



We go the
distance.

What we do and how we can help you.



Who we are

When you need to keep your vehicles mobile and people safe on the road, NZRA go the distance.

At NZRA we specialise in developing bespoke roadside assistance programmes to suit your specific needs, and those of your clients. As automotive experts our experienced team caters to your personal requirements at direct wholesale rates. The result? Quick, reliable roadside assistance when you need it the most. With a personalised and flexible approach, we work with you to design, implement and manage a roadside support programme which will suit your business no matter your size or budget.

Personalised approach

100% Kiwi-owned

Fastest response time in NZ

50 years experience

So what makes us different? Well, as a 100% Kiwi owned company we are proud of our New Zealand-based call center which fields thousands of calls per month from all over the country. We guarantee a premium roadside service at competitive rates and have the fastest response time (on average 30-45 minutes) in the country. That means if you're stuck on Auckland's Southern Motorway or need a tow on Arthur's Pass we will get you or your clients back on the road, fast.

With a wealth of knowledge and industry experience we have been servicing the motor breakdown sector since 2008, and our qualified management team has over 50 years combined experience.



What we do

Ready to service your needs
around the clock.

24-hour service

No matter the size or scope of your company we provide technical and customer support to take care of all your motoring needs. Whether you have a few vans or a large fleet of vehicles, we are ready to help 24 hours a day, seven days a week.

Hundreds of thousands of members

At NZRA we believe driver and passenger safety is paramount and therefore speed of service is one of our defining attributes. Our New Zealand-based call center of experienced call handlers uses the latest technology and are trained in dealing with challenging and technical difficulties as efficiently as possible.

Independent

With a customer base of hundreds of thousands of members we manage thousands of roadside events per month, providing tailored and reliable roadside assistance every time. We understand no two breakdowns are alike so we're equipped to deal with each and every unique situation as it arises. And, as the only independent automotive assistance provider in New Zealand we offer reliable, flexible services free from potential conflicts of interest. In short, as our client, we work to get you the best deal possible.

MTA member

As a long term member of the Motor Trade Association, our industry know-how allows us to ensure our membership holders benefit from the lowest prices, with cover they can trust.

Our bespoke offerings

We know from experience;
one size doesn't fit all.



Insurance and broker network programmes

Specifically tailored wholesale policies that compliment and run in conjunction with any motor vehicle insurance. Catering to insurance and insurance broker sector businesses.



Rental vehicle and fleet programmes

Regardless of your type of rental business or company vehicles, we can develop and manage an automotive solution that works for you. This includes 24/7 nationwide roadside, accident and repair management and call centre services.



Dealer and automotive workshop loyalty programmes

For your valued customers we provide loyalty retention programs such as discounted roadside assistance. We also provide peace of mind motoring roadside cover for used car sales.



Personal roadside assistance 24/7 memberships

Via our website (nzra.co.nz) we provide one-year standard and premium memberships for your private car, van, motorcycle, light truck or motorhome.



Emergency roadside assistance

We cover nationwide breakdowns, jumpstarts, tyre changes, batteries, towing, lockouts, fuel top ups and more.



Accident Management programmes

As well as roadside assistance, further benefits are available such as accident management programmes and the salvaging of vehicles for insurance claims processes or fleet management.



Repair Management programmes

NZRA has a nationwide, well established repairer network to manage your fleet or rental vehicle breakdown repairs. NZRA coordinates the repairs and provides a centralised billing and reporting hub saving your company time and money.



Around the clock call center support answering services

Our New Zealand-based call center works 24 hours a day, seven days a week.



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