

CardLink Auto Assist Plus Service Details

1.0 OVERVIEW

- 1.1. The AA provides the following services to Cardlink customers who subscribe to the Auto Assist Plus service.
- 1.2. Where the customer is a personal cardholder, they shall be entitled to the service for any vehicle in which they are the driver.
- 1.3. Where the customer is a vehicle cardholder, they shall be entitled to the service for only the vehicle registered on that card.
- 1.4. Should the dispatched service provider be unable to resolve the call, towage of the vehicle to a place of safety or the nearest approved place of repair will be arranged.
- 1.5. At any time you may write to us and cancel your membership. Ceasing payment of the monthly service charge will immediately cancel your membership and therefore your cover. Your cover will then cease at that time. Please note that if you wish to rejoin again at a later date, you will incur another joining fee.

2.0 DETAIL OF AUTO ASSIST PLUS COVER

- 2.1. Auto Assist Plus members are entitled to 3 callouts annually from the anniversary date of subscribing to the service. Any excess charges will be charged to the cardholder's card. Any callouts over and above the set annual limit will be charged to your card at \$25 per callout, plus any callout service charges incurred.

- 2.2. The service covers mechanical, non-mechanical and collision related incidents.
- 2.3. In the event that your vehicle cannot be mobilised and is towed for repair, Cardlink will pay for one free car rental day per year. These may accumulate up to a maximum of three days, if not used. The free rental day will be provided through Thrifty and will be an economy level car. To take up this option you must collect the car from one of their 20 locations nationwide - subject to availability.

- 2.4. **AUTO ASSIST PLUS SERVICE - MECHANICAL RELATED** The attending service provider will only attempt to rectify any non-collision or non-insurance related mechanical failure that has disabled the vehicle and made it unsafe or unable to be driven.

- 2.4.1. **Vehicle Recovery (Metro Area)** Where the nominated vehicle cannot be mobilised at the home or the roadside following a breakdown, recovery will be provided as follows:

- 2.4.1.1. Recovery shall be provided to the closest authorised place of repair to the breakdown site.

- 2.4.1.2. Where the cardholder has had 3 callouts since their last anniversary, recovery shall be provided to the driver's choice of repairer and cost of recovery shall be charged to the cardholder.

- 2.4.2. **Vehicle Recovery (Rural Area)** Where the nominated vehicle cannot be mobilised at the roadside following a breakdown, recovery will be provided as follows:

- 2.4.2.1. Recovery shall be provided to the closest authorised place of repair from the breakdown site to a limit of 100 kilometres or up to \$100.00. Any additional cost over and above the limit will be at the expense of the cardholder.

- 2.4.2.2. Where the cardholder has had 3 callouts since their last anniversary, recovery shall be provided to the closest authorised place of repair or driver's choice of repairer and cost of recovery shall be charged to the cardholder.

- 2.4.3. **Remote Areas** Where a breakdown occurs in a remote area service will be provided by the service provider, however service delivery may be subject to lengthy delays brought about by breakdown location and service provider availability and accessibility.

- 2.4.4. **Trailer Towing** Where possible, towing will be provided, for any other form of trailer body that is attached to the caller's nominated vehicle ("the Attachment") where the vehicle has experienced a roadside breakdown and requires towing.

Provided that the vehicle and the Attachment can be transported by one standard towing vehicle to its destination the cost may be within the standard single tow. However any additional costs that may be incurred (for example, storage of the Attachment) shall be at the expense of the cardholder.

In all cases the decision regarding whether the vehicle requires towing will rest with the service provider.

- 2.4.5. **Limits for On-tow Trailers** Services may be provided for trailers on tow at the time of the breakdown up to a maximum 7 metres in length (excluding tow-bar). When recovery of vehicle is required, the service provider may tow trailers on tow at the time of the breakdown if they are not required to be lifted and carried.

Any Attachment that is un-roadworthy, overloaded, or is in an unsafe condition will only be towed or transported at the cardholder's expense and where such towing or transportation is, in the opinion of the service provider, permitted by law.

2.5. NON-MECHANICAL

- 2.5.1. **Wheels and Tyres** The service provider will change a damaged tyre/wheel with the vehicle's serviceable spare, where it is roadworthy and compatible with the other tyres/wheels on the vehicle.

Where the spare is not serviceable, roadworthy or compatible, recovery to the nearest facility able to supply and/or repair the tyre/wheel will be provided, at the expense of the cardholder.

- 2.5.2. **Flat Batteries** The service providers will provide a battery boost and any other practical assistance at the roadside to start the vehicle.

- 2.5.3. **Faulty Battery** Where the vehicle cannot be mobilised at roadside due to a faulty battery, and therefore requires a new battery, the service providers will offer the driver a referral to a specialised battery provider" at the expense of the cardholder. Where possible preferential rates will be offered.

* Auckland, Wellington and Christchurch

Where the vehicle cannot be mobilised at the roadside due to a faulty battery, which is outside specialist battery service coverage a recovery to the nearest facility to supply a battery will be provided. The cost of the replacement battery will be at the expense of the cardholder.

- 2.5.4. **Lockout** Where the vehicle is unable to be accessed due to lockout, the service provider will attempt to open the vehicle. This action will be subject to satisfactory proof of ownership or owner authority to drive the vehicle. The owner or the owner's representative (the driver) may also be required to sign an indemnity releasing the service provider and Cardlink from any liability should damage be caused by such forced entry.

