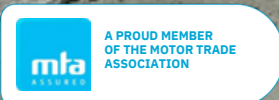




Trusted Across New Zealand Anytime, Anywhere

CALL TOLL FREE 0508 (NZROAD) - 0508 697623



WWW.NZRA.CO.NZ





From Kiwi Roads to Your Driveway, The Choice of Hundreds of Thousands

About Us



With over 80 years of combined experience across roadside, customer assistance and automotive solutions, NZRA is a trusted provider of smart, responsive support.

Founded in 2008 to fill a clear gap in the NZ market, NZRA offers independent, specialist services that add value to your business and build stronger relationships with your customers.

We can tailor programs to your brand. We focus on delivering a service that reflects your values, meets your standards

and helps your business stand out for all the right reasons. Along the way, we've picked up a few awards too.

Proudly 100% New Zealand owned and operated, we work with insurers, fleet operators, manufacturers and rental companies across the country. When reputation matters, NZRA is the name to know.

Build to Stand Out

Where precision meets performance

Tailored programs for your team, your customers and your brand

Why Choose Us?

Your brand stays in the spotlight — We power your brand behind the scenes

Proudly 100% New Zealand Owned & Operated — Nationwide reach, 24/7

Specialised Roadside Support — All vehicles. All challenges. One expert team

Independent and Impartial — On the scene as your partner, never as your competitor

Tailored Roadside Solutions — Built for your business and customer requirements

Multi-Award-Winning Assistance, Celebrated for Service and Innovation





Your Brand, Our Expertise

Consistent Service Delivery, Every Time

Our Mission

At NZRA, our mission is to protect our clients' brands nationwide - 24/7 - by delivering fast, reliable roadside assistance. We combine industry expertise, innovative technology, and a customer-first approach to provide drivers with reassurance and exceptional service at every turn.

Our Values

Empathy

Providing caring, compassionate support, ensuring every customer feels supported and reassured during stressful situations.

Integrity

Acting with honesty, transparency and respect, protecting both customers and clients' brands.

Reliability

Being there when it matters most, 24/7, nationwide with consistent and dependable service.

Flexibility

Using technology and smart processes, we deliver tailored, efficient solutions that enhance the overall roadside experience.

Our Team

Our People, Protecting Your Brand

At NZRA, we carefully recruit and train skilled automotive technicians and customer assistance specialists who combine technical expertise with strong communication, problem-solving, and a genuine service mindset. Our award-winning team represents your brand with professionalism, empathy, and efficiency, ensuring fast, seamless support for your customers while protecting your reputation 24/7, nationwide.



Our Technology



Everything we've built is designed to speed things up, keep you in the loop and make the process seamless for everyone involved.

For customers

It starts with location sharing through GPS and real-time updates from the moment help is on the way. Most jobs are resolved within 30 to 45 minutes.

For clients

The system is fully web-based and easy to integrate. Live job tracking, secure API access and automated compliance tools give you full oversight and confidence in how everything is running.

For operators

Communication is clear and fast. Cloud-based tools manage phone, chat, job data and reporting in one place, so nothing gets missed and every job keeps moving.

Cutting Edge, Behind-the-scenes Technology ensuring unmatched customer satisfaction and excellence in service delivery.

Our Key Advantages



White-Label or NZRA Branded

NZRA holds a unique position, offering flexible roadside service as a white-labelled program or under the trusted NZRA brand - tailored to your needs



Vetted Support Network

A trusted national network of over 2,500 providers, strategically prioritised and tiered to consistently meet the agreed SLAs and KPIs



Smart Technology

Real-time tracking, API integration and automated compliance tools. Our systems are built in-house for reliability and performance



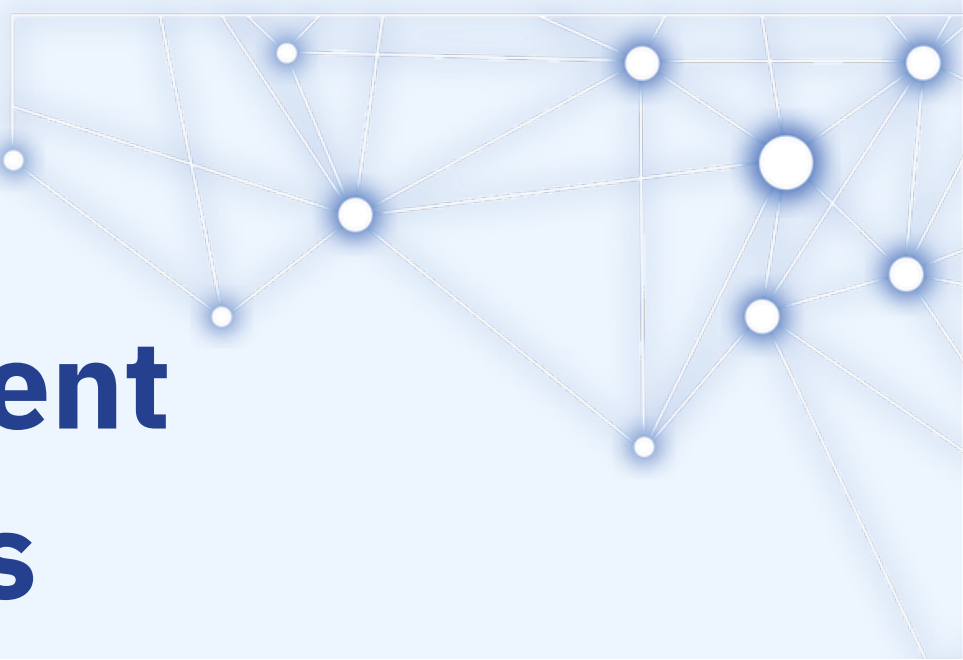
Proven Results

Recognised for service and innovation through industry awards and long-term partnerships.



