

# Motor Vehicle 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

Important Notice: AWN Insurance is authorised by Australia Wide Assist to provide and administer this Product. This assistance product is provided by Australia Wide Assist and AWN and the Selling Agent accept no responsibility for the assistance services.

While this Product offers You protection in the event of You experiencing a breakdown, it is **NOT** an insurance product and You should seek Your own advice if You do not understand the Product.

### 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 Motor Vehicle.
- Flat Tyre - Replace flat with spare (spare tyre must be supplied by motor vehicle owner).
- Out of Fuel - Supply minimum of 5 litres (unleaded) fuel to be paid for by the driver. LPG/Diesel Motor Vehicles transport to fuel supply.
- Lock Outs - Access Motor Vehicle/replace key (up to \$77.00/case). (Specialist locksmith attendance may involve an extra charge to the driver).
- Towing/Breakdown Standard Tow Cover - 20km Free Metropolitan or 50km Free Rural Service Radius - If Your Motor Vehicle is unable to be quickly mechanically repaired or safely driven due to mechanical failure, the Motor Vehicle, including the driver, will be transported to a place of safety, nominated service centre or mechanical repair facility. Excess kilometres charged at the recommended industry rates.
- Towing/Breakdown Platinum Extra Tow Cover - 50km Free Service Radius - If Your Motor Vehicle is unable to be quickly mechanically repaired or safely driven due to mechanical failure, the Motor Vehicle, 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 Motor Vehicle and transport when the service centre or repair facility is open. Excess kilometres charged at the recommended industry rates.
- General - We will relay urgent messages to family, friends and business associates, likely to be concerned by disruption or delay. We will also arrange for alternative transport in the case of a major breakdown or accident ie. taxi (cost at driver's expense).

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 cost and will be payable at the time of the callout (includes misdiagnosed problems, unsuccessful jumpstarts or any other callout/towing for a Motor Vehicle towed after hours to a place of safety, holding yard or driver's home and subsequently requires further towing for the same breakdown).

## PLATINUM EXTRAS - AVAILABLE AT EXTRA COST

- **Car Hire** - In the event of a major mechanical failure, whilst more than 100km from your registered residence, which sidelines your Motor Vehicle for longer than 48 hours, excluding weekends and public holidays, We will assist with reasonable necessary car rental costs (excluding fuel, kilometre charges, administration charges, credit card charges, premium location surcharges, VRRF, rental insurance, toll charges, excess reduction, and one way drop off/collection fees).  
On submission of the account, (excluding fuel, kilometre charges, administration charges, credit card charges, premium location surcharges, VRRF, rental insurance, toll charges, excess reduction, and one way drop off/collection fees) together with a copy of the repair bill, we 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 Motor Vehicle for longer than 48 hours, excluding weekends and public holidays, We 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, we will cover up to \$200.00 per claim.
- **Ambulance Cover** - In the event of an accident where the registered Motor Vehicle is involved, and the driver or immediate family of the driver (ie. Spouse/Partner/Children) require the services of an ambulance as a result of that accident, we will assist with ambulance costs. On submission of the account together with a copy of the ambulance bill, we will cover up to \$200.00 per claim. (N.B. Liability not to exceed \$200 per registration period).
- 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 MOTOR VEHICLE

You can apply to transfer your roadside assistance membership to another eligible Motor Vehicle up to a maximum of two times per annum. You must complete a Transfer of Nominated Motor Vehicle 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 Motor Vehicle. During this waiting period, assistance will still be provided for the original nominated Motor Vehicle and can be arranged for the newly nominated Motor Vehicle 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:

- Motor Vehicles used for hire or reward including rental and loan cars, or operated by non-Australian residents, or already at a repairer.
- Motor Vehicles that require excess labour, specialist or heavy equipment for removal, extraction from multi-storey or underground car parks, are bogged, in a deemed National Park, or are not within easy reach of a public/sealed road.
- Motor Vehicles which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood/fire damage, stolen vehicle that require recovery.
- Heavy vehicles, trucks and equipment over 3.5t gross weight.
- 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.
- Service may be refused for unregistered Motor Vehicles and Motor Vehicles 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 related faults, aftermarket accessories, customers not complying with our instructions, Motor Vehicle 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 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.
- In the event that a driver requests their Motor Vehicle be broken into, whether to recover keys/belongings, AWA or its contractors will not accept responsibility or liability for damage that may occur as a result.
- Where the customer is not in attendance at the Motor Vehicle, without prior arrangement, and the service vehicle leaves the scene, any further callouts for that breakdown will be at the driver's expense.
- Motor Vehicles which have been refuelled with the wrong type of fuel.

- When assistance is requested more frequently than AWA considers reasonable, you may be required to provide evidence that the Motor Vehicle 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 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 Motor Vehicle, including the name of the road You are on, and the nearest cross street,
- The make, model, colour, and registration number of Your Motor Vehicle,
- 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.