



RAC & Coronavirus: Corporate Partner Update

We are committed to updating our partners on the latest actions we are taking in response to the coronavirus outbreak. We are working closely with the Government to ensure we can still rescue your customers on their essential journeys and support critical services to keep them moving.

While we continue to provide assistance at the roadside and at home, as of 1st April we have updated our guidance for attending customers with Covid-19 symptoms and those who are self-isolating, or living in a household where someone has symptoms or is self-isolating. We will now only attend these customers in exceptional circumstances. Instead we will be asking customers to call us back for assistance when they are no longer self-isolating and feeling better.

In exceptional situations, we will send a resource who will carry out a dynamic risk assessment with a view to understanding if assistance can be provided safely. In order to ensure we fully understand the individual circumstances for each customer, we will be carrying out an initial triage for all new breakdowns that are reported. To make sure we are clear on the customer's situation, we'll be asking the customer additional questions and will be handling the customer's calls differently dependent on how they answer them.

This will be the case for all customers on all lines regardless of which option they select in the interactive voice response (IVR) phone process. Full notes will be added to each breakdown in order to notify all attending resources of the customer's situation to allow them to carry out the relevant dynamic risk assessment.

Additionally, we will be enhancing our recorded messaging on all lines to say:
'Along with all UK businesses, the coronavirus outbreak is disrupting our service. We're following current government guidelines to protect the health of our customers and colleagues, and it may take longer than usual to answer your call or send assistance. Please rest assured we're doing everything we can to minimise delays.'

More information about how the RAC is responding to coronavirus can be found at www.rac.co.uk/covid-19.

We would like to reassure you that we remain focussed on delivering normal levels of service. We will continue to keep you updated through your account management contacts as the situation progresses.

