



POLICY INCLUSIONS

CLASSIC COVER



Includes Roadside Essentials, up to 2 national emergency call-outs and up to 10 km free towing Australia wide.

DETAILED INCLUSIONS

Roadside Essentials

✓ **Flat Tyre** - Includes inflation of a flat tyre or replacement with the vehicles spare tyre.

✓ **Jump Start** - Our experts will come to your vehicle and provide a jump start, getting you back on the road as quickly as possible.

✓ **Minor Technical Advice** - Over the phone technical advice or practical tips may be provided within reason in relation to simple vehicle operation, any safety warnings or lights that may appear, or practical information regarding the vehicle.

✓ **Battery & Parts Replacement** - Should your vehicle require a new battery, we'll provide one for you on the spot. *The cost of the battery will be at the driver's expense.*

We can also organise emergency parts to effect mobilisation of a breakdown repair in the event that a repairer is not open or within close proximity of the breakdown.

✓ **Key Replacement** - Where the key has been lost or stolen, or has been locked inside the vehicle, we will either arrange for your spare key to be delivered or arrange for a Roadside Mechanic to attend. *Replacement costs will be the responsibility of the Customer.*

✓ **Emergency Fuel** - We will arrange an emergency supply of fuel delivered to you. Or, where government regulations permit, will transport your vehicle to the nearest refueling station. *Subject to the applicable towing limits a maximum of \$10 including GST will be paid for emergency fuel per event.*

✓ **Accident Co-ordination & Towing** - Where your vehicle has been involved in an accident, we will arrange to transport the vehicle to an approved accident repairer or a repairer of your preference. *ALL costs are at the customers expense for this service.*

We also advise the caller of the applicable information to obtain from other parties involved in the accident such as Third Party's name, address, contact numbers, vehicle registrations, insurance details and any witness details metropolitan areas then we will assist the driver.

Towing Australia Wide

✓ **Towing up to 10 km FREE** - In the event your vehicle is immobilised or is not safe to drive, we will transport it to the nearest mechanical workshop or repair agent with up to 10 kilometres FREE Australia wide.

✓ **Additional Towing** - Any additional kilometres traveled will be charged at an agreed vehicle rate.

STANDARD COVER



Includes Roadside Essentials, unlimited call-outs and up to 20 km free towing in metro and 50 km in regional areas.

DETAILED INCLUSIONS

Roadside Essentials

✓ **Flat Tyre** - Includes inflation of a flat tyre or replacement with the vehicles spare tyre.

✓ **Jump Start** - Our experts will come to your vehicle and provide a jump start, getting you back on the road as quickly as possible.

✓ **Minor Technical Advice** - Over the phone technical advice or practical tips may be provided within reason in relation to simple vehicle operation, any safety warnings or lights that may appear, or practical information regarding the vehicle.

✓ **Battery & Parts Replacement** - Should your vehicle require a new battery, we'll provide one for you on the spot. *The cost of the battery will be at the driver's expense.*

We can also organise emergency parts to effect mobilisation of a breakdown repair in the event that a repairer is not open or within close proximity of the breakdown.

✓ **Key Replacement (\$80 Cover)** - Where the key has been lost or stolen, or has been locked inside the vehicle, we will either arrange for your spare key to be delivered or arrange for a Roadside Mechanic to attend. *Up to \$80 cover for key replacement with the member responsible for additional costs.*

✓ **Emergency Fuel** - We will arrange an emergency supply of fuel delivered to you. Or, where government regulations permit, will transport your vehicle to the nearest refueling station. *Subject to the applicable towing limits a maximum of \$10 including GST will be paid for emergency fuel per event.*

✓ **Accident Co-ordination & Towing** - Where your vehicle has been involved in an accident, we will arrange to transport the vehicle to an approved accident repairer or a repairer of your preference. *ALL costs are at the customers expense for this service.*

We also advise the caller of the applicable information to obtain from other parties involved in the accident such as Third Party's name, address, contact numbers, vehicle registrations, insurance details and any witness details metropolitan areas then we will assist the driver.

