

Roadside Assistance

Getting drivers back on the road

Our Roadside Assistance service ticks all the boxes. It ensures that **sgfleet** drivers won't be left stranded and offers them immediate assistance in case the unexpected happens.

Our Roadside Assistance service will help drivers from a simple jump start to minor mechanical repairs, 24 hours a day, 365 days a year, anywhere in Australia.

The service offers comprehensive benefits for **sgfleet** members and has been tailored to the needs of our drivers. It will save time and money as well as create peace of mind motoring.

Most call-outs are attended to within an hour and we aim to get you back on your journey within half an hour from the time we arrive on the scene.

The Roadside Assistance service can be offered from day one, or from the end of the cover provided by the vehicle manufacturer.

sgfleet offers a standard or premium package.

SERVICE FEATURES	STANDARD	PREMIUM
Australia-wide assistance service coverage 24/7, with unlimited call-outs	✓	✓
FREE towing up to 50km in the event of a breakdown, country or metro	✓	✓
Emergency vehicle access - vehicle entry attempt in case of lost keys	✓	✓
Jump start for flat or faulty battery and flat tyre change	✓	✓
Out of fuel - provision of up to 5 litres or tow	✓	✓
Taxi ride up to the value of \$50 (Inc. GST) in the event of a breakdown	✗	✓
Emergency accommodation for up to 3 nights at \$150 (Inc. GST) per night*	✗	✓
Emergency car rental for up to 3 days to the total of \$120 (Inc. GST) per day*	✗	✓
Upon completion of repairs, vehicle relocation of up to \$1,000 (Inc. GST) (where a tow has been required)*	✗	✓
Where a vehicle cannot be repaired in 3 days, ground transport to the drivers residence will be provided, covered up to \$500 (Inc. GST)*	✗	✓
Tailored customer service support where the incident occurs more than 100km from home base and cannot be repaired within 24 hours	✗	✓

*Refer to Terms and Conditions attached

Terms and Conditions - Roadside Assistance

Definitions

In the Terms and Conditions unless the context otherwise demands, the following terms shall have the following meanings:-

Authorised Servicing Dealer means any dealer, sub-dealer and other servicing dealer or distributor appointed by Roadside Assistance to provide and perform repair or other services for and on behalf of **sgfleet** and the Customer.

Customer means the person, corporation or other entity in whom title or property in a Vehicle is vested for the time being or, if it is the subject of a loan contract, hire purchase contract, lease agreement or some other form of financing agreement or arrangement, such person, corporation or other entity having possession of the Vehicle under such contract, agreement or arrangement and in whose name the Vehicle is registered or would ordinarily be registered, under the statutory enactment in the State or Territory in which the Vehicle is ordinarily located and includes any person, corporation or other entity lawfully using the Vehicle with the consent of the first mentioned person, corporation or entity.

Customer Entitlements means the roadside assistance services as set out in the Terms and Conditions.

Remote Location means any area not reasonably accessible by a two-wheel drive vehicle unless otherwise specified in the Customer Entitlements.

Services mean the Customer Entitlements or additional services.

Service Call means a telephone call or other communication received by Roadside Assistance from a Customer.

Service Provider means an accredited repairer, supplier or contractor engaged by Roadside Assistance to repair or tow a Vehicle.

Roadside Assistance means Assist Australia Pty Ltd that provides the Services.

sgfleet means SG Fleet Australia Pty Ltd.

Vehicle means a motor vehicle managed by **sgfleet** of the type and model nominated for the time being and from time to time by the Customer, to be provided with the Customer Entitlements.

Warranty means the warranty provided by a manufacturer over or in relation to a Vehicle, details of which shall be provided by the manufacturer from time to time.

DETAILS OF VEHICLES TO BE COVERED

Vehicles Covered

Coverage will commence once a Customer's annual subscription fee has been received and validated by **sgfleet**. Cover will continue as long as each annual subscription fee is received and validated by **sgfleet** or the Customer advises **sgfleet** in writing to cancel the coverage. Subscription fees are non-refundable and **sgfleet** does not provide pro-rata refunds. Only one Vehicle per subscription is allowed. Additional subscriptions may be added at a cost of one subscription fee per Vehicle.

Excluded Vehicles

The following vehicles are excluded:

- (a) plant equipment and Heavy Commercial Vehicles
- (b) caravans and trailers (these will only be recovered to a place of safety at the Customer's cost)
- (c) vehicles in Remote Locations
- (d) bogged Vehicles in Remote Locations
- (e) taxis
- (f) uber Vehicles
- (g) unattended Vehicles
- (h) towing of a Vehicle involved in an accident
- (i) unregistered Vehicles.

Customer entitlements

Tele – Assist

Once a Service Call has been received via the **sgfleet** dedicated Roadside Assistance 1300 telephone number, Roadside Assistance will provide general advice specific to the operation of the Customer's Vehicle. Should the Vehicle be immobilised, where possible, over-the-phone diagnosis to enable Vehicle mobilisation will be provided.

Roadside Assistance

In the event that the Vehicle is unable to be mobilised over the phone, or unable to be assisted by an external assistance organisation, Roadside Assistance will immediately dispatch a Service Provider to the scene. The Service Provider will effect emergency mechanical repairs or rectify problems associated with the four most common elements of roadside difficulty, but not being limited to:

Flat or Faulty Batteries

Jump-start flat batteries or coordinate battery replacement. Roadside Assistance, however, is not responsible for the cost of the battery. However where a replacement battery is required and the Vehicle is still covered by Warranty, the Service Provider can replace the battery and cost as per **sgfleet** maintenance arrangements.

