



0508 NZROAD (697 623)

Platinum Roadside Assistance, a comprehensive 24 hour, 7 day assistance

The Insurance Group provides our customers with 24hr / 7 days a week Roadside Assistance benefits. There are two policies "Basic" and "Platinum" as per policy details listed. The policies cover the registered vehicle so it does not matter who is using the vehicle at the time. Assistance is just a phone call away; simply quote your vehicle registration number to our skilled operators.

Your Roadside program covers your vehicle for up to 3 events per annum up to a maximum of \$100.00 Inc gst per event. For any costs over the \$100.00 limit or additional call outs you will be responsible for all costs and payment will be required via a credit card to NZRA over the phone. This includes all costs for any parts, fluids and any accident related costs.

Basic Roadside Policy Benefits:

Minor Roadside Repairs

NZRA will carry out minor breakdown related repairs, where it is possible and safe to do so, at the roadside. However, if major parts or factory diagnostic equipment is required, the vehicle may require transportation to an authorised service centre to facilitate repairs.

Technical Advice

Telephone technical advice will be provided by the NZRA operators in relation to the vehicle operation, any safety warnings or lights that may appear or technical information regarding your vehicle.

Battery Assistance

NZRA will cover the cost of a battery boost to facilitate the roadside repair of any battery failure.

Tyre Assistance

NZRA will fit your serviceable spare wheel when a puncture occurs.

Roadside Recovery Towing

In the event your Vehicle is immobilised or is not safe to drive, NZRA will transport your vehicle to your choice of repairer.

Emergency Fuel

NZRA will arrange for either the delivery of an emergency supply of fuel or, where government regulations require, transport your vehicle to the nearest refueling station. For incorrectly filled vehicles we can assist but at members expense.

Vehicle Lock out

In the event that you lock your keys in the vehicle, NZRA will organize a service provider to attempt to retrieve the key from the locked vehicle any damage at drivers risk and cost.

Lock Smith Services:

For lost keys NZRA will either arrange for the spare key to be delivered to you by taxi or arrange for a locksmith to attend costs for this service at member's expense.

Platinum Roadside Cover Policy Benefits:

Should your vehicle be immobilised over 100km from your home and you have purchased the Premium Roadside cover:

Parts & Service Locator

When you are traveling away from your local area, it may be difficult to locate repairers or service stations in unfamiliar territories. At your request, NZRA will advise the location of appropriate dealers, service stations, repair workshops, tyre and windscreen suppliers, etc. throughout New Zealand.

Urgent Message Relay

In the event of a breakdown or accident, NZRA can connect you with family members, friends or business associates so as to notify them of any possible delays. Alternatively, you may wish NZRA to notify these people for you.

Accident Coordination

In the event of a vehicle accident, break in or theft, NZRA will provide the relevant assistance but all costs will be at the member's expense.

Automotive Repair Assistance

NZRA has reputable automotive repair network that can assist with automotive repairs. If you require assistance with emergency repairs whilst travelling NZRA can refer you to the

closest provider and assist with booking your vehicle in if required costs at the member's expense.

Emergency Taxi Transport

Where NZRA has been contacted to arrange breakdown assistance, and your vehicle is subsequently transported with a mechanical failure, we can arrange and provide a taxi up to \$30 Inc gst.

Accommodation and Rental Car Assistance

NZRA has an extensive listing of accommodation, car rental companies that can be contacted should you wish to make any bookings for travel as a result of an accident or breakdown whilst driving their vehicle over 100km from home. You can choose to utilize one of the two following options, Accommodation or a Rental car. Bookings can be provided for up to \$100 per day for a maximum of 3 days.

Exclusions

- Vehicles used for hire and reward
- Vehicles used in motor racing of any kind
- Claims arising from loss or damage to the contents of the vehicle
- Claims arising from damage caused through forced entry to recover keys where the owner has agreed for this to be carried out
- Claims arising from lack of maintenance where a known fault and repair has been neglected
- Accident, break in or theft events can be assisted but all costs at the members expense
- Unattended vehicles
- Bogged vehicles or vehicle of a gazetted road
- The cost to recover any towed vehicles i.e. trailers
- Vehicles that do not display a current WOF or not roadworthy
- Vehicles other than those insured and registered under this program.

Platinum Auto Insurance Limited

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