Towing Australia Wide

✓ **20 Km Free Metro & 50 Km Free Regional** - In the event your vehicle is immobilised or is not safe to drive, we will transport it to the nearest mechanical workshop or repair agent with up to 20 kilometres FREE in metro areas including capital cities, Gosford, Newcastle, Wollongong & Geelong and up to 50 kilometres FREE in regional areas.

✓ **Additional Towing** - Any additional kilometres traveled will be charged at an agreed vehicle rate.

PREMIUM COVER



ÀYU`dYUW`cZ`a]bX`JZ`nci `UFY`U`ZF`YeI Ybh`fcUX`i gYfz`nci f`WJf`
cf`a`chc`f`W`W`W`]g`nci f`k`cf`_\`c`fgY`cf`ZF`YeI Ybh`ma U`_`Y`cb[` `X]ghU`b`W`h`f]dg"

Includes Roadside Essentials, unlimited call-outs and up to 50 km free towing in metro and 100 km in regional areas.

DETAILED INCLUSIONS

Roadside Essentials

- ✓ **Flat Tyre** - Includes inflation of a or replacement with the vehicles spare tyre.
- ✓ **Jump Start** - Our experts will come to your vehicle and provide a jump start, getting you back on the road as quickly as possible.
- ✓ **Minor Technical Advice** - Over the phone technical advice or practical tips may be provided within reason in relation to simple vehicle operation, any safety warnings or lights that may appear, or practical information regarding the vehicle.
- ✓ **Battery & Parts Replacement** - Should your vehicle require a new battery, we'll provide one for you on the spot. *The cost of the battery will be at the driver's expense.*
We can also organise emergency parts to effect mobilisation of a breakdown repair in the event that a repairer is not open or within close proximity of the breakdown.
- ✓ **Key Replacement (\$80 cover)** - Where the key has been lost or stolen, or has been locked inside the vehicle, we will either arrange for your spare key to be delivered or arrange for a Roadside Mechanic to attend. *Up to \$80 cover for key replacement with the member responsible for additional costs.*
- ✓ **Emergency Fuel** - We will arrange an emergency supply of fuel delivered to you. Or, where government regulations permit, will transport your vehicle to the nearest refueling station. *Subject to the applicable towing limits a maximum of \$10 including GST will be paid for emergency fuel per event.*
- ✓ **Accident Co-ordination & Towing** - Where your vehicle has been involved in an accident, we will arrange to transport the vehicle to an approved accident repairer or a repairer of your preference. *ALL costs are at the customers expense for this service.*
We also advise the caller of the applicable information to obtain from other parties involved in the accident such as Third Party's name, address, contact numbers, vehicle registrations, insurance details and any witness details metropolitan areas then we will assist the driver.

Towing Australia Wide

- ✓ **50 km Free Metro & 100 km Free Regional** - in the event your vehicle is immobilised or is not safe to drive, we will transport it to the nearest mechanical workshop or repair agent with up to 50 kilometres FREE in metro areas including capital cities, Gosford, Newcastle, Wollongong & Geelong and up to 100 kilometres FREE in regional areas.
- ✓ **Additional Towing**- Any additional kilometres traveled will be charged at an agreed vehicle rate.

★ ADDITIONAL INCLUSIONS FOR PREMIUM COVER

Premium Roadside

✓ **Accommodation Assistance** - We will arrange and provide hotel accommodation for the driver and up to 4 passengers for up to 3 nights with a maximum combined cover of \$120 including GST per night.
The customer will be responsible for all meals, telephone call costs and any hotel sundries.

✓ **Rental Car Assistance** - In the result of a breakdown where your car cannot be repaired the same day, we will arrange and provide a rental car for a maximum cost of \$90 day including GST and up to 4 days.
Rental car entitlements will cease once your vehicle has been repaired.
The driver/hirer of the rental car will be responsible for all fuel costs, excess kilometre charges, toll fees, insurance waivers, insurance excess and damage claims payable on the rental car.

