

OPTIONAL BENEFIT - 24 HOUR ROADSIDE ASSISTANCE

If **You** have selected and paid for 24 hour Roadside Assistance, it will be specified on **Your** Certification of Cover.

The Roadside Assistance program provides access to the following services. Some services are provided on a fee for service arrangement (as noted below).

The 24 hour Roadside Assistance is provided by: **Australia Wide Assist - ABN 93 061 656 184**

Phone Toll Free - 1800 651 111 - Available 24 Hours - 7 days/week

- **FLAT BATTERY** (if applicable) - Jump start **Asset**.
- **FLAT TYRE** - Replace flat with spare.
- **OUT OF FUEL** (if applicable) - Supply minimum of 5 litres (unleaded) fuel to be paid for by driver. LPG/Diesel Assets transport to fuel supply.
- **LOCK OUTS** - Access **Asset**/Replace key (up to \$77.00 per attendance). (Specialist locksmith attendance may involve extra charge to driver).
- **TOWING - BREAKDOWN** - If **Your Asset** is unable to be quickly mechanically repaired or safely driven, the **Asset**, including the driver, will be transported to a nominated service centre or mechanical repair facility. If after hours, arrangements can be made to store the **Asset** and transport when the service centre or repair facility is open. A 20km metropolitan or 50km rural "Free of Charge" service for roadside response and breakdown towing applies. Excess kilometres are charged at the recommended industry rates.

Platinum Extra - 50km Free Service Radius.

- **GENERAL ASSISTANCE** - Australia Wide Assist will relay urgent messages to family, friends and business associates, likely to be concerned by disruption, absence or delay. Australia Wide Assist will also arrange for alternative transport in the case of a major breakdown or accident ie. taxi (cost at driver's expense).

PLATINUM EXTRAS - AVAILABLE AT EXTRA COST

- **CAR HIRE** (if applicable: based on selected coverage) - In the event of a major mechanical failure, whilst more than 100km from **Your** registered residence, which sidelines **Your Asset** for longer than 48 hours, excluding weekends and public holidays, Australia Wide Assist will assist with reasonable necessary car rental costs (excluding fuel & insurance). On submission of the account, (excluding petrol, kms and insurance) together with a copy of the repair bill, Australia Wide Assist will cover up to \$200.00 per claim.
- **ACCOMMODATION** - In the event of a major mechanical failure, whilst more than 100km from **Your** registered residence, which sidelines **Your Asset** for longer than 48 hours, excluding weekends and public holidays, Australia Wide Assist will assist with reasonable necessary emergency accommodation costs (excluding meals). On submission of the account together with a copy of the repair and accommodation bill, Australia Wide Assist will cover up to \$200.00 per claim.
- **AMBULANCE COVER** - In the event of an accident where the registered **Asset** is involved, and the driver or immediate family of the driver (ie. Wife/ Husband, Sons/Daughters) require the services of an ambulance as a result of that accident, Australia Wide Assist will assist with ambulance costs. On submission of the account together with a copy of the ambulance bill, Australia Wide Assist will cover up to \$200.00 per claim. (N.b. Liability not to exceed \$200 per registration period).

EXCLUSIONS

- Trucks, heavy equipment and Assets over 3.5 tonnes gross.
- Assets that require specialist or heavy equipment for removal or are not within easy reach of a public road.
- Assets used for hire or reward.
- Assets operated by non-Australian residents.
- Unregistered Assets.

How to use 24 hour Roadside Assistance

Call the 24 hour Roadside Assistance hotline on 1800 651 111 any time to discuss **Your** problem with the 24 hour Roadside Assistance operator.

Please have the following information ready when **You** call:

- The precise location of **Your Asset**, including the name of the road **You** are on, and the nearest cross street,
- The make, model, colour, and registration number of **Your Asset**,
- The nature of **Your** problem, and
- **Your Mechanical Breakdown Insurance** number and the full name and address of the person named on the Certification of Cover.

IMPORTANT

The 24 hour Roadside Assistance package is provided and administered by Australia Wide Assist and does not form part of **your Mechanical Breakdown Insurance**.

Your Selling Agent and **AWN** will accept no responsibility for the services, advice or action provided by Australia Wide Assist.

Any provider despatched by Australia Wide Assist will act as **Your** agent and not an agent of Australia Wide Assist. Accordingly, Australia Wide Assist takes no responsibility for the actions of any provider once they have arrived on the scene.

Australia Wide Assist will always endeavour to provide the services described above. However, events beyond Australia Wide Assist's reasonable control (such as: industrial disputes, strikes, flood conditions, the absence and/or availability of providers of the services or the inaccessibility of certain parts of Australia) may delay or prevent Australia Wide Assist from being able to provide some or all of the services. Australia Wide Assist will not be held liable in any way if for any such reason Australia Wide Assist is unable to provide any or all of the services when requested to do so.

The 24 hour Roadside Assistance hotline - 1800 651 111