

Roadside Assist



Managing the unexpected

If your car breaks down, has a flat battery or tyre, or the keys are locked inside, NZI – in association with a reputable breakdown service – can help with Roadside Assist.



What is covered

As a valued NZI customer, Roadside Assist allows you to receive six free call outs a year.*

Roadside Assist covers the vehicle, rather than just covering a vehicle owner or driver.

Flat tyre

If you're having trouble fixing a flat tyre, we'll come out and fit your spare tyre.

Breakdowns

If your vehicle won't start or breaks down due to a mechanical or electrical fault, we'll be there to help you. We'll assess the problem and endeavour to get your vehicle going on the spot. If for some reason we can't, we'll tow it to the nearest service garage.

Locked out

If you find your keys locked in your vehicle, we'll come out and get you back in your vehicle.

Flat battery

If your battery is flat, we'll come out and jump start your vehicle to get you back on the road.

Run out of fuel

Should your car run out of petrol or diesel, we'll bring you 5 litres of free petrol or diesel.



What Roadside Assist does not cover

NZI Roadside Assist is designed to cover most events that stop you and your car from continuing on your journey. There are, however, some situations that the service is not designed to cover – these are:

- ▶ Unattended vehicles.
- ▶ Vehicles involved in an accident.
- ▶ Vehicles bogged down on non-public or unformed roads such as beaches or forest tracks.
- ▶ Vehicles trapped or immobilised in extreme conditions such as snow, ice, flooding, slips etc.
- ▶ Actual repair costs, including cost of parts, charged to fix the problem.
- ▶ Vehicles over 3,000 kgs.
- ▶ Vehicles with a flat tyre where no replacement spare tyre exists.
- ▶ Vehicles being used for racing, speed testing, reliability trials, competitions or off-road activity.
- ▶ Towed vehicles such as boats, trailers and caravans.

* Extra call outs available at own cost.

Available 24 hours a day, 365 days a year, our nationwide Roadside Assist service means you can travel knowing that if the unexpected happens, NZI is on hand to help.



What to do if you require Roadside Assistance

Before you phone us, please make sure you have the following details:

- ▶ Registration number
(Write in your number here and take this brochure with you if you need to phone us away from your vehicle)

- ▶ Make, model and colour of vehicle

- ▶ Exact location of vehicle

- ▶ Nature of breakdown

- ▶ Contact phone number
(if applicable)

Call Roadside Assist on **0800 694 555**. An operator will give you further advice and take down your details before dispatching a mechanic.

If you need to leave your car to find a phone, ensure it's locked and no valuables are left in view.

Once you've contacted Roadside Assist, stay with your vehicle until a mechanic arrives. They'll know exactly what to do and will be able to answer any further questions you may have.

Why NZI

NZI is one of New Zealand's largest and most well-known insurance brands. We're proudly backed by IAG (Insurance Australia Group) New Zealand. IAG is Australasia's largest general insurer.

This leaflet is a summary only, so please read your policy wording document thoroughly. The availability of NZI policies is subject to the acceptance of a completed application form.