

Making it Simple

# LYNX

Transport Underwriting Managers (Pty) Ltd

FSP:43638

## Heavy Commercial Vehicles Roadside Assistance

Emergency Assist number: 0861 131 138

Back-up number: 063 502 0927

Policy and Customer Service Enquiries: 086 110 5969



# ROADSIDE ASSISTANCE (HCV)

The Call Centre provides immediate access to a team of dedicated case managers, together with a national complement of accredited assistance service providers who will assist with roadside emergencies. The services are only applicable when the service is requested through the Call Centre. Parts, repairs, maintenance services and such other goods and services as indicated below are not included.

Please note that this product does not constitute an insurance product and the Call Centre therefore does not in any way indemnify the member against losses, liability, expenses or damages suffered.

Vehicles and trailers exceeding 3500kgs

**Should the member find themselves stranded because of a vehicle breakdown or accident, the Call Centre will arrange one of the following services:**

## Flat Battery

The Call Centre will arrange to have the vehicle jump started. If the Call Centre cannot resolve the problem at the scene, the vehicle will be towed by an appointed Service Provider to the nearest most appropriate place of repair or safety.

## Keys locked in Vehicle

The Call Centre will arrange to open the vehicle and retrieve the vehicle keys. If the Call Centre cannot resolve the problem at the scene, the vehicle will be towed by an appointed Service Provider to the nearest most appropriate place of repair or safety. Additional costs of towing or repairs are not included as part of the services and are for the member's account.

## Flat Tyre

The Call Centre will arrange to have the tyre changed using the member's spare tyre. In the event that there is no spare tyre, the Call Centre will arrange for the vehicle to be towed to the nearest approved repairer or fitment centre.

## Run out of fuel

The Call Centre will arrange for fuel to be delivered to the member.

## Oil, Fluid and Water delivery service

Should the vehicle become disabled due to running out of Oil, Fluid or Water, the call centre will arrange for the above mentioned items to be delivered to the client. The cost of the fluid or oil will be for the client's own account.

## Winching/Extracting Assistance

Assistance will be provided for extracting the vehicle when accidentally stuck in a ditch or other inaccessible areas, when such location is within 50 metres of a paved road or highway. This service does not include extraction when driving a vehicle off-road or on unpaved highways.

## Mechanical and Electrical Breakdown

The Call Centre will tow the vehicle to the nearest franchised dealer (if under warranty) or to the nearest repairer.

## Accident Management

The Call Centre will facilitate a tow to the nearest insurance approved repairer from the scene of the accident.

## Storage

The Call Centre will arrange for the safe storage of the vehicle overnight or weekend where necessary. On the next working day, the vehicle will be relocated to the nearest approved dealer or repairer. Second Tows will be for the member's account (this excludes tows that are a continuation of the first tow due to a vehicle that was towed after-hours / over weekends / public holidays).

## Transmission of Urgent Messages

The Call Centre will relay messages of delay or changed arrangements to a nominated family member, employee or business colleague at the member's request.

### Vehicle Protection Services

In the event of an incident, where necessary, the call centre will dispatch an armed response vehicle to the scene in order to protect the vehicle and load until such time as the roadside assistance vehicle or tow truck arrives.

## TERMS & CONDITIONS

- An overall limit of R15 000 per incident and R30 000 per annum per vehicle will apply.
- Battery replacement costs are for the member's account (*Limited to South African territory only*)
- Each service will be managed on an individual basis and is highly dependent on traffic, weather and correct information being received.
- All Incidents will be arranged and facilitated to the nearest approved motor body repairer (MBR) within the limits provided.
- Roadside assistance services are only available in the event that the breakdown or accident occurs in South Africa, Lesotho or Swaziland. The Call Centre will not refund breakdown or accident assistance charges for incidents that occur in any other country.
- Second Tows will be for the member's account (this excludes tows that are a continuation of the first tow due to a vehicle that was towed after-hours / over weekends / public holidays).
- Mechanical Breakdown services are offered whether the vehicle breaks down at home or on the road.
- Services will only be rendered to validated beneficiaries.
- The additional per kilometre rate is subject to change in accordance with fuel price fluctuations.
- An Accident shall be defined as damage to one or more body panels (which will require repair in a body shop) as a result of a collision with another vehicle or object. An accident shall also include instances where the engine catches fire, or where impact with a pothole, kerb or pavement results in damage to the suspension, wheels or undercarriage (and not necessarily the body panels), and where it is clear to the member and the service provider that the damage is of an insurable risk nature, irrespective of whether or not the car is insured. In instances of doubt the service provider shall arbitrate on this latter definition. In the event of the accident being caused by mechanical failure, and in essence where the vehicle under these descriptions is non-driveable, the incident will be considered to be an accident.
- All services must be authorised, arranged and managed by the Call Centre. Any costs incurred through arrangements made by the member without prior authorisation from the Call Centre fall outside of the benefit entitlement.

- In the event of an accident, the vehicle is to be towed to the closest insurance approved motor body repairer (MBR) from the scene of the accident.

- In the event of a mechanical or electrical breakdown, the vehicle is to be towed to the closest franchised dealer or repair centre from the scene of the breakdown per the limits specified.

- The member will be liable for any costs related to the breaking of window glass should there be no other way to gain access to the vehicle to tow.