Service Never Sleeps

We operate nationwide, 24 hours a day, seven days a week.



Our Client Profiles

Comprehensive roadside support and automotive solutions designed for:

General Public Memberships

Insurance Companies and Brokers

Finance and loan companies

OEMs, Car Dealers and Franchise Groups

Mechanical Breakdown Insurers

Company Fleet Vehicles

Rental, Peer-to-Peer and Hire Businesses

Motorhomes, Campervans and Caravan Companies

Motorcycles, Mopeds and Mobility Scooter Enterprises

Electric/Hybrid/Hydrogen powered Vehicle Organisations

Light / Medium / Heavy Trucks Businesses

Classic and Specialised Vehicle Collectors

Automotive Loyalty Retention and Reward Groups

Our Services

24/7 Breakdown Roadside Assistance



- Jumpstarts or Battery replacement
- Flat tyre assistance
- Emergency fuel delivery
- Technical advice by phone
- Towing and Recovery Services
- Lockouts and Locksmith Services
- Premium Services: rental cars / accommodation / taxi-uber services
- Repatriation services
- Additional services as required

Backed by a trusted network of 24/7 nationwide service providers, all fully audited and vetted for quality.

Accident Recovery Services

A service outside the scope of all roadside assistance programs



- 24/7 nationwide accident recovery, salvage and logistic services
- Prompt facilitation meeting insurance assessing and claims practices
- Cost-effective solutions aligned with health and safety and legal compliance
- Centralised administrative hub providing itemised billing and reporting

Essential for fast, compliant and stress-free accident recovery when it matters most.

Repair Management Services

Providing Breakdown repair Solutions and Management for Rentals and Fleet Companies



- Extensive nationwide network of specialised automotive repairers
- Expert NZRA technicians coordinate and manage vehicle pre-approved repairs directly with workshops.
- Centralised management of automotive repairs enhances efficiency, saving both time and money.
- Getting customers and their vehicles mobile without delay

Perfect for businesses seeking to streamline repairs, save time, and reduce costs through expert management services.

Extended Customer Support Services

Designed for all companies that require 24/7 call centre specialised support



Around-the-clock call centre support to keep your operations running smoothly-anytime, every time

- Assisting service industry clients by managing general inquiries, message-taking, sales, recalls and overflow with ease and after hours support.
- Expert handling of urgent events including catastrophic events, breakdowns, and accidents-to ensure swift resolution.
- Accurate tracking and reporting of all cases using our advanced Assist CRM technology.
- Staffed by a dedicated, award-winning team committed to delivering fast, efficient service every time.

Our Strategic Partners



NZ Claims Services Ltd is NZRA's trusted partner for automotive end-to-end claims management, delivering reliable support to New Zealand businesses. NZCS provides seamless service at every step, ensuring fast, efficient and stress-free outcomes.



Through our partnership with Auto Claims, we provide comprehensive automotive assessing to deliver efficient, tailored solutions that enhance service quality, improve operational efficiency, and create a better experience for every customer.



Marshall Batteries has been a valued long-standing partner of NZRA. We continue to rely on their nationwide network, trusting their expertise as one of our premier Priority 1 roadside service provider.



We're proud long-term members of the MTA, supporting its networks and services for over 20 years. MTA's network of over 4,000 automotive business complements NZRA's fast, reliable roadside support.



NZRA and RVA drive safer, more reliable journeys across New Zealand, delivering premium roadside support to rental vehicle users when it matters most.

Helping You Helping Others

Support that goes the Extra Mile

At NZRA, we believe in more than just roadside assistance — we believe in people.

Our commitment goes beyond getting you back on the road; it's about caring for every individual we help and the communities we serve. Whether it's providing support in unexpected moments or giving back to causes that matter, we're here to make a meaningful difference, one journey at a time.



Forest & Bird
TE REO O TE TAIAO | Giving Nature a Voice

give a little
POWERED BY perpetual guardian

 **HeartKids**



NEW ZEALAND WHEELCHAIR RUGBY



Caring Families
AOTEAROA

AUTISM_{NZ}
Every step together

 **Auckland
Rescue**

Principal sponsor:





“

Just as we're there for drivers on the road, we're here for Melville's youth players, standing beside the next generation as they chase their goals on and off the field.

”



CONTACT US

 0508 NZROAD (697 623)

 operations@nzra.co.nz

 www.nzra.co.nz

 PO BOX 33364, Takapuna, Auckland 0740