

An update from the AA: We're still here for you

Following the latest government advice including further limitations on public travel, I wanted to update you on how we are continuing to respond to the ongoing challenges of coronavirus (COVID-19) to give you and your end user customers the best and safest possible breakdown service.

We are working hard to protect all our customers and colleagues while doing our part to keep Britain's key workers, and those who need to travel, mobile. This includes following the latest health authority and government advice to reduce risk and make sure you are safely supported by our AA team.

What has changed

We have already taken steps to maintain our service at the roadside, but your customers may experience a longer wait than usual when calling us as this situation continues. If that happens, I apologise and promise that we will return to our normal telephone service as quickly as possible.

Where possible, AA colleagues will be working from home to observe travel limitations and ensure safe social distancing. Those who are not able to work from home, such as our patrols on the road, are also following social distancing guidelines and are only working if they are fit and well. They're also following the latest hygiene advice, using protective gloves and their vans are well stocked with cleaning products.

When your customers call for assistance, they will be given a unique tracking link to follow the progress of their Patrol on their smartphone. Please encourage everyone to use this link so they can remain informed and avoid unnecessary time waiting on the phone to our call centre.

Your safety is our priority, so if your customers have been diagnosed with or come into contact with COVID-19, or if they're self-isolating, they should call us on their usual breakdown number and let us know when reporting a breakdown. This will let us assess the situation as quickly as possible. We have a dedicated team in place to handle these cases, so we can reduce the risk of exposure to our AA colleagues and make sure we're still able to help as many of our customers as possible.

How we are helping

We are the official breakdown provider of many ambulance and NHS Trusts, as well as police forces, fire services and the Army. We also provide breakdown services for doctors, nurses and social care workers who are working hard to keep us safe and look after the most vulnerable in our communities. And delivery drivers and others in the supply chain keeping food in our shops.

As such, we're in regular contact with government ministers to ensure those who need to be on the road can stay safe, and to keep our critical breakdown services running so that we can assist should you need us. The Transport Minister has asked us to remind you that non-essential car travel should be avoided.

We also raised concerns about MOTs running out while drivers are in self-isolation. And the [Government have confirmed](#) that from 30 March 2020, MOT vehicle tests will not be required for 6 months. Vehicles still need to be kept in roadworthy condition.

To make sure you get the latest updates from us, please [visit our website](#) first – we'll continue to update it. You should also speak with your account manager to cascade any specific questions which can be addressed through the daily meeting of our senior leadership team.

Rest assured that we are always here for you at this uncertain time.

Keep safe.

Simon Breakwell
CEO