✓ **Alternate Travel Assistance** - If, following a breakdown, the vehicle cannot be repaired and hotel accommodation or a rental car aren't available, we will arrange and provide alternative transport where possible for the customer and up to four (4) passengers traveling in the vehicle to return home or to their intended destination. We will be responsible for maximum cost of \$100.00 including GST per person.
This service is instead of hotel accommodation and rental car and not in addition to.

✓ **Vehicle Recovery & Relocation Assistance**
When the vehicle has been repaired after a breakdown, we will arrange and provide for delivery of the vehicle to the customer's home or intended destination.
Alternatively, arrangements can be made for the customer to return to the repaired vehicle.
All costs associated with this service will be the responsibility of the Customer and full payment will be required before the service is provided.

✓ **Off-Road Recovery Assistance** - In the event that the vehicle is immobilised while located in an area not generally accessible by standard, 2-wheel drive recovery vehicles, we will arrange appropriate specialised recovery and transport assistance.
All costs associated with this service will be the responsibility of the customer and full payment will be required before the service is provided.

✓ **Repairer Follow-up Assistance** - When your vehicle has been transported to 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.



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 7days.

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 3.0 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.



So why choose us?

Our 24 hour, 7 days a week breakdown service is supported by over 3000 on call roadside mechanics across Australia.

- ✓ **Our qualified mechanics are part of the national MTA network, fully trained, equipped and ready to get you back on the road.**
- ✓ **Over the phone operators to assist you with minor technical support.**
- ✓ **No joining fee, saving you up to \$55**
- ✓ **We give you more choice with 3 cover options available, so you only pay for what you need.**

Need assistance?

RoadsideVIP assistance is here to help

- 1 Call 1300 784 644**
- 2** Have your registration number ready, and provide us with your contact number
- 3** We'll also ask you your location, and what's happened to the vehicle

Exclusions and Limitations

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

- Vehicles over 15 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 fitting 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.



Classic Product Cover

- Monthly payments of 12 x \$6.50 being made periodically.
- 14 days cooling off period.
- Minimum annual expenditure of \$79.00 (=12 times \$6.50) and then monthly payments to continue after the first 12 months with no end date until RoadsideVIP is notified by email at our support email address.
- Credit Card & Debit Card only payments.
- If no funds are available then RoadsideVIP will try a second time within 3 days. If still no funds available then Membership will be terminated and a fee of \$11.90 to be paid for administration costs as per Ezidebit terms.

Standard Product Cover

- Monthly Payments of 12 x \$8.25 being made periodically.
- 14 days cooling off period.
- Minimum Annual expenditure of \$99.00 (=12 times \$8.25) and then monthly payments to continue after the first 12 months with no end date until RoadsideVIP are notified by email at our support email address.
- Credit Card & Debit Card only payments.
- If no funds are available then RoadsideVIP will try a second time within 3 days. If still no funds are available then Membership will be terminated and a fee of \$11.90 to be paid for administration costs per Ezidebit terms.

Premium Product Cover

- Monthly Payments of 12 x \$11.50 being made periodically.
- 14 days cooling off period.
- Minimum Annual expenditure of \$139.00 (=12 times \$11.50) and then monthly payments to continue after the first 12 months with no end date until RoadsideVIP are notified by email at our support email address.
- Credit Card & Debit Card only payments.
- If no funds are available then RoadsideVIP will try a second time within 3 days. If still no funds are available then Membership will be terminated and a fee of \$11.90 to be paid for administration costs per Ezidebit terms.

RoadsideVIP General Payment Policy

I/We hereby authorise Australian Consumer Buying Group Pty Ltd ACN 47 057 113 881 (Trading as RoadsideVIP herein referred to as "RoadsideVIP") to make periodic debits as indicated on the attached Direct Debit Request.

I/We understand that I/we will have a 14 day cooling off period in which to terminate the agreement.

I/We understand that the minimum total membership amount payable is 1 annual payment or 12 monthly payments as per the rate for the product selected.

I/We acknowledge that the debit amount will be debited from my/our account according to the terms and conditions of my/our agreement with RoadsideVIP and the terms and conditions of the Direct Debit Request (and specifically the Debit Arrangement and the Fees/Charges detailed in the Direct Debit Request) and this DDR Service Agreement.

