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## RAC and Saga forge new relationship for breakdown and car insurance

**The RAC and Saga have signed a five-year contract which will see the insurance company offering its customers an improved level of breakdown cover.**

The deal, which goes live today (1 May), involves the RAC providing breakdown assistance to any Saga motor insurance customer buying or renewing breakdown cover as an add-on to their car, motorhome or caravan insurance policy.

Saga customers taking out new breakdown policies will benefit from having greater peace of mind as they will be able to make unlimited claims in the UK.

The Saga breakdown cover for Europe has also been enhanced through the new relationship with the RAC. There are now no vehicle age limits and cover has been extended to 55 countries and territories. And, for those towing, in the event of a breakdown, caravans and trailers will have the same level of breakdown cover as the car.

In addition, Saga customers will be able to take advantage of two advances in RAC breakdown technology. Firstly, the Track My Rescue web app tracks the progress of a breakdown from the initial call to the arrival of an RAC patrol or recovery driver. And secondly, RAC Remote Technician – an extension of the existing phone-fix capability where the RAC's technical team diagnoses or helps customers fix faults remotely before a patrol attends – which allows customers to share live video of their broken-down vehicle from their smartphones and then receive detailed on-screen and verbal instructions.

**RAC business roadside managing director Phil Ryan said:**

“It is great news that two such like-minded organisations have forged a new working relationship together on both the breakdown and insurance fronts.

“We are very pleased that we have been able to improve the level of breakdown assistance cover that Saga customers will now benefit from over the next five years.

“Furthermore, it’s good to see all the investment we have been making in technology to improve the breakdown experience for all our customers helping us differentiate us from our competitors. The [RAC-developed All-Wheels-Up recovery system](#), which effectively gives patrol vans ‘flatbed recovery capability’, is believed to be an industry first which clearly demonstrates our passion for innovation. It saves customers time by not having to wait for a separate recovery vehicle by enabling patrols to recover vehicles they previously couldn’t such as 4x4s, automatics, electric vehicles and vehicles with transmission faults, multiple punctures or broken suspensions.”

**Saga CEO Gary Duggan said:**

“We are delighted to improve the level of breakdown assistance our customers will benefit from over the next five years through our relationship with the RAC. The RAC’s focus on innovation and technology will enhance our customer experience.

“The RAC has a great track record in providing first-class breakdown service at the roadside so we feel very confident our customers will appreciate and value the assistance they receive in their moment of need. They will also have far greater peace of mind through the various cover enhancements.”

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### **Notes to Editors**

#### **About the RAC**

First formed in 1897, the RAC has been looking after the needs of its

members for more than 120 years.

Today it has approximately 10m members and is one of the UK's most progressive motoring organisations, providing services for both private and business motorists. Whether it's [roadside assistance](#), [insurance](#), [buying a used car](#), [vehicle inspections and checks](#), [legal services](#) or up-to-the-minute [traffic and travel information](#) – the RAC offers a solution for all motoring needs. The RAC is committed to making motoring easier, safer, more affordable and more enjoyable for drivers and road users.

The RAC supports the interests of its members and UK drivers at a national level. This includes voicing concerns about the increasing cost of motoring, particularly the price of fuel and the high level of tax levied on it, advancing levels of road safety, and supporting the needs of all drivers, from young to old.

The RAC's annual [Report on Motoring](#) – first published in 1989 – is one of a kind and provides a clear insight into the concerns and issues facing today's motorists.

For the very latest news on UK fuel prices, check [RAC Fuel Watch](#). It provides a comprehensive guide to the latest UK unleaded petrol and diesel prices – both at the wholesale level and at the pump - and tracks these prices daily to help drivers check if the price they pay to fill up is a fair one.

For more information about the RAC, visit the [RAC website](#).

## About Saga

Saga is a leading provider of products and services primarily tailored for customers over the age of 50 in the UK. The Saga brand has been carefully developed over the past 60 years to become one of the most recognised and trusted brands among UK consumers aged over 50. Saga is synonymous in the UK with the over 50s market and is recognised for its high quality products and services. These include cruises and holidays, home and motor insurance, savings and share dealing and the UK's award winning Saga Magazine.

## Contacts



### RAC Press Office

Press Contact

[press.office@rac.co.uk](mailto:press.office@rac.co.uk)

Emails monitored during normal office hours. For breakdown queries, call 0330 159 0740

ISDN number on request