TOYOTA AND LEXUS ANNOUNCE FREE ROADSIDE ASSISTANCE COVER FOR THE UK'S KEY WORKERS

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Toyota and Lexus are partnering with the AA to provide the UK's key workers who drive Toyota or Lexus vehicles with free roadside assistance cover, regardless of how old their car or van might be. The move will give peace of mind and support to those people whose work is invaluable in providing essential services during the Covid-19 pandemic.

Toyota and Lexus Roadside Assistance for key workers

From today, Toyota and Lexus are extending the full benefits of roadside assistance cover to all key workers who own a Toyota or Lexus. Working in partnership with the AA, they are providing the cover regardless of whether motorists previously had Toyota Roadside Assistance or Lexus Roadside Assistance membership.

The free cover is being introduced as an open-ended benefit, available until further notice, for all Toyota and Lexus vehicles, of any age.

Rob Giles, Toyota (GB) Customer Services Director, said: "We want to help the health and social care workers who are supporting and caring for people in incredibly challenging circumstances, and also those whose excellent work is keeping the country safe and its essential services running. We want to give all those key people who drive our vehicles the peace of mind that help is on hand to keep them on the move if they encounter any problems with their car or van."

Extended cover for existing and recent Toyota and Lexus Roadside Assistance members

Owners of new or recently purchased Toyota and Lexus models should already benefit from roadside assistance cover. The full benefits of membership are now being extended for an additional three months, at no extra cost. Those whose membership lapsed or was cancelled as of 1 February 2020 will continue to receive guaranteed cover until 31 May 2020, again at no additional cost.

The cover package in summary

For Toyota owners, the benefits include: –

- Roadside assistance throughout the UK
- Cover 24 hours a day, 365 days a year
- Vehicle recovery to any UK destination or recommended Toyota Centre
- A free replacement car for up to 48 hours
- Assistance for breakdowns at home
- Roadside assistance in 48 European countries

For Lexus owners the benefits include: –

- Anytime roadside assistance, 24 hours a day, 365 days a year, anywhere in the UK
- Cover extends to the driver using their own car, or travelling as a passenger in any other car
- Home start service for breakdowns at home
- Cover for a nominated partner, provided they live at the same address as the Lexus Roadside Assistance member
- European breakdown assistance
- Onward travel, hotel accommodation and replacement vehicle, if required

Further details of the comprehensive cover available under the Toyota and Lexus roadside assistance programme, including terms and conditions, can be found here: –

Lexus: http://www.lexus.co.uk/owners/roadside-assistance/

How to obtain assistance

If assistance is required, the vehicle driver should call the Toyota or Lexus Roadside Assistance Team.

Toyota: 0800 246824

Lexus: 0800 246866

A team member will make a verbal confirmation the caller's key worker status and then ensure the appropriate assistance is provided.

Who qualifies as a key worker?

Health and social care

Frontline health and social care staff, such as doctors, nurses, midwives and paramedics, as well as support and specialist staff in the health and social care sector. It also includes those working in supply chains, including producers and distributors of medicines and personal protective equipment.

Education and childcare

Nursery and teaching staff and social workers.

Public services

Those whose work is required to run the justice system, religious staff, those responsible for managing the deceased and journalists providing public service broadcasting.

Local and national government

Administrative occupations essential to the effective delivery of the Covid-19 response, or delivery of essential public services, including benefits payment.

Food and essential goods

Those involved in the production, processing, distribution, sale and delivery of food.

Public safety and national security

Police, support staff, Ministry of Defence civilian staff and armed services personnel, fire and rescue staff and those responsible for border security, prisons and probation.

Transport

Those who keep air water, road and rail passenger and freight transport operating during the Covid-19 response.

Utilities, communications and financial services

Staff required to keep oil, gas, electricity, water and sewerage operations running. Staff in the civil nuclear, chemical and telecommunications sectors and those working in postal and essential financial services.

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