

# National Roadside Assist



## Platinum Plus Roadside Assistance

Call 1800 817 877 for Roadside Assistance (Toll Free)

### Roadside Response

1. If your 12V starter battery is flat, we will come out and jump start your vehicle.<sup>1</sup>
2. If you get a flat tyre, we will come out and fit your roadworthy spare.<sup>2</sup>
3. If you lock your keys/key card in your vehicle, we will gain access to your vehicle.<sup>3</sup>
4. If you run out of petrol, we will bring some out for you.<sup>4</sup>
5. If your EV runs out of charge, we will tow it to the nearest charging facility/home.<sup>5</sup>

*#1 Replacement 12V starter battery costs at driver's expense.*

*#2 Caravans and trailer up to 3.5 tonnes gross included.*

*#3 Benefit limited to \$250.00 per annum. Key cutting/replacement keys and key cards at driver's expense.*

*#4 Maximum 5.0 litres of unleaded petrol for free, LPG/Diesel vehicles transported to fuel supply.*

*#5 Towing covered up to 20km. Excludes charging costs.*

### Towing Breakdown

1. If your vehicle breaks down, or is unable to be safely driven due to failure, we will transport you back to the dealership where you bought your vehicle within a 250km round trip, or to the nearest authorised service centre if during business hours. If after hours, your vehicle may be transported home or held at towing company depot for transport to repairer the next business day. Once the vehicle has been delivered to a place of repair, any further towing for the current breakdown will be at your expense.
2. If your vehicle breaks down due to failure and requires emergency towing, we will reimburse up to \$200.00 per annum for onward travel expenses incurred by the driver or passengers, if they are not able to travel with the tow truck.<sup>1</sup>
3. If your vehicle breaks down, and you are towing a caravan, boat or trailer, we will assist with transporting your caravan/trailer home or to a secure location of your choice, within the 250km round trip limit.

*#1 Limited to \$200.00 per annum.*

### Extras up to \$1200 per year

#### CAR HIRE, ACCOMMODATION, EMERGENCY TRAVEL FARES, TRAILER HIRE, TRANSPORT FEES, AMBULANCE COVER

- In the event of a major vehicle breakdown, we will assist with reimbursement of immediate costs of any combination of the following: Car Hire (up to \$120.00 p/day), Emergency accommodation (\$250.00 p/day), emergency travel (airfare/bus/train up to \$300.00 per ticket), Trailer Hire (up to \$120.00 p/day), additional transport fees (Long Distance Transport i.e. Roadtrain or Vehicle Transporter up to \$400.00 per breakdown).
- Excludes fuel, electric charge costs, km charges, administration charges, credit card charges, Vehicle Registration Recovery Fees, rental/travel insurance/cover/excess reduction, one-way drop off/collection fees, premium location fees, additional driver and driver under 25 years fees, excess baggage, airport taxes, any optional extras, meals and refreshments.
- In the event of an accident where the registered vehicle is involved, and the driver or passengers require the services of an ambulance as a result of that accident, we will assist with reimbursement of the ambulance fees.
- On submission of the accounts, together with a copy of the relevant bills, we will reimburse up to \$1,200.00 per annum (Total claimable amount is not to exceed \$1200.00 including GST per annum).

Reimbursement of claims under the Extras cover will only be approved if there is a major vehicle breakdown resulting in a tow/call-out by NRA.

ALL CLAIMS MUST BE SUBMITTED WITHIN 21 DAYS OF OCCURRENCE TO:

EMAIL: [claims@nationalroadsideassist.com.au](mailto:claims@nationalroadsideassist.com.au)

### Limit of Cover

1. Towing fee is free up to a 250km round trip, towing in excess of a 250km round trip will be charged at prevailing industry rates.
2. An excess may apply to areas that are more than a 250km round trip from nearest provider. Quotes for excess can be provided upon request at the time of the call for assistance.
3. For oversize, or overweight vehicles, a Towing excess will apply. Quotes for excess can be provided upon request at the time of the call for assistance.

Download and activate your Roadside Assist policy on the App (available one business day after the receipt of this Contract).



Download at <https://nationalroadsideassist.com.au/>

### Roadside Assistance Exclusions and Limitations

1. Trucks, buses, vehicles used for hire or reward including, but not limited to taxis, vehicles used for car share services, limousines, chauffeured vehicles and subscription/hire/rental/loan cars.
2. Vehicles that require excess labour, specialist/heavy equipment (i.e. trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, are bogged, in a National park, or are not within easy reach of a public/sealed road.
3. Vehicles already at a repairer and vehicles which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood/fire damage, stolen vehicles that require recovery.
4. Excess labour, battery installation fees, vehicles that are either over 5.5 metres in length, wider than 2.5 metres, higher than 2.5 metres or heavier than 3.5 tonnes.
5. Ferry/barge costs, freight costs, including tolls and sea crossings.
6. National Roadside Assist will not be liable for increased/additional costs and expenses as a result of a breakdown in a remote location.
7. Service may be refused for unregistered vehicles and vehicles that are not roadworthy or that have been modified from the manufacturer's specifications i.e. excessively lowered vehicles, modified for racing/4x4 tracks or is being used for any form of motor sport.
8. Repeated/excessive call-outs due to driver related faults, customers not complying with our instructions, aftermarket accessories, vehicle neglect or abuse, as reasonably determined by NRA or its contractors, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
9. NRA at its discretion may refuse service or suspend/cancel a driver's membership if they are deemed abusive, threatening or violent towards NRA staff or its contractors, or attempts to receive service by deception or has any excess owing for previous call-outs.
10. In the event that a driver requests their vehicle be broken into, whether to recover keys/belongings, NRA or its contractors will not accept responsibility or liability for damage that may occur as a result.
11. Where the customer is not in attendance at the vehicle, without prior arrangement, and the service vehicle leaves the scene, any further call-outs for that breakdown will be at the driver's expense.
12. If a driver requests a spare tyre be fitted to the registered vehicle due to a non-impact related flat tyre, it is their responsibility to correctly inform NRA as to both the presence and condition of the spare tyre in the vehicle. If incorrect information is given, or NRA attends to find the spare wheel not roadworthy or not present, all further assistance including towing/transport to a tyre/service/repair centre will be at the driver's expense for the current breakdown.
13. Vehicles which have been refuelled with the wrong type of fuel.
14. Vehicles owned and operated by Working Holiday Makers (back packers / Subclass 417 or 462 visa holders), Non-Australian Driver's licence holders and Non-Australian Residents.

