



RAC

PROPOSAL FOR QUICK-SURE

October 2016





RAC

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Find out more about how the UK's most loved motoring organisation can add value to your insurance proposition.

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INDICATIVE PRICING



PRICING

indicative pricing - we look forward to discussing this further

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ABOUT RAC

With 8.2 million members, RAC is the UK's most progressive motoring organisation.

We believe that by adding RAC breakdown to their car insurance policy, Quick-sure customers will benefit from exceptional levels of service derived from the technical knowledge of our experienced patrols, the investment in our fleet and equipment and the centralised support of our call centres.





Your customers are in safe hands

- ✓ 3,500 staff across 3 sites
- ✓ Founded 1897
- ✓ 1,540 patrols
- ✓ 8.2 million members
- ✓ 2.2 million breakdowns every year
- ✓ 3.9 million calls every year
- ✓ 1 car fixed every 19 seconds

National Coverage: Quick-Sure customers attended by RAC branded patrols 90% of the time

RAC's branded fleet of patrol and recovery vehicles cover the entire United Kingdom. Our patrols are distributed throughout the UK to ensure the optimum model for dispatch. Our first aim is always to get the vehicle attended and repaired by one of our own resources.

“ Make sure your customers benefit from a breakdown provider that owns their own nationwide patrol force ”

- ✓ A centralised ICAD system allowing a single view of incidents and resources at all times
- ✓ A national resourcing team that manages surges in demand in peak periods and with unexpected weather events
- ✓ Ability to deliver consistent levels of service
- ✓ Fully equipped patrol vans with rapid deployment trailers capable of towing
- ✓ Fully trained patrol force supported by a technical department dedicated to innovation and improvement



1450 patrol vans



15 mobile tyre vans



2 electric charging vans



29 fuel vans



50 flatbeds



WHY RAC?

Better for your customers

RAC Over 100 years of repairing vehicles by the roadside



Specialist patrols for breakdown, recovery, misfuelling, tyres and electric vehicle charging



Our vans are a £60,000 mobile garage, carrying over 500 parts and tools on board



92% of our members would recommend RAC



We fix 4 out of 5 vehicles at the roadside



We are the highest ranking breakdown company for customer service according to the 2015 Which? report



Better for you

- A premium suite of innovative breakdown products
- Extensive product training and ongoing support
- An additional range of breakdown extensions designed to meet the customer's needs and differentiate Quick-Sure
- RAC's expertise in designing products that put the customer first and meet all of the FCA guidelines in relation to add-on products
- The opportunity to link to one of the UK's strongest motoring brands
- Increased sales conversions and revenue from brand association



Roadside

RAC's roadside product offers your customers 24/7 breakdown cover. We'll fix their vehicle at the roadside, as long as they're over ¼ mile away from home.





RAC's roadside product offers your customers 24/7 breakdown cover. We'll fix their vehicle at the roadside, as long as they're over ¼ mile away from home. Includes a 10 mile tow to a destination

of choice, local garage or a place of safety if the car cannot be fixed at the roadside. Cover includes the United Kingdom, Guernsey, Jersey the Isle of Man and the Republic of Ireland.



»» Benefits

- Roadside assistance if the vehicle has broken down in the UK, Guernsey, Jersey or the Isle of Man*
- Cover 24 hours a day, 365 days per year
- Free labour at the roadside
- Transportation of the vehicle and transportation of you and up to 7 passengers to a single destination of your choice within the territory and up to 10 miles from the breakdown

Recovery

In the unlikely event that we can't offer local repair for your customers vehicle, we'll take up to seven passengers and the vehicle to a chosen destination anywhere in mainland UK.





In the unlikely event that we can't offer local repair for your customers vehicle, we'll take up to seven passengers and the vehicle to a chosen destination anywhere in

mainland UK. This option saves time and money for busy customers who do not want to wait at a local garage near the breakdown location for a repair.



»» Benefits

- Recovery of the vehicle to a destination of choice within the UK, Guernsey, Jersey or the Isle of Man*
- Transportation of the driver and up to 7 passengers
- Recovery if the driver is taken ill

At Home Rescue

At Home cover provides RAC attendance for cars that have broken down in the driveway, for the RAC this can be up to 25% of calls annually.

RACs Battery Response Service for customers that breakdown at home

Battery failure is the no.1 cause of all breakdowns and the reason for 20% of our patrol attendances every month – in Winter alone, battery issues are responsible for 150,000 call outs with other problems such blown headlights, windscreen wiper and washer problems, frozen locks and door handles and broken road coil springs also needing a patrol fix in the driveway.

RAC is able to fix 98% of battery related problems by attendance with a fully equipped RAC van offering a defined Battery Response Service including:

- Testing with the latest battery testing equipment
- A FREE battery fitting service from a van stocked with nine RAC branded batteries which cover 85% of vehicle types
- A five year warranty on RAC branded batteries bought and fitted by us
- Diagnostic capability to register new batteries direct with the manufacturer's computer systems



“20% of RAC callouts are for batteries”



At Home cover provides RAC attendance for cars that have broken down in the driveway, for the RAC this can be up to 25% of calls annually. RAC's At Home cover

provides peace of mind for customers that need their car for daily, time critical activities such as commuting or school runs.



»» Benefits

- Assistance if the vehicle has broken down within ¼ mile of the driver's home
- Transportation of the driver and up to 7 passengers to a garage within 10 miles
- Customers can book a time for us to come and fix their car
- 20% of all RAC call outs are for battery problems many of which are at the customers home. RAC can fix 98% of these issues and every patrol van carries nine batteries as stock that fit 85% of vehicle types. These can be purchased in the driveway for an immediate permanent fix

Onward Travel

If the vehicle breaks down and we are unable to fix it at the roadside, we have an onward travel option that enables customers who need to continue with their journey.



"Hire vehicle for 2 days or until your car is repaired"



If the vehicle breaks down and we are unable to fix it at the roadside, we have an onward travel option that enables customers who need to continue with their journey, are

away from home or who would otherwise still need transportation to have either a hire car or alternative transport or accommodation options.



»» Benefits

- 1 • Hire vehicle for 2 days or until the vehicle is repaired, whichever is sooner up to 1600cc
- 2 • Insurance for the replacement car, including collision damage waiver that waives the costs of damage resulting from a collision, but excluding any excess
- 3 • OR: Rail, air or other public transport to complete journey for the driver and up to 7 passengers to a limit of £150 per person or £500 per group, whichever is less
- 4 • OR: Bed and breakfast accommodation for one night for the driver and up to 7 passengers to a limit of £150 per person or £500 per group, whichever is less

Indicative Pricing

RAC ARE PROPOSING ONE COVER LEVEL FOR QUICK -SURE

Based on the limited information we have at this time, we have provided an indicative rate of £40 per vehicle. In the event that you can provide us with detailed claims experience for the last two years we could then provide a confirmed price for your scheme.

Weight Range	Up to 3.5t
Length Range	Up to 21ft
Cover	Roadside, Recovery, At Home, Onward Travel
Price to Quick-Sure	£40

Notes:

- This cover is for Private Motor. Cars, Van & Bikes.
- Price for Year 1 subject to an annual review.
- Price excludes IPT.



WWW.RAC.CO.UK

RAC

MORE INFORMATION..

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