



IMALIA

My 365 Roadside
Assistance Plan

Policy

Policy conditions and exclusions:

If you require it, we will provide you with Roadside Assistance Australia wide. Your membership is valid for the vehicle which you nominate to us only. Service and benefits become effective two working days after receipt of payment.

Membership fees are non-refundable, and your membership is non-transferable. We reserve the right to withdraw or withhold services in the event a member is violent, abusive, or attempting to receive service by deception.

If you change your vehicle registration number or home address you must advise us within 7 days.

When requesting Roadside Assistance you must provide the correct vehicle details and the exact location of the vehicle. All services will be at your expense if we are not able to confirm your membership or locate your vehicle based on the information you provide to us.

Roadside Assistance is only available on any sealed or designated roads, accessible by standard 2-wheel drive recovery vehicles, that the service provider deems to be safe.

Roadside Assistance is only provided where the weight of the vehicle is less than 3.5 Tonnes GVM and the length of the vehicle is less than 5.5 metres.

Towing will be provided using the most appropriate equipment available (such as lift-tow or flat-top truck) as determined by us. Should Specialised Towing Equipment or Personnel be required (such as power winches, extended cables or hydraulic vehicle moving jack dolly's etc) this service will be at the driver/member's expense - payable at time of service. If you are located in a some regional or remote locations and require assistance, you may be charged an additional call out fee.

You must remain with your vehicle after requesting service. If you are not in attendance with your vehicle at the time when the service provider arrives the service cannot be supplied and one call-out will be deducted from the member's call-outs. Further call-outs related to the same breakdown will be considered a separate call-out.

Roadside Assistance is provided in the event of an unexpected mechanical breakdown. It does not cover vehicle maintenance or permanent repairs. Temporary repairs may be made at the request of the member/driver to mobilise the vehicle (where able). However, regular maintenance or any mechanical repairs, major or otherwise, is the member's responsibility and will be at the member's expense.

Exclusions and Limitations

The provision of benefits and services under Roadside Assistance is subject to the following exclusions:

- Vehicles over fifteen years of age
- Your vehicle being left unattended

- Your vehicle being unregistered
- Your vehicle is involved or connected to any form of motor sports
- Any caravan or trailer that is towed by your vehicle
- Your vehicle operating as taxi, rental vehicle, limousine, or hire vehicle
- Service calls for your vehicle due to vehicle abuse or neglect (as reasonably determined by us)
- Service calls for your vehicle due to failure to use reasonable care with your vehicle or failure to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to your vehicle
- Repeated service calls for your vehicle due to owner/driver faults, or failure by you to comply with our instructions
- Service calls for your vehicle due to accident damage
- Service calls due to break-in (or attempted break-in) of your vehicle
- Service calls due to fitment of non-genuine accessories or inappropriate or incorrect fitment of parts or accessories
- Your vehicle being located in a remote location (this is deemed as being a location not trafficable by a two wheel drive recovery vehicle) or your vehicle is located in a Restricted Access Area or not within a Service Area
- Your vehicle being immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party
- Bugged vehicles. Except where access is available and is trafficable by a two-wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment become necessary, additional costs are the driver's responsibility. Drivers will be advised of this condition prior to attendance by our Service
- Provider and service is at our discretion.

In the event the member insists the vehicle be broken into to recover keys locked inside the vehicle, no responsibility or liability is taken by 365 Roadside Assistance or its contractors for any damage to your vehicle that may occur as a result. Due to contractor limitations, this service may not be available in all cases. If a member has received and continues to request Roadside Assistance or Towing for a vehicle repeatedly on an unjust and excessive number of instances, we may refuse to provide further Roadside Assistance or Towing and will then offer an alternative service at the member's expense – payable upon request of service. We reserve the right to amend prices and inclusions of policies without prior notice.

Important information: These terms and conditions are dated 27 September 2015.

