

Emergency travel benefits

PLATINUM MEMBERSHIP ONLY

If you have a breakdown when you are more than 100km from home and your vehicle cannot be repaired on the same day, the following emergency travel benefits, up to a total combined benefit of \$2000 (inc GST) will apply under the Allianz Roadside Assistance Platinum Plan as set out below. You can choose the combination of benefits you use, up to the total combined limit of \$2000 (inc GST) until your vehicle is repaired.

Rental vehicle

We will provide a rental vehicle for up to 10 days to a limit of \$99 (inc GST) per day. Any amount charged in excess of this limit will be at your cost. You will be responsible for all fuel costs, excess kilometre charges, traffic infringements, relocation fees, any damage and any excess or insurance waivers on the rental vehicle.

Accommodation

We will provide up to 10 nights' accommodation up to the value of \$150 (inc GST) per night (room cost only) should you decide to remain with your vehicle while it is repaired locally, or if alternative transport is unavailable. Any amounts charged in excess of this limit will be at your cost. This benefit will stop once your vehicle has been repaired.

Vehicle relocation

We will deliver your repaired vehicle to your home or intended destination up to a maximum transport value of \$1000 (inc GST). Alternatively, return transport will be provided to enable the driver to pick up the repaired vehicle up to the value of \$1000.

Alternative transportation

We will transport you and up to four of your passengers to your home or to your intended destination up to a maximum journey cost of \$2000 (inc GST) per incident, should hotel accommodation or a rental vehicle be unavailable.

*Some limits and exclusions apply. For more information please refer to full Terms & Conditions at www.roadsideonline.com.au/terms-and-conditions

Australian Consumer Law

Despite anything contained in these terms and conditions, the Australian Consumer Law (ACL) gives you statutory rights including guarantees and remedies that cannot be excluded or modified by these terms and conditions. The ACL guarantees and remedies include (depending on the type of failure, fault or defect and whether major or minor) repair or replacement, a refund, compensation for reasonably foreseeable loss or damage, or a resupply of services if the goods or services do not meet the standards required by the ACL.

Privacy

To arrange and provide your roadside assistance including any renewals, and to manage your and our rights and obligations arising from or in connection with the roadside assistance including any disputes, we (in this Privacy Notice "we", "our" and "us" includes AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance, its agents and representatives) collect personal information from you and those authorised by you such as motor vehicle dealerships, vehicle manufacturers, fleet management companies, financial institutions, your agents and representatives, as well as from our agents and others we consider necessary.

Apart from providing the roadside assistance and for related purposes such as to provide renewals, for handling disputes, and for recovery against third parties, we also collect, use and disclose your personal information for product development, marketing and promotions, research, IT systems maintenance and development, and for other purposes with your consent or where authorised by law.

For more information about our handling of personal information, including further details about access, correction and complaints, please see our privacy policy available on request or via www.allianz-assistance.com.au.

Cancellation

You may choose to cancel your membership at any time, however, no pro rata refunds will be given to you on unexpired policies merely because you decide you do not want the membership.

*For more information refer to the full Terms & Conditions. <http://www.roadsideonline.com.au/terms-and-conditions>

Allianz Roadside Assistance provided on behalf of Allianz Australia Insurance Limited (Allianz) through AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance



Allianz Roadside Assistance

Keeping you moving

Allianz 

Why choose Allianz Roadside Assistance?

Allianz provides you with reliable and secure Roadside Assistance for your vehicle 24 hours a day, 365 days a year, all around Australia.*

Platinum Plan

Standard Plan

NO JOINING FEE

Product Features:

- 24 hour assistance
- Towing / transportation
- Emergency fuel
- Accident coordination
- Urgent message relay
- And more!

Your plan

Our Roadside Assistance offers the peace of mind of 24 hour nationwide roadside assistance 365 days a year, to get you back on the road. Our experienced roadside assistance team are only a phone call away and here to help you when you need it most. With two levels of cover available, we provide a professional and reliable assistance network throughout Australia.

