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## CALL 0508 697 623 TO SPEAK WITH OUR 24/7 ROADSIDE ASSISTANCE TEAM

Roadside Assistance benefits only apply for the nominated vehicle(s). To be eligible for Roadside Assistance, you must be present with the vehicle when the service/patrol arrives.

So that we can help you, please have the following information ready

- The registration number for the vehicle that requires assistance
- The best phone number to reach you or the driver of the vehicle.
- The make, model and colour of your vehicle
- All your location details including but not limited to the street name, suburb, town, closest intersection, which side of the street you're on and any distinguishing landmarks.

After calling us, please remain with your vehicle until help arrives. Leave your mobile switched on and ensure that it is easy to hear in case our patrol unit needs to contact you.

If there are extraordinary circumstances, or a risk to your safety, please advise us when you call. Please ensure you have read the membership terms and conditions and understand the policy and its benefits fully prior to purchasing a policy. NZRA use a secure payment services platform, for processing payments for any costs over and above your entitlements via a credit or debit card.

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## FOR DRIVERS WITH A HEARING OR SPEECH IMPEDIMENT

If needed, please utilize the New Zealand Relay Service. This service benefits those who are deaf, hard of hearing or speech impaired to communicate via phone.

- <https://www.nzrelay.co.nz/index>
- TTY 0800 4713 713
- Voice 0800 4329 697

Make sure you have all information ready to relay to the operator.

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## ACCESSING YOUR PREMIUM BENEFITS

If you have purchased a premium membership and wish to claim on your premium benefits, please phone us (Free phone) on 0508 697 623. You will need to provide the operator with the following information.

- Your vehicle details such as the registration number.
- The date the breakdown occurred and how long the vehicle was immobilized for.
- The fault with the vehicle.

Once this information has been recorded, our operator will issue you with a reference number and our email address. You will need to send your bank account details, a receipt or invoice from the mechanic confirming the fault and the length of time the vehicle was immobilized, the receipt or invoice for the benefit you wish to have reimbursed and this reference number to our email address, for consideration for reimbursement.

All benefits are issued on a pay and claim basis and only one benefit may be claimed per breakdown/event.

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## 1. NZ ROADSIDE ASSISTANCE BENEFITS

Below is everything you need to know about the NZRA roadside program, including all the terms and conditions of your benefits.

Please note that when we refer to “you” or “you’re” or “your” we mean you, the policy holder. When we refer to “us” “our” or “we” we are referring to ourselves – NZRA.

### Services Overview

- Only apply to breakdowns that occur within New Zealand
- Only apply to vehicles that are on a public road accessible to our contractor/service provider.
- Only apply if you are driving the nominated vehicle at the time of the breakdown.
- Do not apply if you, against our advice or the advice of a qualified repairer, continue to drive the vehicle following a breakdown causing consequential damage, or do not make any attempt to fix or repair a known fault.
- If you request road service an excessive number of times for a recurring vehicle fault that you have failed to rectify, we may refuse or restrict your benefits.
- Roadside Service is subject to a 48 hour stand down period before it may be used and vehicle must be free of any known defect prior to purchase. Roadside Assistance does not cover pre-existing faults that happened to the vehicle prior to the purchase of the policy.
- Roadside program does not cover mechanical assessment, repairs/parts to your vehicle or accidents.

### 1. NZRA ROAD ASSISTANCE BENEFITS

Road Service is a vehicle breakdown service that provides you with assistance if your vehicle has an unexpected mechanical or electrical fault or failure. Road side Service/Assistance does not cover any insurance related events and is not a suitable alternative for Motor Vehicle insurance.

You must be present when the service provider arrives.

Road Side Assistance is a 24 hour a day 7 day a week service and covers all of New Zealand. We pride ourselves on our prompt response time. While we endeavour to dispatch a unit to you as quickly as possible, in some areas or circumstances, ETA’s may be longer than usual. Our operators will endeavour to keep you informed of any delays. The type of service available may be influenced by the location and circumstances of your individual breakdown, equipment required, weather, time of incident, traffic or holiday delays.

