

News release

3 March 2021

NATIONWIDE SELECTS THE AA AS ITS NEW BREAKDOWN PROVIDER

Nationwide Building Society has selected the AA as its new breakdown provider for its market leading FlexPlus current account.

The AA, which is the UK's largest breakdown provider, was selected after winning a successful tender process after the Society was impressed with the provider's products and services. The move will bring together two of the most trusted brands on the market and will give Nationwide members access to the AA's fleet of 2,700 highly trained roadside breakdown specialists when the Society switches its breakdown cover from the first quarter of 2022.

The Society will also increase the level of cover offered under the UK and European breakdown service to include Accident Assist cover. If FlexPlus members are involved in an accident that wasn't their fault they will be able to access vehicle recovery as well as arrange a replacement vehicle, which the AA will manage on their behalf. The cover will also continue to offer the same comprehensive package of benefits, including:

- **Roadside Assistance** – Breakdown assistance at the side of the road
- **National Recovery** – Recovery of the vehicle if it can't be prepared
- **Home Start** – Breakdown assistance at their home
- **Onward Travel** – Supply of a replacement vehicle, alternative transport or overnight accommodation if the vehicle can't be repaired.

FlexPlus members will also be able to download and use the AA app, which allows users who have broken down to report their breakdown via the App at the side of the road and then track their patrol to see how far away they are and receive updates advising when they will attend.

Members can make unlimited call outs¹ and the cover applies to any vehicle the member is travelling in. There is also cover for any named person driving the account holder's vehicle, which is a further demonstration that the account covers the wider family in the home not just the account holder.

FlexPlus is independently rated at the number one² packaged account on the market and these changes will further enhance the comprehensive package of benefits that come with the account, such as the Worldwide Family Travel Insurance and the Worldwide Family Mobile Phone Insurance.

James Broome, Head of Current Account & Credit Cards at Nationwide Building Society, said: "We regularly review the additional benefits we offer our members to ensure they continue to offer good value and meet their changing needs. Our UK and European breakdown service already offers one of the highest levels of cover on the market. However, I am pleased that as part of our new partnership with the AA we will be able to expand this cover even further to offer our FlexPlus members additional support should they be involved in an accident."

Simon Breakwell, AA Chief Executive Officer, said: "We are delighted to have been awarded this new contract with Nationwide and are proud to be serving their FlexPlus members with our award winning UK and European breakdown services. By providing FlexPlus members access to our app, we can ensure that drivers can see help is on the way and keep them on the road. Our accident assistance will provide additional support to those that need our help in times of trouble and means that we can provide end-to-end services for their members."

-Ends-

Notes to Editor:

¹ Vehicles must be serviced and maintained in line with manufacturer guidelines and we will ask to see evidence of servicing, maintenance and repair if we believe the service is being used excessively.

² Source [MoneySavingExpert](#) and [Which?](#)

About Nationwide Building Society

Nationwide is the world's largest building society as well as one of the largest savings providers and the second largest mortgages provider in the UK. It is also a major provider of current accounts, credit cards, ISAs and personal loans. Nationwide has around 15 million customers and members.

Customers can manage their finances in a branch, via the mobile app, on the telephone, internet and post. The Society has around 18,000 employees. Nationwide's head office is in Swindon with administration centres based in Northampton, Bournemouth and Dunfermline. The Society also has a number of call centres across the UK.

About the AA

The AA is the UK's leading provider of roadside assistance, with approximately 2,700 patrols attending an average of around 9,400 breakdowns daily. The Roadside business includes many other services, which enrich membership, including Driving Services through the AA's Driving School and BSM platforms, and DriveTech, the market leader in driver education. AA Smart Care provides peace of mind when booking a MOT, maintenance, service and repair by only using AA inspected and approved garages.

The AA's insurance broker focuses primarily on motor and home policies, operating a diverse panel of underwriters including the AA's in-house underwriter. The Insurance division also includes the AA's Financial Services partnership with the Bank of Ireland on a range of financial services products including, savings and loans.