



# Breakdown Reimbursement Claim Form

If we have agreed to reimburse any costs that are covered under your UK or European breakdown, please complete this claim form within 90 days of your UK breakdown, or the date you returned to the UK.

For UK breakdown claims, please email this form to: [breakdowncustomercare@rac.co.uk](mailto:breakdowncustomercare@rac.co.uk)

For European breakdown claims, please email this form to: [europeanbreakdownclaims@rac.co.uk](mailto:europeanbreakdownclaims@rac.co.uk)

Please include copies of your receipts with your claim, and make sure any attachments are under 10MB. Just so you're aware, we're not able to accept bank statements as proof of payment – we'll simply need a copy of your invoice from the service provider to process everything smoothly.

Or write to us at: Breakdown Customer Care, RAC Motoring Services, Great Park Road, Bradley Stoke, Bristol BS32 4QN

We'll process your claim as quickly as possible but this may take up to 60 days during busy periods such as Easter or summer.

## Personal Details

**We may need to speak to you about your claim, so please provide as much detail as possible.**

Lead member Title: \_\_\_\_\_ Initial: \_\_\_\_\_ Surname: \_\_\_\_\_

Address:

Post Code:

Preferred telephone numbers; home: \_\_\_\_\_ and/or mobile: \_\_\_\_\_

Email address:

Membership or policy number (if applicable): \_\_\_\_\_

If you don't have a membership or policy number, then how did you get your RAC cover: \_\_\_\_\_

Vehicle make and model: \_\_\_\_\_ Registration number: \_\_\_\_\_

## Claim Details

Date of breakdown: \_\_\_\_\_ Country (for European claims only): \_\_\_\_\_

If this was agreed by an RAC colleague, please provide their name: \_\_\_\_\_

## For European Claims only

Type of incident  Breakdown  Accident  Theft  Driver illness

Please list details of your claim here: \_\_\_\_\_

If accident or theft, please provide the details of your motor insurer:

Insurer: \_\_\_\_\_ Policy number: \_\_\_\_\_

Any costs incurred by you in a currency other than GBP that we're going to reimburse will be converted to GBP either:

- i. at the exchange rate used by your debit or credit provider.
- ii. at the exchange rate used by us when we receive your claim form, if you paid in cash.

### Additional documentation required for European claims:

Please include evidence of your outward and return travel ferry and/or Eurotunnel bookings.

If your claim is as a result of a break-in or theft, you must also enclose a police report obtained within 24 hours of the incident.

If you're claiming under **Replacement driver**, you must also enclose written confirmation from the treating hospital or medical expert that you were unable to drive.

If you're claiming under **Missed connection** you must also provide evidence of your original pre-booked connection.

## For all claims, make sure you have enclosed the following:

Receipts (or copies of receipts)

### If applicable:

- For theft or break in – police report
- For replacement driver – written confirmation from doctor or hospital
- Missed connection – proof of original pre-booked connection and proof of fix date
- For European claims, evidence of your outward and return travel ferry and/or Eurotunnel bookings

### If your claim is successful, please tick below your preferred payment method:

Cheque  Bank transfer

### If Bank transfer, please supply the following information:

Account holder's name: \_\_\_\_\_

Account number: \_\_\_\_\_ Sort code: \_\_\_\_\_

## Declaration:

I declare the above information is true and complete to the best of my knowledge. I understand that my details will be used by RAC Motoring Services and/or RAC Insurance Ltd in order to process and validate my claim and agree RAC Motoring Service and/or RAC Insurance Ltd may need to share my details with third parties in order to do so. I have enclosed documents as required in support of my claim. Failure to provide all the relevant information with this claim form may delay the processing of your claim.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_