment, any such costs in addition to **our** standard recovery services will be payable by **you**.

### 3.4.10 Lock Out / Lost Keys

In the event that entry to the **insured vehicle** is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the **insured vehicle**, **we** will ask **you** to sign a declaration giving **your** permission for this to take place and stating that any resulting costs will be **your** responsibility.

## 4. ASSISTANCE EXCLUSIONS

**Mitsubishi 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:

- Damage to items not covered by this insurance or any depreciation, loss of earnings, death or bodily injury.
- Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
- 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.
- Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Any costs covered under any other warranty, guarantee, insurance or cover.
- 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.
- The cost of replacement parts.
- Damage or injury intentionally caused by **you** or a **beneficiary** or resulting from participation in a criminal act or offence.
- The **beneficiary/beneficiaries** or any other third party organising any of the services detailed in this policy without first having authorisation from **Mitsubishi Assistance** and a file number.
- Any costs that would have been payable normally by **you** or the **beneficiaries**, such as fuel, congestion or toll charges.
- Charges for specialist recovery or charges incurred by **us** where the **insured vehicle** is not being used on a public highway when the **breakdown/immobilisation** occurred. i.e. where the **insured vehicle** was not accessible using **our** standard recovery equipment.
- **Breakdown/immobilisation** which happens outside the **area of cover**.
- Faulty repairs, incorrect servicing or failure to have the **insured vehicle** serviced in accordance with the manufacturer's specification.
- Vehicles modified in any way from the original manufacturer's specification.
- Any costs incurred after the **insured vehicle** has been repaired and is available to be driven.
- Any sundry expenses resulting from an incident claimed for under this section, for example telephone or mobile phone calls, faxes, food and drink.



## 5. GENERAL TERMS AND CONDITIONS

These conditions apply to all sections of **your** roadside assistance insurance and **you** must meet them before **we** make a payment.

### 5.1 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** insurance policy. 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 **0845 641 9795** as soon as possible and **we** will be able to tell **you** if **we** can still offer **you** cover.

### 5.2 CLAIMS – YOUR DUTIES

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

### 5.3 CLAIMS – OUR DUTIES

**We** can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this roadside assistance insurance.

If **we** want to, **we** will examine the **insured vehicle** and will test damaged components.

### 5.4 LOOKING AFTER YOUR VEHICLE

**You** must take all reasonable steps to safeguard the **insured vehicle** against **breakdown/immobilisation**.

### 5.5 FRAUD

If **you** or any **beneficiary** claiming under this insurance makes a claim that is false or dishonest in any way, this insurance will not be valid and **you** will lose all benefits under it.

## 6. DEFINITION OF WORDS

When the following words and phrases appear in this policy document or **confirmation of cover letter**, they have the specific meanings given below.

These words are highlighted by the use of bold print.

**Area of cover:** UK and Continental Europe

**Beneficiary, beneficiary's, beneficiaries:** You or any other driver of the **insured vehicle** using the **insured vehicle** with **your** permission and any passenger of the **insured 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 **insured vehicle** to be immobilised.

**Confirmation of cover letter:** The letter which was given to **you** with this policy document.

**Continental Europe:** Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek Territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia\*, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

\* Cover in Russia is limited to a 31 mile radius from the external ring of the following cities; St Petersburg, Moscow, Rostov On Don, Togliatti and Perm.

**Insured vehicle:** The **insured vehicle** shown on the **confirmation of cover letter**, for which the appropriate insurance premium has been paid.

**Insurer:** AGA International SA.

**Period of insurance:** The period shown on **your confirmation of cover letter**.

**Private individual:** A person who is using the **insured 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.

**Mitsubishi Assistance Package+ (MAP+):** The roadside assistance product for eligible Mitsubishi vehicles

**Mitsubishi Assistance, we, our, us:** Mondial Assistance (UK) Limited which administers the insurance on behalf of the insurer.

**Roadside Assistance (RA):** The roadside assistance product for eligible non Mitsubishi vehicles

**UK:** England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

**You, your, yours:** The private individual named on the **confirmation of cover letter**, or as replaced by any new owner correctly declared to **us** using the Transfer of Ownership Form in this document and accepted by **us**.

## 7. CHANGE OF ADDRESS FORM

Please complete the details below and send to the following address:  
Mitsubishi Assistance, PO Box 1149, Croydon, CR9 1ZQ.

### INSURED VEHICLE DETAILS

Registration Number:

Chassis Number (VIN):

### YOUR DETAILS

Title: Mr/Mrs/Miss/Ms/Other

Initial:

Surname:

### NEW ADDRESS DETAILS

House Name/Number:

Street:

Town:

County:

Postcode:

Tel. Work:

Tel. Home:

Email:





## 8. TRANSFER OF OWNERSHIP

If **your** car is sold, the remaining cover may be transferred to the new owner providing that the registration fee of £10 is paid (please make **your** cheque payable to Mondial Assistance UK Limited). Cover will not be transferred until the payment has been made.

Please complete the Transfer of Ownership Form ensuring that it is signed by the existing policyholder named on the **Confirmation of Cover** letter, and send the form and **your** cheque to the following address:

**Mitsubishi Assistance, PO Box 1149, Croydon CR9 1ZQ.**

**IMPORTANT: Check all services have been carried out when due during the period of insurance - otherwise the insurance will not be valid.**

# 8.1 TRANSFER OF OWNERSHIP FORM

## INSURED VEHICLE DETAILS

Date of Transfer:     /     /

Mileage:

Registration Number:

Chassis Number (VIN):

## NEW OWNER DETAILS

Title: Mr/Mrs/Miss/Ms/Other

Initials:

Surname:

House Name/Number:

Street:

Town:

County:

Postcode:

Tel. Work:

Tel. Home:

Email:

## COMPANY DETAILS: Please complete this section for a Company Vehicle only

Company Name:

Address:

Town:

County:

Postcode:

I (name) \_\_\_\_\_ hereby give notice that I wish to transfer the balance of my Mitsubishi Assistance to the new owner detailed below.

Existing Owner's Signature: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_

I have read, and agree to abide by, the terms and conditions of the Mitsubishi Assistance insurance and request that all rights and benefits of the insurance cover be transferred to me.

New Owner's Signature: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_





## IMPORTANT NUMBERS

THIS DOCUMENT IS AVAILABLE IN LARGE PRINT, AUDIO AND BRAILLE.

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PLEASE CONTACT US ON **0845 641 9795** OR TEXTPHONE **020 8666 9562**  
USING A COMPATIBLE RNID HANDSET.

**WE WILL BE PLEASED TO ORGANISE AN ALTERNATIVE VERSION FOR YOU.**

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MAP+ and RA are underwritten by AGA International SA and are administered in the UK by Mondial Assistance (UK) Limited, Registered in England No. 1710361. Registered Office: 102 George Street, Croydon CR9 6HD Mondial Assistance (UK) Limited are authorised and regulated by the Financial Conduct Authority. The Colt Car Company Ltd, Watermoor, Cirencester, Gloucestershire GL7 1LF. Registered in England No: 1163954. The Colt Car Company Ltd is authorised and regulated by the Financial Conduct Authority (FCA). The insurer is AGA International SA who are duly authorised in France and the United Kingdom, and subject to limited regulation by the Prudential Regulation Authority and the Financial Conduct Authority Mondial Assistance (UK) Limited will act as an agent for AGA International SA with respect to the receipt of customer money, for the purpose of settling claims and handling premium refunds.

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To find out more, visit:

**[mitsubishi-cars.co.uk/owners/map-plus](https://mitsubishi-cars.co.uk/owners/map-plus)**

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