- 2.5.5. **Lost Keys** Where the vehicle is unable to be accessed due to lockout, the service provider will attempt to open the vehicle. This action will be subject to satisfactory proof of ownership or owner authority to drive the vehicle. The owner or the owner's representative (the driver) may also be required to sign an indemnity releasing the service provider and Cardlink from any liability should damage be caused by such forced entry.

- 2.5.5.1. Where necessary, if a vehicle can not be started due to keys being lost, and where a replacement key is available, the service provider will arrange for pickup of the key from the residence of the cardholder, provided the caller has informed the service provider at receipt of the call that prior arrangement has been made by the driver to make available the keys to the service provider.

- 2.5.5.2. Arrangements can be made for the key to be couriered to the driver of the vehicle from either the cardholder's residence or from the vehicle manufacturer's dealer as soon as practical or within 24 hours depending on the availability of courier services.

Where a replacement key is required the service provider will arrange for either a locksmith to attend or arrange for the vehicle to be transported. The maximum contribution is \$40.00 for either a locksmith to attend or provide recovery to the nearest service repairer.

- 2.5.5.3. The cost of the replacement key will be at the expense of the cardholder.

- 2.5.6. **Out of Fuel (excluding CNG & LPG)** The attending service provider will supply \$20 of fuel to enable an "out of fuel" vehicle to be driven. You will not incur the delivery expense as this is covered by your free callout.

Where it is not practicable to provide fuel, recovery of the vehicle will be provided to the nearest service station.

- 2.5.7. **Out of Fuel - CNG & LPG** Recovery of the vehicle will be provided to the nearest facility to supply the relevant gas; the vehicle recovery will be at the expense of the cardholder.

- 2.5.8. **Incorrectly Fuelled** - As a result of the registered vehicle being incorrectly fuelled towing will be organised to the nearest place of repair or safety. Recovery limitations apply. Draining of the fuel and any further towing will be at the cardholder's expense.

2.6. OTHER CONDITIONS OF AUTO ASSIST PLUS

- 2.6.1. **Public Legal Roads** Service will only be provided to the cardholder's disabled vehicle on constructed roads/driveways that are legally and safely trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required) as determined by the service provider.

- 2.6.2. **Vehicle Rescue** Where the vehicle becomes disabled off a legally designated/formed public road (such as beaches, fields or creek beds), vehicle rescue may be arranged at the discretion of the service provider, and at the cardholder's expense.

- 2.6.3. **Bogged Vehicle Recovery** Service will be provided to cardholder's stranded on a public road and where no special equipment such as power winches or extended cables etc are required.

- 2.6.4. **Special Equipment** Should special equipment be necessary to effectively deliver service and/or where the service provider has to return to their facility to obtain any special equipment, the additional cost involved will be charged to and paid by the cardholder.

- 2.6.5. **Natural Disasters** Cardlink reserves the right to alter and/or offer alternative assistance where a natural disaster places extraordinary demands on the provisions of service. Where a disabled vehicle cannot be reached, (for example due to floods or slips, fire etc), the service provider will attempt to provide whatever alternative assistance is practical under the circumstances. Any such assistance will be at the discretion of the service provider. The service provider will provide assistance on a best endeavours basis and offer to contact a towing contractor to attend the vehicle.

- 2.6.6. **Unattended Vehicles** Vehicles, which are found to be unattended by the caller at the time of breakdown, will not receive service under any circumstances. The owner or the owner's authorized representative (the driver) must wait with the vehicle until the service provider arrives. Where the disabled vehicle is found to be unattended, the roadside assistance job will be aborted and noted.

Any subsequent calls for service (deemed by the service provider to be for the same incident) will be at the cardholder's expense.

- 2.6.7. **Unauthorised Attempted Repairs** Where the service provider attends a roadside assistance call and under initial inspection reasonably considers a prior attempt to repair the vehicle has caused damage and the vehicle cannot be started or driven without further risk of damage, the cardholder may be required to sign an indemnity releasing the service provider and Cardlink from any liability should any claims be made in future against the service provider.

3.0 COLLISION CARE

An accident can be a traumatic experience, so as an Auto Assist Plus member you can benefit from a Case Manager to help guide you through it.

The Case Manager shall take all steps to provide the cardholder with "peace-of-mind" in the event of a collision, including:

- Reassurance by phone and activate emergency services (if required).
- Notify anyone of delay on request.
- Contact with 24 hour medical, legal counselling or trauma counselling (if required).
- Provide the caller with "what to do next" information.
- Ensure the customer is made mobile.
- Notify client outlet of all relevant information, i.e. vehicle location.
- Arrange a replacement vehicle (if required) at the driver's cost.
- Arrange emergency accommodation (if required) at the driver's cost.
- Arrange alternative land transport to either a place of residence or location to obtain a replacement vehicle from a rental company (if required) at the driver's cost.
- Organise the vehicle to be recovered and stored (if required).
- Informing the Cardlink approved repairer.
- Keeping the Cardlink customer informed.

All cost associated with recovery, storage, replacement vehicle, accommodation or alternative land transport will be at the expense of either the cardholder or their insurance company.