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

For European breakdown claims, please email this form to: claimsukrac@opteven.com

Please ensure you include copies of your receipts and that any attachment file sizes are less than 10MB.

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: _____

Receipt Date	Details of the claim and why you're claiming	GBP claim amount (£)	European claim amount in local currency	Receipt attached	RAC use only

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: _____

For European Claims only

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: _____

Breakdown cover arranged and administered by RAC Financial Services Limited (Registered No 05171817) and provided by RAC Motoring Services (Registered No 01424399) and/or RAC Insurance Ltd (Registered No 2355834). Registered in England; Registered Offices: RAC House, Brockhurst Crescent, Walsall WS5 4AW. RAC Motoring Services and RAC Financial Services Limited are authorised and regulated by the Financial Conduct Authority in respect of insurance mediation activities. RAC Insurance Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.