### General Conditions

1. This Contract is between the Company and the Customer who has purchased this policy, together the "Parties" and each a "Party".
2. The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Competition and Consumer Act 2010 and similar State and Territory laws. The Australian Consumer Law ("ACL"), which is Schedule 2 of the Competition and Consumer Act 2010, helps protect consumers by giving them certain guaranteed rights when they buy goods or services. These rights apply automatically whenever goods or services are supplied to a consumer. They are known as "Consumer Guarantees". Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:
  - to cancel your service contract with us;
  - to a refund for the unused portion, or to compensation for its reduced value.You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
3. It is the responsibility of the Customer to minimise, where possible, the liability of the Company, such as not driving the vehicle when to do so may cause further damage.
4. Subject to the Customer's rights under Australian Consumer Law, to the maximum extent permitted by law:
  - a. a Party's liability under this Contract will be reduced proportionately to the extent the relevant liability was caused or contributed to by the acts or omissions of the other Party, including any failure by that other Party to mitigate its loss; and
  - b. neither Party will be liable for consequential, special or indirect loss, real or anticipated loss of profit, loss of benefit, loss of revenue, loss of business, loss of goodwill, loss of opportunity, loss of savings, loss of reputation, loss of use and/or loss or corruption of data, whether under statute, contract, equity, tort (including negligence), indemnity or otherwise.

5. Should any false or fraudulent statement be made by the Customer or any person acting on the Customer's behalf, with the Customer's knowledge, in support of any claim, or if the odometer has been tampered with, made inoperative or altered, then the Company may terminate this Contract in accordance with the following clause and the Customer's rights to claim shall be forfeited in respect of all future claims.
6. In the event of any breach of the terms and conditions of the Contract by a Party (**Defaulting Party**), the other Party (**Non-Defaulting Party**) reserves the right to immediately cancel the Contract, if the breach has not been remedied within 10 business days of the Defaulting Party being notified of the breach by the Non-Defaulting Party.
7. If the nominated vehicle:
  - a. Has been exported to another country, or
  - b. Has been affected by beach use, or
  - c. Has been used for competitive driving or racing, or has been tested in preparation thereof, the Contract will be immediately deemed null and void and all rights forfeited.
8. This Contract is not transferable.
9. All headings in this document have been inserted for the purpose of ease of reference only. They do not affect the meaning or interpretation of it.

## Privacy Statement

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The Privacy Policy applies to all personal information collected by the Company or the Plan Administrator (collectively referred to as "us" or "we") when entering into, or otherwise communicating with you in relation to, this Contract.

### How to contact us about privacy

Your privacy is very important to us. For that reason, please read the following details carefully and get in contact with us if you have any questions.

### Collection and Purpose

We may collect personal information from you in the course of your dealings with the Company or the Plan Administrator.

The personal information we collect and maintain generally includes your name, date of birth, gender, address, contact details and information specific to the vehicle purchased, and the service you decide to purchase from us, and can also include any notes or information we have taken during the course of your dealings with us.

The purpose for which we collect personal information is to provide you with the best service experience possible. Some provision of personal information is optional. However, if you do not provide us with certain types of personal information, you may be unable to enjoy the full benefits of the Plan.

### How do we hold your personal information?

We may hold your personal information in a number of ways, including electronically, in paper records, and/or in telephone recordings.

Where your personal information has been collected from a third party, including our service providers, they may also hold copies of your personal information.

We may combine personal information we receive about you with other information we hold about you. This includes information received from third parties and information collected for different products and services.

### Disclosure

We customarily disclose personal information only to our service providers who assist us in fulfilling the terms of the Plan and to the Plan Administrator. We will only disclose personal information to an unrelated third party with your consent.

### Access and correction

Australian Privacy Principle 6 of the Australian Privacy Act 1988 (Cth) allows you to get access to, and correct, the personal information we hold about you in certain circumstances. If you would like to obtain such access, please contact us.

### Security

We have processes in place to ensure the security of your personal information, including limitations on access to personal information within our organisation.

### Direct marketing

From time to time, we may use your personal information to advise you about or offer you other products or services that may be relevant and of interest to you. If you do not want to receive these offers from us, please contact us.

In some instances, we may disclose your personal information (but not sensitive information) to others we have business arrangements with to enable them to offer their products and services to you.

We do not use or disclose sensitive information for the purposes of direct marketing.

### More Information

The Privacy Policy of the Company is available at [www.nationalroadsideassist.com.au](http://www.nationalroadsideassist.com.au) and the Privacy Policy of the Plan Administrator is available at [www.harrier.com.au](http://www.harrier.com.au). The Company can provide you with printed copies of these policies if you request.

For full details, including our Privacy Policy, please visit: [www.nationalroadsideassist.com.au](http://www.nationalroadsideassist.com.au)

*Ver B2C Platinum Plus 5.35.1*