Our main aim following a breakdown is to mobilize your vehicle, but we can only undertake minor repairs that can, using parts and tools available in the service vehicle, be completed safely and in a reasonable time at the roadside. Roadside Assistance is not a mobile mechanical program. Where a repair is not possible at the roadside, our operator will direct you to your towing entitlements.

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#### 1.1 ROAD SERVICE CALLOUTS

All NZRA Roadside programs (Standard, Premium & Motorhome) include 6x callouts per policy year. Once these six callouts have been used, additional callouts may be offered at your own expense which will need to be paid before such assistance is dispatched. In this event our operators will provide a quote for services to you so you can decide if you would like to go ahead with the callout.

If you request a callout for a fault or defect, we have previously attended that has not been remedied, we can refuse or limit the road service.

There is only one callout/service per event or breakdown. Additional callouts where a callout has already been used or where the circumstances exclude the use of the roadside policy may be offered at your own expense.

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## 1.2 WHEEL/TYRE CHANGING

If you have a roadworthy spare wheel, our service provider will change the tyre for you during the callout.

In the event that your vehicle is not equipped with a spare, we will refer to your towing provision.

There is no cover for tyre repairs or inflation. This benefit does not apply if there is multiple flat tyres or damage to the wheel/tyre caused by an accident or collision with an object.

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## 1.3 BATTERY REPLACEMENT/JUMPSTART

If the vehicle does not start due to a flat battery, our service provider will assess the battery during the callout and provide a jumpstart where appropriate.

If necessary and where available, our provider may be able to offer a replacement battery for purchase. There is no cover under your roadside benefit for the replacement battery so the replacement battery will be at your expense.

NZRA offers no warranty or guarantees related to batteries supplied. These are held exclusively by the supplier/contractor.

Battery replacements may not be available in all regions.

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## 1.4 LOCKOUT SERVICES

We will provide assistance to attempt to gain entry, if applicable and upon approval of the vehicle owner, to retrieve locked in keys. NZRA and its providers will not be held liable for any damage from using forced entry or lockpicking to gain access to the vehicle. The owner must, where requested by our provider, sign an indemnity form before this service is undertaken.

Some models of vehicles have a security feature where they 'dead lock'. Dead locked vehicles are not able to be unlocked by a roadside unit and will require specialized locksmith services to unlock. Mobile locksmiths are not covered under the roadside assistance program; however, a tow may be offered in these circumstances at the discretion of NZRA. Some vehicles for whatever reason are not able to be unlocked and there is no guarantee from NZRA or its service providers that we will be able to unlock the vehicle.

Please advise our operator at the start of your call if there is a child locked in the vehicle.

The driver of the vehicle must be on-site to take possession of the keys following the service.

The roadside policy does not cover any expenses related to locksmith services, nor does it cover any services where a lock has been damaged via vandalism or attempted theft. Lost keys are also excluded under the lockout benefit, however NZRA may be able to arrange locksmith or towing services in these circumstances at your expense or direct you to an appropriate service provider.



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## 1.5 EMERGENCY FUEL

If your vehicle has run out of fuel, a service provider may be arranged to attend and supply between 5L of regular 91oct petrol or diesel as needed or at NZRA'S discretion, towed to a fuel station. NZRA covers the cost of delivery, however the cost of fuel is at your expense and must be paid prior to dispensing any fuel.

If the vehicle is in a rural location and 5L is not deemed enough for you to reach a place of safety, a tow to a fuel station may be offered instead. If you have no money for the fuel this is not deemed as an emergency fuel service and not covered under this policy. Where there have been repeated callouts for fuel supply in a short space of time, NZRA reserves the right to offer towing to a fuel depot rather than a fuel delivery or decline service if not deemed as an emergency fuel roadside call out.

Please note that the roadside benefits do not apply where a vehicle has been filled with the incorrect fuel. NZRA may be able to assist in these circumstances at your own cost, or we can refer you to the appropriate provider.

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## 1.6 ELECTRIC VEHICLES

If your electric vehicle runs out of charge, we can assist with towing the vehicle to the nearest accessible charging station or place of safety, at NZRA's discretion. If you wish to be towed beyond this, it will be at your expense as quoted by the NZRA operator.

If you are towed to a charging station, you will need to supply your own charging cable and/or adaptor to charge your vehicle. We cannot supply charging cables or adaptors for electric vehicles and any costs associated with charging the vehicle will be at your own expense.

