

Motor Vehicle Cover

STANDARD

* 48 hour cooling off period.

365
Roadside Assistance



STANDARD MEMBER BENEFITS - *Just enough benefits to keep you on the road.*

M Minor Repairs and Tyre Assistance

Wherever possible we will repair the usual causes of breakdown related problems including your flat tyres.

B Jump Start and Battery Replacement

We will assist in getting you started with minor issues to your battery. If required, we will provide a replacement. The cost of the battery is at your expense.

A Accident Coordination and 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.

T Towing

In the event that your vehicle is immobilized, or is not safe to drive, we will transport the vehicle to the nearest mechanical workshop or repair agent up to:

- 20 kilometres in metropolitan areas and;
- 50 kilometres round trip in regional areas

E Emergency Fuel

We will either deliver up to \$10 of emergency supply fuel, or transport your vehicle to the nearest refueling station.

L Lock-outs

We will assist you to gain access to your vehicle in the event you have locked your keys in the car.

We will also advise the caller of the appropriate 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

WHY US?

Because we are very flexible

Today everyone opts for road travel, be it driving to your workplace, or a long trip from one city to another. Roads are our mainstream channel of transportation, and, as common as they are, equally as common are roadside accidents, car problems and other hurdles. This is where roadside assistance comes in handy.

So why wait for the problem to arrive to call for assistance? You'd rather be safe than sorry and already be covered with a predetermined package that allows you to have peace of mind roadside assistance, 365 days a year, 24 hours a day with 365 Roadside Assistance.



We work in communities, for communities

We know that a \$1 provided to a locally owned network supporting provider, will be spent five times through that very community.

We ask clients in cities, towns and rural communities to join 365 and for that reason we use those providers (where we can) who work, live and operate in those local communities. It is both the key and long term initiative 365 will continue to focus on to ensure our success.

365 Roadside Assistance Level5, 63 York St NSW 2000
Tel: 1300 302 500 E-mail: support@365roadsideassistance.com

National Coverage



We will always help you and our support and coverage is CONSISTENT Australia Wide.

Our repair network covers every state and territory in Australia.

24/7 Assistance Call Centre



Our call centre is available 24/7, everyday of the year.

Telephone:
1300 302 500



BLUE
ZEBRA
INSURANCE

Blue Zebra Insurance (BZI) is pleased to be partnering with 365 Roadside Assistance to deliver roadside assistance as part of the BZI Motor Insurance policy.

Please contact your insurance broker to find out more about BZI, the insurance products it issues and to obtain a copy of the PDS.

You can find out more at www.bzi.com.au



Motor Vehicle Cover

STANDARD Policy conditions and exclusions



Membership Validity

- 365 Roadside Assistance (365) provides membership assistance Australia-wide. Your membership is valid for the vehicle which you nominate to us only.
- Service and benefits become effective two working days (48 hours) after receipt of payment. See cooling off period.
- Any support provided must not be pre-existing to the paid membership period. If we/the attending contractor determines that the breakdown has occurred prior to the period of membership then 365 can refuse to assist or you will be asked to pay for the assistance.
- You must remain with your vehicle after requesting a service. If you are not in attendance with your vehicle at the time 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 as a separate call-out.
- 365 reserves 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.
- If you sell your vehicle you must provide us the new members details via email within seven days of the sale of the vehicle. Otherwise the membership will automatically lapse.

Cooling Off Period

- 365 have a 48 hour cooling off period. This means when you purchase the membership cover and on receipt of payment, the cover becomes available for use 48 hours post purchase.
- This is a one off cooling period for the initial set-up of membership. Once a member, subsequent annual renewals or option upgrades will receive instant continuing coverage.
- Membership fees are non-refundable, and your membership is non-transferable.

Towing and Distance

- Distances shown for towing (Standard - 20kms Metro & 50kms Regional, Premium - 50kms Metro & 100Kms Regional) - apply to ALL services that 365 attend to at the roadside.
- If we have to travel further we will help, however, you will be required to pay the per km rate as quoted to you prior to the job being attended to.
- When requesting roadside assistance you must provide the correct vehicle details and the exact location of the vehicle.
- If we are not able to confirm your membership or locate your vehicle based on the information you provide to us, all services will be at your expense.
- Towing will be provided using the most appropriate equipment available (such as lift-tow or flat-top truck) as determined by 365.
- 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.

Coverage Service

- 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.
- If you are located in a regional or remote location further than the nominated distances outlined above and require assistance, you may be charged an additional call out fee.

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 365 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. Additional cover options are available for caravan and trailers. Speak to your 365 representative for bundle options.
- 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 365's discretion.

Key recovery limitations. 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 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.

Towing limitations. 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.

365 reserves the right to amend prices and inclusions of policies without prior notice.