365 Roadside Assist is provided by 365 Assistance Pty Ltd

HOW IT WORKS



YOU'VE BROKEN DOWN

**Call your Customer Care Consultant.
365 provides you with:**



Safe & secure on road services



24/7 response team



**Instant access to a range of fully
trained automotive engineers**

MEMBERSHIP NUMBER:

DATE OF EXPIRY:

For more information on how we can help you, scan the QR code and be automatically directed to our website



365
Roadside Assistance

**You're NEVER
alone with us!**

365 ROADSIDE ASSISTANCE

**SAFE AND SECURE ROADSIDE
ASSISTANCE FOR YOUR VEHICLE
24 HOURS A DAY, 365 DAYS A YEAR.**



BENEFITS OF MEMBERSHIP

STANDARD PACKAGE



✓ **MINOR REPAIRS** Whenever possible we will repair all of the usual causes of breakdown related problems including flat tyres, flat batteries and jump start.

The cost of the battery will be at the driver's expense. Should a new tyre be required this will be at the driver's expense also.



✓ **TECHNICAL ADVICE** Technical advice will be provided over the telephone for any safety warnings or lights that may appear or technical and mechanical information regarding the Vehicle.



✓ **PARTS REPLACEMENT** We will organise emergency parts to effect mobilisation of a breakdown repair in the event that a dealer is not open or within close proximity of the breakdown.



✓ **EMERGENCY FUEL** We can help you get on your way by assisting in obtaining fuel for your vehicle should you get caught.

All costs of fuel are at the driver's expense.



✓ **TOWING** We will tow your Vehicle:

- Up to 20 kms towing in metro locations.
- Up to 40 kms in regional locations.

Additional distances travelled further than the included options on towing are at the expense of the registered driver. Maximum of 3.5 Tonnes.



✓ **ACCIDENT COORDINATION & TOWING** Where your vehicle has been involved in an accident we will arrange to transport the vehicle to either an approved accident repairer or a repairer of your preference. We will also advise the caller of appropriate information you require to obtain from other parties involved in the accident.

All costs of towing are the responsibility of the driver.

PREMIUM PACKAGE

Includes all the standard benefits plus;



✓ **KEY REPLACEMENT, LOCKSMITH OR COURIER SERVICE** Where the key has been lost or stolen, or has been locked inside your Vehicle, We will either arrange for the your spare key to be delivered or arrange for a locksmith to attend to a maximum of \$80.



✓ **FOLLOW UP ON ACCIDENT COORDINATION & TOWING** In cases where your Vehicle has been transported to a dealer or an authorised repair centre after a breakdown, we will work with your repairer to ensure that the Vehicle is back on the road as soon as possible.



✓ **PARTS AND SERVICE LOCATOR** When you're travelling away from the local area, we'll assist you in finding the closest appropriate dealership, service/repair station, tyre or windscreen outlet anywhere in Australia.



✓ **ADDITIONAL BENEFITS** If your Vehicle is immobilised over one hundred (100) kilometres from your home for longer than twenty four (24) hours we offer:

- **Accommodation Assistance** If the vehicle requires mechanical work and you're stranded we'll provide accommodation assistance, which will be reimbursed to you for a maximum of two nights up to the value of \$100 per night.
- **Alternative Travel Assistance** If after a breakdown, the Vehicle cannot be repaired and hotel accommodation or car hire are not available, we'll arrange alternative transport for yourself and up to four (4) passengers to return home or to their intended destination.
- **Car Hire** If you're without your vehicle as a result of it being in a workshop needing mechanical repairs due to a roadside assistance breakdown, we'll provide car hire for two days at a maximum of \$75 per day.
Charges, toll fees, insurance waivers, insurance excess & damage claims payable on the rental car.
- **Vehicle Recovery Assistance** When your vehicle has been repaired, we can arrange for delivery of the Vehicle to your home or intended destination.

FEEL FREE, HASSLE FREE.