## 2. TOWING BENEFITS

If your vehicle is unable to be mobilized or our operators deem a tow is required, we'll arrange for a towing provider to tow the vehicle to a place of safety or repair, at NZRA;s discretion. Towing only applies for mechanical or electrical fault or failure.

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### 2.1 TOWING ENTITLEMENTS STANDARD & PREMIUM PROGRAM

The towing benefit covers towing to nearest repairer or place of safety. During afterhours when repairers are closed, towing may be offered to tow companies for secure storage if you do not have a preference toward drop off address. NZRA only covers one tow per breakdown. Second/ additional tows are at your own expense, as is storage where a vehicle has been dropped off at a towing company or storage facility.

NZRA operators can recommend repairers from our network or from the MTA network if you are not sure on where to take your vehicle. It is your responsibility to speak with the repairer and book the vehicle in.

Should you wish to be towed further then the policy covers/further the nearest repairer of place of safety, NZRA will contribute, but you will need to pay an additional free for the excess kilometres. The NZRA operator will advise you of where you are covered to and any additional fee's/costs prior to the tow being dispatched.

It is your responsibility to ensure the towing company carry out a tow authority form prior to transporting your vehicle. This will cover any pre-existing damage to your vehicle or if damage occurs whilst being towed proof of damage occurring via the authority form can then be used as evidence against the towing company if a dispute arises. NZRA is not responsible for third-party disputes or damage claims, although we can assist with the process between parties if required.

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## 2.2 TOWING ENTITLEMENTS COMMERCIAL VEHICLE AND MOTORHOME PROGRAM

Commercial vehicle and Motorhome Towing has a separate towing entitlement to the premium and standard programs. It covers up to a maximum of \$200 inc gst toward the initial towing in the event of a mechanical/electrical breakdown. Costs over and above this will be your responsibility.

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## 2.3 SECOND TOW

NZRA roadside programs only cover one tow per event/breakdown. Should a second/additional tow be requested or required, NZRA can assist at your expense. Our operator will provide a quote to you which would need to be agreed upon and paid via a credit or debit card before a tow truck is dispatched.

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## 2.4 TRAILERS/TOWED VEHICLES (WHERE THE TOWED UNIT BREAKS DOWN)

NZRA Premium Roadside membership covers on tow vehicles only, if being towed behind a registered vehicle. All other NZRA policies do not contribute to towing of on-towed units such as trailers or other vehicles. If the towed unit breaks down or requires recovery following breakdown of the towing vehicle, we can assist at own expense. Our operator will provide a quote for such services which will have to be agreed upon and paid for before a tow truck is dispatched. Alternatively, our operator may be able to direct you to a suitable tow company in the area of your breakdown.

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## 2.5 BOGGED VEHICLES

NZRA does not contribute to recovery of bogged or stuck vehicles. Where a vehicle has become stuck or bogged, the NZRA operator can provide a quote for recovery of the vehicle. Alternatively, our operator may direct you to the appropriate service provider for that area to self-arrange assistance.

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## 2.6 PASSENGERS WHEN TOWING

While we will endeavour to carry passengers where circumstances allow, this is up to the policy of the individual tow company, availability and number of passengers.

In circumstances such as Covid restrictions, NZRA and our Providers reserve the right to refuse to carry passengers in the tow trucks.

Where passengers are not able to be carried, we will endeavour to provide contact numbers for other transport such as taxi, uber or shuttle services. Alternative transport costs are not covered by NZRA.

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## 2.7 TECHNICAL ADVICE

NZ Roadside Assistance can assist with technical advice with your vehicle should you have concerns regarding the performance of the vehicle including, warning lights, unusual noises, Safety concerns, instructional requirements around the vehicle's operations if available, including Motorhome inhouse faults or issues.

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## 2.8 TRAVEL OR GPS LOCATION ASSISTANCE

NZ Roadside Assistance operators can assist with travel directions or information to help you continue your journey safely. We can assist in an emergency situation should you require us to contact a family or

emergency contact or emergency services on your behalf. If you are lost or unable to provide us a location of your breakdown, NZRA can supply an SMS location GPS link to pin point your location accurately.

