



Sep 18, 2021 00:01 BST

Drivers rate RAC the UK's top breakdown provider in largest survey of its kind

The RAC is the country's top breakdown cover provider, as judged by more than 50,000 drivers who took part in the 2021 Auto Express Driver Power survey, the largest study of its kind in the UK and one that has been running for the last 20 years.

The RAC came out on top after drivers rated it above any other provider when it came to value for money and overall ease of using the service, while also praising the company's expert patrols for fixing more faults at the side of the road than any other breakdown provider – something the RAC prides itself

on. Drivers were also extremely satisfied with the RAC's contact centre staff when they rang at their time of need, rating them more highly than those of other competing breakdown firms.

The company also scored well in the survey for its speed in recovering customers, the friendliness and helpfulness of its staff and how well it keeps its customers up to date after a breakdown.

RAC CEO Dave Hobday said:

“The fact our breakdown service has been recognised by drivers as being the best in the UK today is a hugely proud moment for the RAC and our 4,000 staff. The accolade is real a testament to everyone's hard work and dedication despite the challenges thrown up by the pandemic, including our renowned patrols who go out of their way to help stranded drivers day and night and our call centre staff who play such an important role assisting our members after they have broken down.

“Whether it's the launch of our complete breakdown service – with home rescue provided as standard on all policies – our digital Track My Rescue system that shows drivers a patrol is on the way, or our comprehensive package of products designed to encourage many more of us to switch to electric cars, we're committed to delivering complete peace of mind and will continue to develop excellent value products and services and that make drivers lives easier.”

Auto Express editor-in-chief Steve Fowler said:

“As our results show, big can be beautiful when it comes to breakdown services. The RAC is a household name, and recorded an impressive set of scores, topping the tables when it comes to fixing faults at the roadside, while customers praised the firm's call centres and were impressed with the value for money and the overall ease of service.”

[The RAC is also the number-one for EV breakdown*](#) as it's the only UK breakdown provider to offer a van-mounted, engine-driven lightweight emergency mobile charging system for electric cars. The RAC's expert local patrols can use EV Boost to quickly get a flat or severely depleted EV on the move again. And if a car needs to go to a garage, the RAC's All Wheels Up

rapid recovery system can be used to safely tow an EV with all four wheels off the ground, meaning there's no need to have to wait for a separate flatbed truck to attend.

* Comparison to AA and Green Flag based on number of RAC rescue vans equipped with 3.5kw+ Electric car charging capability as at March 2021

The press office email address is press.enquiries@rac.co.uk and media centre is at media.rac.co.uk. **Please note:** the press office is unable to help with individual customer enquiries - please visit the [RAC contacts page](#) to find the right contact.

About the RAC

The RAC, an iconic UK brand, provides complete peace of mind to nearly 13 million UK private and business drivers, whatever their motoring needs. As well as its premium nationwide breakdown assistance service – with an expert branded patrol workforce attending more than two million breakdowns every year – it offers a wide range of market-leading products across insurance, legal services, vehicle inspections and service, maintenance and repair. The RAC is also at the forefront in helping drivers make the switch to electric vehicles and leads in the development of new solutions for businesses and OEMs, partnering with the best in the motoring and mobility space.

Visit the [RAC website](#).

Contacts



Contact the RAC Press Office

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