



ON-DEMAND ROADSIDE ASSISTANCE

Should you find yourself stranded because of a vehicle breakdown or an accident, the Service Provider will arrange one of the following services:

Flat Battery:

The Service Provider will arrange to have the vehicle jump started. This service is offered whether the vehicle breaks down at home or on the road. Vehicles will be towed by the Service Provider to the nearest most appropriate place of repair or safety. This service will be arranged up to a 40km roundtrip.

Keys locked in Vehicle:

The Service Provider will arrange to open the vehicle and retrieve the car keys. If the Service Provider cannot resolve the problem at the scene, additional costs of towing or repairs are not included as part of the services and are for the client's account. This service will be arranged up to a 40km roundtrip.

Flat Tyre:

The Service Provider will arrange to have the tyre changed using the client's spare tyre. In the event that there is no spare tyre, the Service Provider will arrange for the vehicle to be towed to the nearest approved repairer or fitment centre. These services are offered whether the vehicle breaks down at home or on the road. This service will be arranged up to a 40km roundtrip.

Run out of fuel:

The Service Provider will arrange for fuel to be delivered to the client. The Service Provider will supply up to 10 litres of fuel for the client's account. This is limited to 2 incidents per annum. Additional fuel can be arranged at the client's cost.

Mechanical and Electrical Breakdown:

The Service Provider will tow a vehicle to the nearest franchised dealer (if under warranty) or to the nearest repairer. These services are offered whether your vehicle breaks down at home or on the road up to a 40km roundtrip.



Accident Tow:

In the event of an accident, the Call Centre will arrange for the vehicle to be towed to the nearest insurance approved motor body repairer (MBR) from the accident scene. The Service is facilitated within a 40km round-trip (from starting point to the point of dispatch).

Storage: The Service Provider will arrange for the safe storage of the vehicle overnight or weekend where necessary. On the next working day, the vehicle will be relocated to the nearest approved dealer or repairer. Only the first tow will be provided by the Service Provider as part of the services. Additional tows are for the client's account.

Transmission of Urgent Messages:

The Service Provider will relay messages of delay or changed arrangements to a nominated family member, employee or business colleague at the client's request.

Family Run:

Where the vehicle needs to be towed to a repairer, the Service Provider will arrange for the occupants to be transported to their respective destinations. Alternatively, the Service Provider can arrange a rental vehicle, but the cost of the rental vehicle will be for the client's own account. In order to secure the booking on behalf of the client, the client needs to have a valid driver's licence and credit Card.