### 3. PREMIUM PROGRAM BENEFITS (DOES NOT APPLY TO STANDARD / COMMERCIAL OR MOTORHOME MEMBERSHIPS)

The NZRA premium program includes additional benefits where the vehicle has broken down over 100KM from your home address and cannot be mobilised within 24 hours.

Premium benefits apply when: -

- Your vehicle has a mechanical or electrical breakdown when you are 100KM away from your home address and it cannot be mobilised within 24 hours.
- NZRA is contacted at the time of the breakdown occurring.
- The premium program has been purchased (Premium Benefits do not apply to standard roadside or Motorhome or Commercial roadside memberships)

Payment of premium benefits is by reimbursement only. Reimbursement is made once approved by NZRA on receipt of the invoice from the service provider. Only one benefit can be claimed per event.

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#### 3.1 HIRE VEHICLE ASSISTANCE

We will contribute up to \$120 per day for up to 3 days toward the cost of hiring a motor vehicle where your vehicle breaks down more than 100KM from your home and cannot be mobilised within 24 hours. This does not include additional expenses such as petrol or insurance. You are required to take out the insurance waiver on the rental application process.

OR

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#### 3.2 BREAKDOWN ACCOMODATION ASSISTANCE

We will contribute up to \$120 per night where your vehicle breaks down more than 100KM from your home and cannot be mobilised within 24 hours. (Room charge only, no cover for additional expenses such as room service, mini bar etc) for up to 3 nights for accommodation.

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#### 3.3 TAXI ASSISTANCE

We will contribute \$30 toward a taxi fare where your vehicle breaks down more than 100KM from your home and cannot be mobilised within 24 hours This benefit may be used consecutively with the accommodation or rental car benefit also.

#### 4. EXCLUSIONS

NZ Roadside Assistance SHALL NOT BE held responsible for and is NOT required to provide any free Service or related costs where any of the following occur:

1. Where the vehicle has been modified for racing, trials or rallying or any claim for Service has arisen in respect to such races, trials, rallies or participation in such activities
2. Where the vehicle is carrying more passengers or towing a greater weight than that for which it was designed for or arising from or connection with the improper, unauthorised, reckless or negligent operation of the vehicle.
3. Loss or damage directly or indirectly related by or happening or in consequence of war, invasion, act of God, act of foreign enemies, whether war be declared or not, civil war, rebellion, terrorism, military and usurped power, riot, or civil commotion or sabotage or any other events beyond the control of the Customer or the person operating or having control of the vehicle at the time of the Accident.
4. The vehicle is involved in or disabled due to a motor vehicle accident, or stolen, or damaged due to theft or vandalism, includes bogged/stuck vehicles and damage caused by driving through flood waters.
5. Provision of Services outside New Zealand.
6. Any person who drives the vehicle who does not hold a valid driver license.
7. Where full payment of NZ Roadside Assistance Membership fees has not been received from the Member.
8. Where it is deemed by the NZ Roadside Assistance Customer Service team that the Membership holder usage of NZ Roadside Assistance Membership is excessive due to lack of preventative maintenance; numerous call-outs due to the owner/driver related error; or owner/driver failure to rectify recurring faults including excessive emergency fuel service claims.
9. Where the vehicle is deemed inaccessible by the NZ Roadside Assistance contractor.
10. Where breakdowns occur resulting from unauthorised repairs or from faulty workmanship.
11. Where breakdowns are caused by the fitting of accessories to the vehicle which are not genuine from the original manufacturer.
12. Where breakdowns occur resulting from or connected with the vehicle manufacturer's recall.
13. Where the nominated vehicle breaks down or is under repair at the time of taking out the Membership and/or during the 48-hour waiting period.
14. Where the nominated vehicle is under repair on day of vehicle registration expiry.
15. Where NZ Roadside Assistance has not been contacted at the time the breakdown/lockout occurs or prior to any assistance being sought or arranged by the Membership holder.



16. Where NZ Roadside Assistance has already provided one tow or assistance call for a particular breakdown/incident.
17. Damage or theft of objects and accessories which are left in or outside the vehicle, or from providing forced entry into a vehicle due to a lockout.