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	Platinum Plan	Standard Plan
Benefits at a glance	Coverage & Limits	Coverage & Limits
Comprehensive Service Australia wide	✓	✓
24-hour Telephone Assistance Service	✓	✓
Emergency Mechanical Repairs	✓	✓
- Metropolitan Areas	100 km	20 km
- Regional/Rural Areas	200 km	50 km
Flat or Faulty Battery Service	✓	✓
Emergency Fuel	✓	✓
Flat Tyres	✓	✓
Towing	✓	✓
- Metropolitan Areas	100 km	20 km
- Regional/Rural Areas	200 km	50 km
Replacement for Lost or Locked Keys	\$200	\$150
Accident Coordination	✓	✓
Urgent Message Relay	✓	✓
Taxi	\$100	✗
Emergency Travel Benefits (in total)	\$2000	✗
- Rental Vehicle	\$990	✗
- Alternative Transportation	\$2000	✗
- Accommodation	\$1500	✗
- Vehicle Relocation	\$1000	✗

Membership benefits

Allianz Roadside Assistance membership allows you to drive with the security that help is available any time of the day or night, Australia-wide.

Emergency mechanical repairs

Standard membership

If our customer service assistant is unable to get your vehicle mobilised over the telephone, we will dispatch a service provider, up to 20kms in metropolitan locations or up to 50kms from the nearest attending service provider in regional and remote locations.

Platinum membership

If our customer service assistant is unable to get your vehicle mobilised over the telephone, we will dispatch a service provider, up to 100kms in metropolitan locations or up to 200kms from the nearest attending service provider in regional and remote locations.

Flat or faulty battery service

If you find yourself immobilised with a battery problem, we will attend to your vehicle, test the battery for performance and jump start the flat battery or coordinate a battery replacement. All costs associated with a replacement battery (such as supply and delivery) will be your responsibility.

Emergency fuel

Standard membership

If your vehicle runs out of fuel, we will deliver sufficient petrol or diesel for the vehicle to travel to the nearest available re-fuelling facility. In the case of LPG fuelled vehicles, we will tow the vehicle to the nearest re-fuelling facility, subject to the towing limits set out in the table. The delivery and cost of fuel is provided where an emergency refuel occurs within a capital city or major regional town. However, all costs incurred for a callout outside these areas are your responsibility.

In the event a mis-fuelling incident occurs, we will coordinate towing at your expense.

Platinum membership

A total benefit limit of \$60 (inc GST) applies to this benefit per incident.

Flat tyres

If you find yourself with a flat tyre, we will change it with the vehicle's serviceable spare wheel. Should additional services be required beyond this due to multiple flat tyres, the spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, towing is provided up to the towing limits specified in the table.

Towing

Standard membership

If the vehicle cannot be mobilised at the breakdown location and/or requires electronic diagnosis, we will deliver your vehicle to your preferred repairer, up to a limit of 20kms from the breakdown location in metropolitan locations, or up to a limit of 50kms in regional and remote locations. All costs of towing above these limits, including subsequent tows, are your responsibility. Please note that this benefit does not apply if your vehicle has been fitted with a body that requires heavy haulage towing due to height, width or length. In those circumstances, we will coordinate towing for the vehicle, but all costs will be your responsibility.

Platinum membership

Increased towing limits of up to 100km from the breakdown location in metropolitan locations, and 200km from the breakdown location in regional and remote locations.

Replacement for lost or locked keys

Standard membership

If you lose your keys or lock them in your vehicle, we will provide all reasonable assistance (subject to proof of ownership shown) to:

- Locate and deliver a spare key, or
- Arrange for the driver to retrieve the spare key, if this is more practical, or
- Gain access to your vehicle (once a consent and indemnity form has been signed by you)

We will not be responsible for any damage incurred, or for any repair costs that result from gaining access to the vehicle or moving the vehicle while it is locked. In all other situations where the key is not available, we will arrange to transport the vehicle to your preferred repairer, where the appropriate entry methods may be used. A limit of \$150 (inc GST) applies to this benefit. All additional costs are your responsibility.

Platinum membership

An increased benefit limit of \$200 (inc GST) applies to this benefit per incident.

Accident coordination

Following an accident, we will coordinate towing arrangements and will also provide advice on accident procedures. If required, we will coordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs are your responsibility. (Note that these costs, subject to the payment of any excess, may be recoverable from your insurance company under an appropriate insurance policy)

Urgent message relay

Following a breakdown or accident, we will relay urgent messages to your family, friends or business associates likely to be affected or concerned by the disruption or delay.

Taxi

Platinum membership

If your vehicle cannot be mobilised due to a breakdown and must be transported to a repairer, we will provide one taxi ride per incident, to a maximum value of \$100 (inc GST) per incident so you and your passengers can continue your journey to the nearest town or within the same city where the breakdown occurred.