Emergency Fuel – Petrol/Diesel

Roadside Assistance will provide sufficient fuel for the Customer to travel to the nearest available re-fuelling facility.

Flat Tyres/Damaged Wheel

Roadside Assistance will change a flat tyre/damaged wheel with the Vehicle's spare wheel, or, if necessary, transport the Vehicle to an approved tyre outlet or Authorised Servicing Dealer.

Emergency Vehicle Access/Replacement of Lost Keys

If a Vehicle's keys have been lost or locked in a Vehicle, Roadside Assistance will provide emergency assistance to:

- (a) gain access to the Vehicle, or
- (b) locate and deliver a spare key, or
- (c) supply a replacement key, provided that the replacement key and/or relevant key codes have been supplied at the point of registration of the Customer's Vehicle into the Roadside Assistance programme.

Please note a limit of \$150 (Inc. GST) per incident applies. Any amount in excess of this limit is the responsibility of the Customer.

Terms and Conditions - Roadside Assistance (cont.)

Breakdown Recovery

If the Customer's Vehicle cannot be mobilised at the breakdown, it will be transported to the nearest Authorised Servicing Dealer or Service Provider within a 50km radius where repairs may be effected. If the breakdown has occurred after hours and the Vehicle cannot be taken directly to the Authorised Servicing Dealer or Service Provider, Roadside Assistance will store the Vehicle at a secure facility and deliver it to the Authorised Servicing Dealer or Service Provider on the morning of the next business day. Roadside Assistance will advise the Authorised Servicing Dealer or Service Provider of the incoming Vehicle via email, auto-fax facility or telephone. Note – excess distance tow charges may apply over 50kms, if applicable.

Taxi

Where the Vehicle cannot be mobilised, and it must be transported to the nearest Authorised Servicing Dealer or Service Provider, the Customer will be provided with a taxi ride up to the value of \$50 (Inc. GST) to enable the Customer and the passengers to continue the journey to the nearest town or within the same city where breakdown has occurred. Costs in excess of this will be the responsibility of the Customer.

If the Customer's Vehicle breaks down more than 100kms by road from home base, due to a mechanical defect, and is immobilised for more than 24 hours we will provide you either of the following support services:

Rental Car

A rental car will be provided for a period of up to three days to maximum cost of \$120 (Inc. GST) per day. Any amount in excess of this limit will be the responsibility of the Customer. In normal circumstances, Roadside Assistance will arrange for a late model, two wheel drive sedan/ station wagon hire car for the client. Roadside Assistance will arrange and pay for delivery, relocation, stamp duty and excess kilometres. However all rental car running costs, i.e. petrol, toll charges, insurance excess reduction and consumables are the Customer's responsibility. In the event that the rental car is involved in an accident, the accident excess is also the Customer's responsibility. Provision of a rental car will not be extended past the normal three-day limit without the written authority and acceptance of costs from an authorised **sgfleet** representative. If, the Customer's driver's license history or age will not allow the rental car company to provide a rental car, or, if a rental bond cannot be provided by the Customer at the time of securing the rental car, or if a rental car is not available within the time frames of the Customer's travel needs, then Roadside

Assistance may provide alternative transport in lieu of a rental car to the same maximum comparable rental car cost.

Ground Transport

If the Customer's Vehicle cannot be repaired locally within three days and a rental car is not available or the rental car company refuses to provide a rental car to the Driver of the Nominated Vehicle due to the Driver's age or driving license limitations, restrictions or for any other reason beyond the Company's control, alternative ground transportation will be provided to the Driver and up to four passengers, to the registered owner/Driver's home address or intended destination up to the total value of \$500 (Inc. GST).

Accommodation

If the Vehicle breaks down due to a mechanical defect (which cannot be repaired within 24 hours) and the Vehicle is more than 100kms by road from Customer's home-base, then accommodation will be provided for the Customer and up to four passengers for up to three nights to a maximum total value of \$150 (Inc. GST) per night. Any amount charged in excess of this limit is the responsibility of the Customer. This benefit covers room only and excludes meals, phone calls, laundry etc. This benefit is only available if the Customer decides to remain with the Vehicle whilst it is being repaired locally, or the breakdown has occurred outside the hours when alternative transport could be arranged. Services provided outside the standard Customer Entitlement guidelines must have the written approval and acceptance of costs from an authorised **sgfleet** representative.

A combination of emergency Car hire is limited to 2 nights' accommodation up to \$150 (Inc. GST) per night and 2 days car rental up to \$120 (Inc. GST) per day.

Vehicle Relocation/Return Transport

Should a Customer's Vehicle be immobilised due to mechanical breakdown for more than 24 hours and is more than 100 kilometres from home base, and the Customer has left the Vehicle to continue the journey, Vehicle recovery will be provided to deliver the Vehicle, once repaired, to the Customer's home or intended destination where the distance between the Customer and the Authorised Servicing Dealer is greater than 100 kilometres. A limit of \$1,000 (Inc. GST) applies to this Service. Services provided outside the standard Customer Entitlement must have the written approval and acceptance of costs from an authorised **sgfleet** representative.

Terms and Conditions may be amended from time to time without notice.