

Terms of Business Agreement - UK Membership

The following Terms of Business Agreement sets out the basis on which Rescuemycar.com will provide services to you as a consumer of the firm.

Please contact us immediately if there is anything in this agreement which you would like to clarify or discuss further.

Contact us

Telephone	01423 535 795
Email	CustomerService@rescuemycar.com
Address	4th Floor Clarendon House, Victoria Avenue, Harrogate HG1 1JD
Business Hours	Monday to Friday 9am to 6.30pm and Saturday 9am to 1pm Our Claims Team are available 24 hours a day, 7 days a week

About us

Rescuemycar.com is a trading name of NCI Consultants Ltd, an Appointed Representative of Jigsaw Insurance Services Plc, which is authorised and regulated by the Financial Conduct Authority; Firm Reference Number 307654.

How to claim

If you need assistance, please call 01423 535 786. To help us assist you as quickly as possible, please have the following information to hand:

- Your membership number and a telephone number we can call you back on.
- The location of your vehicle and the nature of the breakdown.
- The registration, make, model and colour of your vehicle.

How to cancel

Please contact us immediately if you wish to cancel the cover we have arranged for you. You have a right to cancel within the first 14 days and if you cancel within this initial period you will receive a refund of the premium paid, providing you have not made a claim. However, we may charge an amount which reflects the administrative costs of arranging and cancelling the policy.

If you choose to cancel other than within the initial cancellation period you will not receive a refund of premium.

Payment for our services

We may charge you for the work incurred in administrating your cover. These charges apply if you instruct us to carry out a cancellation or a mid-term amendment on your behalf. Any additional charges, if applicable, will always be agreed with you in advance of them becoming due.

Transaction type	Charge
Cancellations – within the first 14 days	£5
Mid-term amendments	£5

You will receive a quotation which will tell you the total price to be paid, and which identifies any fees, taxes and charges separately from the premium, before your arrangements are concluded.

Complaints

It is our intention to provide a high level of service at all times. However if you have reason to make a complaint about our service you should contact our Customer Service Team on 01423 535 795, by email at CustomerService@rescuemycar.com or by letter at the address shown above.