## 5. GENERAL TERMS AND CONDITIONS

1. Only eligible Motorhomes, Caravans, Motorcycles and Private use cars as well as Commercial vehicles registered in New Zealand are eligible for NZ Roadside Assistance membership. The following are ineligible to be part of the program; Trucks over 5000kg, Rental or Private Hire Vehicles, Farm Equipment or Tractors.
2. A 48 hour stand down period applies on all benefits for NZ Roadside Assistance Memberships. If the vehicles break down during the 48 hours stand down period, we can provide assistance at your own expense.
3. A 48 hour stand down period applies to upgrading from a standard membership to a premium membership. Any claims on premium benefits during this 48 hour stand down period will not be eligible for consideration or reimbursement.
4. NZ Roadside can provide emergency roadside without the purchase of a roadside assistance policy, but will require payment upfront for all services provided, via a valid debit or credit card. A quote will be provided by our operator and must be agreed upon by you before the assistance is arranged.
5. Changes to membership details or ownership of the vehicle and policy must be forwarded to NZRA in writing within 14 days of the change occurring. Failure to inform NZ Roadside Assistance of any such changes may lead to your membership being cancelled.
6. Membership can be transferred to another vehicle up to a maximum of ONCE per annum. You must send this request in writing to [website@nzra.co.nz](mailto:website@nzra.co.nz) or via the website [www.nzra.co.nz](http://www.nzra.co.nz) A waiting period of 48 hours from receipt of the transfer request applies before the roadside benefits are available.
7. In the event that you have lost your membership documents, contact NZ Roadside Assistance for a replacement.
8. This policy does not include or cover any general maintenance, mechanical assessment or mechanical repairs.
9. Toll charges, ferry crossings, road tolls, storage and parking charges incurred whilst waiting for assistance or during the vehicle breakdown are not payable by NZ Roadside Assistance.

Any questions or information required about these memberships, please contact NZ Roadside Assistance via our website enquiries prior to purchasing a membership.



### Road Service – Summary of Benefits

Benefits	Standard Roadside	Premium Roadside	Motorhome Roadside	Commercial / Business
<b>Everyday</b>				
24/7 Road Service, NZ-wide	6 Call outs per annum	6 Call outs per annum	6 Call outs per annum	6 Call outs per annum
Nationwide Cover 24/7	24/7 Nationwide	24/7 Nationwide	24/7 Nationwide	24/7 Nationwide
Towing – Initial tow to Nearest place of safety or closest repairer (NPOS)	NPOS	NPOS	NPOS	NPOS max limit \$200 inc
Heavy or over-sized vehicles and/or special towing equipment	Not Covered	Covered	Covered	Covered up to 5000kg
Flat or Faulty battery Service (Battery replacement at members expense)	Jumpstart covered	Jumpstart covered	Jumpstart covered	Jumpstart covered
Emergency fuel service (Call out covered fuel at members expense)	5l of fuel supplied	5l of fuel supplied	5l of fuel supplied	5l of fuel supplied
Lockout (Forced entry provided at members risk)	Covered	Covered	Covered	Covered
Locksmith services provided at members expense	At members expense	At members expense	At members expense	At members expense
Flat Tyre (serviceable spare wheel fitted - Tyre fleet specialist at member expense)	Spare wheel fitment	Spare wheel fitment	Spare wheel fitment	Spare wheel fitment
Technical Advice – Message relay – Parts/Service/repair locator	Assistance provided	Assistance provided	Assistance provided	Assistance provided
Caravans and trailers if towed behind registered vehicle	Not Covered	Covered	Not Covered	Not Covered
<b>Everywhere – when over 100km from home</b>				
Accommodation after breakdown	Not Covered	\$120 per day max 3 days	Not Covered	Not Covered
Or Hire car after breakdown	Not Covered	\$120 per day max 3 days	Not Covered	Not Covered
Vehicle repatriation after breakdown tow used at members expense	Assistance provided	Assistance provided	Assistance provided	Assistance provided
Passenger transport after vehicle recovery at members expense	Assistance provided	Assistance provided	Assistance provided	Assistance provided
Accident Coordination provided at members expense to claim via Insurer	Assistance provided	Assistance provided	Assistance provided	Assistance provided
Taxi	Not Covered	Subsidy \$30	Not Covered	Not Covered