

# Motorbike/Scooter Roadside Assistance

Sample Product Document

## 24/7 ROADSIDE CALLOUT - 1800 651 111

### 24 HOUR ROADSIDE ASSISTANCE

If You have selected and paid for 24-hour Roadside Assistance, it will be specified on Your Product Schedule. 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**

### GENERAL COVER

Our roadside assistance program provides access to the following services. Some services are provided on a fee for service arrangement (as noted below), and as from the Cover Commencement Date there is a limit of two callouts within the first six months of cover, and five callouts within any twelve-month period

- **Flat Battery** - Jumpstart of Motorbike/Scooter.
- **Flat Tyre** - Will transport you to nearest service centre (within 20 km/excess kilometres charged at industry rates).
- **Out of Fuel** - Supply minimum of 5 litres (unleaded) fuel to be paid for by the rider.
- **Towing/Breakdown Standard Tow Cover - 20km Free Metropolitan or 50km Free Rural Service Radius** - If Your Motorbike/Scooter is unable to be quickly mechanically repaired or safely ridden due to mechanical failure, the Motorbike/Scooter, including the rider, will be transported to a place of safety nominated service centre or mechanical repair facility. Excess kilometres charged at the recommended industry rates.
- **Free Service** - A 20 km "Free of Charge" service for roadside response and breakdown applies on a NATIONAL basis. Excess kilometres are charged at the recommended industry rates.

**Applicable to Standard Tow Cover only** - Once assistance has been provided for a specific breakdown, any subsequent callouts arising from the same breakdown will be provided at the driver's/rider's cost and will be payable at the time of the callout (includes misdiagnosed problems, unsuccessful jumpstarts or any other callout/towing for a Motorbike/Scooter towed after hours to a place of safety, holding yard or driver's/rider's home and subsequently requires further towing for the same breakdown).

**All claims must be submitted within 21 days of the occurrence to: Claims Manager**, PO BOX 10123, Adelaide BC, SA 5000 AUS, or **Email: [admin@australiawideassist.com.au](mailto:admin@australiawideassist.com.au)**

### TRANSFER OF NOMINATED MOTORBIKE/SCOOTER

You can apply to transfer your roadside assistance membership to another eligible Motorbike/Scooter up to a maximum of two times per annum. You must complete a Transfer of Nominated Motorbike/Scooter form which is available at [www.awninsurance.com.au/roadsideassistance.aspx](http://www.awninsurance.com.au/roadsideassistance.aspx). A 48-hour waiting period on all membership benefits applies for the newly nominated Motorbike/Scooter. During this waiting period, assistance will still be provided for the original nominated Motorbike/Scooter and can be arranged for the newly nominated Motorbike/Scooter as a user pays service.

## LIMITS AND EXCLUSIONS

Free service will only be provided on private property or on public roads which are accessible by normal two-wheel drive vehicles. Callouts will not be provided where vehicles are "off-road" (including but not limited to where the vehicle is located on forestry or logging tracks, creek beds, beaches or mountains).

Service can be refused, or excess charges may apply in the following situations:

- Motorbikes/Scooters used for hire or reward including, but not limited to Motorbikes/Scooters used for bike/scooter share services, and subscription/hire/rental/loan bikes/scooters.
- Motorbikes/Scooters that require excess labour, specialist/heavy equipment (i.e. trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, are bogged, in a national park, or are not within easy reach of a public/sealed road.
- Motorbikes/Scooters already at a repairer and Motorbikes/Scooters that have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood/fire damage, stolen Motorbikes/Scooters that require recovery.
- Excess labour and battery installation fees, cleaning fees where fluid leaks from your Motorbikes/Scooters during transport.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- AWA will not be liable for increased/additional costs and expenses as a result of a breakdown in a remote location.
- AWA will not be liable or chargeable, as the result of a Roadside callout, for any financial loss you may incur, such as, but not limited to, loss of earnings, missed appointments or missed flights, trains or other pre-purchased transport tickets.
- Service may be refused for unregistered Motorbikes/Scooters and Motorbikes/Scooters that are not roadworthy or that have been modified from manufacturers specifications i.e. excessively lowered, modified for racing/4WD tracks or is being used for any form of motor sports.
- Repeated/excessive callouts due to driver/rider related faults, aftermarket accessories, customers not complying with our instructions, Motorbike/Scooter neglect or abuse, as reasonably determined by AWA or its contractor, including Pre-Existing Faults and faults/breakdowns caused by a non-authorized repairer.
- AWA at its discretion may refuse service or suspend/cancel a driver's/rider's membership if they are deemed abusive, threatening or violent towards AWA staff or its contractor, or attempts to receive service by deception, or has any excess owing for previous callouts.
- Where the customer is not in attendance at the Motorbike/Scooter, without prior arrangement, and the service vehicle leaves the scene, any further callouts for that breakdown will be at the rider's expense.
- Motorbikes/Scooters which have been refuelled with the wrong type of fuel.
- Motorbikes/Scooters owned and operated by Working Holiday Makers (back packers/Subclass 417 or 462 visa holders), Non-Australian Driver's licence holders and Non-Australian Residents.
- When assistance is requested more frequently than AWA considers reasonable, you may be required to provide evidence that the Motorbike/Scooter is in a sound mechanical and roadworthy condition. At AWA's absolute discretion, a roadworthy certificate or equivalent inspection report may be requested. Once requested, any further requests for services may be refused or provided for a fee, until this has been presented.
- There may be instances, in remote/rural areas, where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances, the driver/rider will be required to arrange their own rescue at their own cost.

## CALLOUT

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 Motorbike/Scooter, including the name of the road You are on, and the nearest cross street,
- The make, model, colour, and registration number of Your Motorbike/Scooter,
- The nature of Your problem, and
- Your Product number and the full name and address of the person named on the Product Schedule.

## PRIVACY NOTICE AND CONSENT

We take great care to protect the privacy of information supplied by individuals or organisations in accordance with the Privacy Act and Australian Privacy Principles. You are entitled to request a copy of Our Privacy Policy or you can obtain a full copy at [www.awninsurance.com.au](http://www.awninsurance.com.au)

The information requested from You is to:

- Enable Us to determine whether to accept Your Application for the Roadside Assistance and if so, on what terms;
- Enable Us to process Your request for a callout and decide whether it should be accepted;

This information will be kept confidential, except if there is a legal obligation to disclose it. By signing the application or paying any Premium for the Product, You consent to Us:

- Using the information for any of the above purposes;
- Conducting market or customer research, informing You about Our products or services or those of any of Our associated, related entities or alliance partners. This information may be delivered to you through our alliance partner, Coverit Solutions Pty Ltd. ABN 89 618 664 412. You can opt-out of this by emailing [administration@awninsurance.com.au](mailto:administration@awninsurance.com.au) or calling Us on (07) 3802 5577
- Obtaining information from and providing information to any third party who is able to assist in Your callout.

By submitting an Application, You consent to Us managing Your personal information in accordance with Our Privacy Policy.

## IMPORTANT

The 24-hour Roadside Assistance package is provided and administered by Australia Wide Assist. This service advice or action is provided by Australia Wide Assist and the Issuer and Dealership will accept no responsibility for the services.