I/We acknowledge that bank account and/or credit card details have been verified against a recent bank statement to ensure accuracy of the details provided and I/we will contact my/our financial institution if I/we are uncertain of the accuracy of these details.

I/We acknowledge that it is my/our responsibility to ensure that there are sufficient cleared funds in the nominated account by the due date to enable the direct debit to be honoured on the debit date. Direct debits normally occur overnight, however transactions can take up to three (3) business days depending on the financial institution.

Accordingly, I/we acknowledge and agree that sufficient funds will remain in the nominated account until the direct debit amount has been debited from the account and that if there are insufficient funds available, I/we agree that RoadsideVIP will not be held responsible for any fees and charges that may be charged by either my/our or its financial institution.

I/We acknowledge that there may be a delay in processing the debit if:-

- (1) there is a public or bank holiday on the day of the debit, or any day after the debit date.

Any payments that fall due on any of the above will be processed on the next business day.

I/We acknowledge that RoadsideVIP is to provide at least 14 days' notice if it proposes to vary any of the terms and conditions of the Direct Debit Request or this DDR Service Agreement including varying any of the terms of the debit arrangements between us.

I/We acknowledge that I/we will contact RoadsideVIP if I/we wish to alter or defer any of the debit arrangements.

I/We acknowledge that any request by me/us to stop or cancel the debit arrangements will be directed to RoadsideVIP.

I/We acknowledge that any disputed debit payments will be directed to RoadsideVIP. If no resolution is forthcoming, I/we agree to contact my/our financial institution.

I/We acknowledge that if a debit is returned by my/our financial institution as unpaid, a failed payment fee of up to \$11.90 is payable by me/us to RoadsideVIP. I/We will also be responsible for any fees and charges applied by my/our financial institution for each unsuccessful debit attempt together with any collection fees, including but not limited to any solicitor fees and/or collection agent fee as may be incurred by RoadsideVIP.

I/We authorise RoadsideVIP to attempt to re-process any unsuccessful payments as advised.

I/We acknowledge that certain fees and charges (including setup, variation, SMS or processing fees) may apply to the Direct Debit Request and may be payable to RoadsideVIP and subject to my/our agreement agree to pay those fees and charges to RoadsideVIP.

Credit Card Payments

I/We acknowledge that "RoadsideVIP" will appear as the merchant for all payments from my/our credit card.

I/We acknowledge and agree that RoadsideVIP will not be held liable for any disputed transactions resulting in the non-supply of goods and/or services and that all disputes will be directed to the Business as RoadsideVIP is acting only as a Direct Debit Agent for the Business.

I/We acknowledge that Credit Card Fees are a minimum of the Transaction Fee or the Credit Card Fee, whichever is greater as detailed on the Direct Debit Request.

I/We appoint RoadsideVIP as my/our exclusive agent with regard to the control, management and protection of my/our personal information (relating to the Business and contained in this DDR Service Agreement). I/We irrevocably authorise RoadsideVIP to take all necessary action (which RoadsideVIP deems necessary) to protect and/or correct, if required, my/our personal information, including (but not limited to) correcting account numbers and providing such information to relevant third parties and otherwise disclosing or allowing access to my/our personal information to third parties in accordance with the RoadsideVIP Privacy Policy.

Other than as provided in this Agreement or the RoadsideVIP Privacy Policy, RoadsideVIP will keep your information about your nominated account at the financial institution private and confidential unless this information is required to investigate a claim made relating to an alleged incorrect or wrongful debit, to be referred to a debt collection agency for the purposes of debt collection or as otherwise required or permitted by law.

I/We hereby irrevocably authorise, direct and instruct any third party who holds/stores my/our personal information (relating to the Business and contained in this DDR Service Agreement) to release and provide such information to RoadsideVIP on my/our written request.

I/We authorise:

- a) RoadsideVIP to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
- b) my/our financial institution to release information allowing RoadsideVIP to verify my/our account details.

