

# Roadside Assistance

In the event of a **mechanical breakdown or electrical failure** (or if you need any of the other services offered in this section), please contact the Roadside Assistance 24-hour helpline. A **mechanical breakdown or electrical failure** is a fault in one of the vehicle's parts (as supplied by the **OEM**) which makes the vehicle unable to be driven. For example, a malfunction in the clutch, transmission or on-board computer of the vehicle. If your vehicle cannot be repaired at the scene of the breakdown, the Roadside Assistance operator will arrange for it to be towed to the nearest approved facility. We provide Roadside Assistance as soon as possible in response to your request. We do not guarantee response times, which vary depending on location, traffic, road conditions, weather conditions and the demand for assistance at the time of your request.

## Towing

If you experience a **mechanical breakdown or electrical failure** which was not directly caused by a road accident and cannot be repaired on the spot, a Roadside Assistance agent will dispatch a roadside team to tow your vehicle to the nearest approved facility for repairs.

For after hours or weekend tow-in service:

- If the breakdown is on the side of the road the roadside team will be dispatched immediately to collect your vehicle. If the nearest approved facility has 24-hour security, your vehicle will be towed and parked at the approved facility's premises. If there is no 24-hour security, your vehicle will be parked at the roadside team's premises until the approved facility opens.
- If the breakdown is at your home the Roadside Assistance agent will recommend that the tow-in be done when the approved facility opens. If the mechanical breakdown is a direct result of past or current damages due to a road accident, the cost of the tow-in will be for your own account. This will be determined by the **OEM** upon evaluation of vehicle.

## Limitations of service

- The distance per call-out for a vehicle tow-in is limited to the nearest approved facility.
- In the event of a mechanical breakdown, the tow-in of your vehicle will be to the nearest approved facility. Depending on the make of your vehicle, you can refer to the relevant website to find out where there are approved facilities in South Africa.
- If the mechanical breakdown is a direct result of past or current damages due to a road accident, the cost of the tow-in will be for your own account. This will be determined by the **OEM** upon evaluation of vehicle.
- Any impact that involves potholes and or any foreign object that causes a breakdown of any nature is excluded as this is classed as a **road accident**. □
- If the tow-in service is not authorised by Roadside Assistance, the cost of the tow-in will be for your own account. For authorisation and assistance, please contact Roadside Assistance.
- Towing benefit is limited to **2 call-outs**, per **12-month cycle**.

## Car hire or Accommodation

In the event of a **mechanical breakdown or electrical failure** and we authorise the towing of your vehicle to the nearest approved repairer, LiquidCapital will contribute towards the cost of any overnight accommodation or car hire you will require immediately after the tow.

The option of either **overnight accommodation** or **car hire** is available for yourself and your passengers, if we have approved the towing benefit and where all 3 of the events listed below happen:

1. you experience a **mechanical breakdown or electrical failure**;
2. your vehicle cannot be repaired the same day; and
3. you are more than 100km from your home.

You will have to settle the account for the accommodation or car hire and claim it back from LiquidCapital. You need to provide LiquidCapital with the receipts. The benefit is limited to **2 claims, per 12-month cycle**.

## Accommodation

If you wish to stay overnight in a hotel while your vehicle is being repaired, Roadside Assistance will refund to you a maximum of **R500 per person** (for the driver and up to 3 passengers) for one night only. It is your responsibility to arrange accommodation.

## Car hire or Public transport

Roadside Assistance will refund to you a maximum of **R750** towards using public transport to get home or the rental of a vehicle. The following is for your own account:

- Waivers;
- Insurance; and
- Fuel Deposit.

It is your responsibility to arrange car hire. **Please note:** the car hire company may require your credit card details.

## Tyre change

Assistance will be provided should you require assistance with tyre change.

### Limitations of service

- All tools supplied by your vehicle **OEM** are required to assist you with a tyre change.
- Your vehicle has to have a roadworthy spare tyre.
- If your vehicle's spare tyre is missing or not in a roadworthy condition, your vehicle will be towed to the nearest place of safety at your own cost.
- If your vehicle is equipped with run-flat tyres, we will tow the vehicle to the nearest approved facility or tyre fitment centre.
- Any tyre repairs or replacements will be at your own cost.
- Tyre change benefit is limited to **2-call outs, per 12-month cycle**.

## Fuel run

If your vehicle runs out of fuel and you are stranded on the side of the road, we will dispatch a contractor with a canister of fuel for your vehicle so that you can reach the nearest petrol station and re-fuel your vehicle.

### Limitations of service

- This benefit is available in urban areas only.
- Any fuel supplied will be for your own account.
- A maximum of 10 litres will be delivered to you.
- Fuel run benefit is limited to **2-call outs**, per **12-month cycle**.

## Jump-start

If your vehicle has a flat battery, we will send a contractor to help you jump-start your vehicle.

### Limitations of service

- This service is limited to only starting a vehicle by means of a battery boost, we don't replace the vehicle's battery.
- If your vehicle's battery is not able to be jump-started by the LiquidCapital Roadside Assistance team, they will arrange for your vehicle to be towed into the nearest approved facility where they will be able to replace your vehicle's battery. The cost of the replacement of the battery is for your own account unless provided for by your plan.
- Jump-start benefit is limited to **2-call outs**, per **12-month cycle**.

## Key lockout

Should you accidentally lock your vehicle's key in your vehicle, we will send out a locksmith to open your vehicle and retrieve your key.

### Limitations of service

- This plan will pay for only the **cost of the call-out fee** and **1 hour's labour** up to a **maximum of R650** to retrieve the vehicle's key from inside the vehicle.
- If you lose your vehicle's key or the keys were stolen, the replacement of the key is for your own account. We will, however, send a locksmith to open your vehicle and a tow truck to tow it to the nearest approved facility if required.
- Where Roadside Assistance feels that the call-out or requested service is not necessary or entirely justified, they will consider the case on its merits.
- Key lockout benefit is limited to **2-call outs**, per **12-month cycle**.

### **Please note Roadside Assistance does not include the following services:**

- Assistance when accidents happen.
- Assistance during vehicle hijack or theft recovery.
- Cross border recoveries.
- Incorrect use of your vehicle.

**Note:** That the above roadside services are only available within the borders of South Africa. If your vehicle is damaged outside the country, it must be brought back at your own cost. Simply call this 24-hour Roadside Assistance emergency number:

**LiquidCapital Assist on 0861 264 346**