



Motor Vehicle **Roadside Assistance**

Everyone likes a safety net. With AWN Roadside Assistance, you can have the peace of mind that comes with a comprehensive 24 hour / 7 days a week Roadside Assistance program.

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):

- **FLAT BATTERY** - Jump start motor vehicle.
- **FLAT TYRE** - Replace flat with spare.
- **OUT OF FUEL** - Supply minimum of 5 litres (unleaded) fuel to be paid for by driver. LPG/Diesel motor vehicles transport to fuel supply.
- **LOCK OUTS** - Access motor vehicle/replace key (up to \$77.00 per case). (Specialist locksmith attendance may involve extra charge to driver).
- **TOWING - BREAKDOWN** - If your motor vehicle is unable to be quickly mechanically repaired or safely driven, 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. A 20km metropolitan or 50km rural "Free of Charge" service for roadside response and breakdown towing applies. Excess kilometres charged at the recommended industry rates. PLATINUM EXTRA - 50km Free Service Radius.
- **GENERAL ASSISTANCE** - 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 drivers expense).
- **EXCLUSIONS**
 - Trucks, heavy equipment and motor vehicles over 3.5 tonnes gross
 - Motor vehicles that require specialist or heavy equipment for removal or are not within easy reach of a public road
 - Motor vehicles used for hire or reward
 - Motor vehicles operated by non-Australian residents
 - Unregistered motor vehicles.

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 & insurance).
On submission of the account, (excluding petrol, km's and insurance) 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. Wife/Husband, Sons/Daughters) 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).

Available 24 Hours / 7 Days a Week

