



AA Roadside Assistance Information Sheet



Every time we attend a breakdown we want to get you going again and we do this in 93% of our breakdowns 24 hours a day, 7 days a week, 52 weeks a year.

When we can't get you going we will promptly organise for the vehicle to be transported to the nearest repairer or place of safety.

An Emergency Taxi is available to get you on your way should the vehicle not be mobilized. A Taxi will be arranged to travel to any destination of your choice, we will cover first \$60 of the fare in metro areas and \$100 in rural areas.

The number of breakdown callouts offered each year is not limited but is subject to qualifying criteria being met. Your vehicle will need a WOF and need to be currently registered.

The following explains how we will look after you if you have a breakdown:

Engine, Electrical or Cooling Faults

We will attempt to diagnose the problem and where possible, provide emergency repairs to your engine, electrical or cooling system at the roadside at no charge. If the fault can't be fixed then we will transport the vehicle to the nearest available repairer or place of safety.

After Hours Recovery

If you breakdown at night and your vehicle cannot be mobilised then we will transport and safely store your vehicle overnight at no charge then deliver your vehicle to the nearest repairer the following business day.

Caravans/Trailer towing

If you are towing a caravan or trailer when you have a breakdown and we can tow the caravan or trailer behind the recovery vehicle we will do so at no charge. If the trailer or caravan can't be towed we will arrange for towing to be provided but this towing will be at your expense. Trailer size is limited to a maximum 7 metres in length (excluding tow-bar) 2.44 metres wide and /or 3 metres high.

Wheels and Tyres

We will change a damaged tyre/wheel with your spare, as long as it's roadworthy and safe to use, at no charge. Where the spare is not roadworthy or safe to use, recovery to the nearest place able to supply and/or repair the tyre/wheel can be provided, however this will be at your expense.

Flat & Faulty Batteries

We will provide a jump start and any other practical assistance at the roadside to get your vehicle going again at no charge. Sometimes the problem with your battery may be more serious, after a quick test we will be able to tell you if your battery is faulty and needs to be replaced. A new battery will be offered to you at a special discounted rate but you will need to pay for this.

If we can't get you going again due to a faulty battery, and the battery cannot be replaced then we will recover your vehicle to the nearest available repairer to have a battery installed, this recovery will be at no charge but any new battery will be at your cost.

Lockout

If you have locked your keys in your vehicle we will attempt to re-open your vehicle. We will however need proof of your ownership or the owner's permission to re-open the vehicle.

 **0800 734 543**

Quote either your registration number (your number plate) or your insurance policy number



Lost Keys

If you have lost your keys and you don't have a spare set immediately available we can either;

1. Arrange for a replacement set to be couriered to you at no charge as soon as possible; OR
2. Arrange for a locksmith to attend to make a new key. We will pay for the locksmith to get to you but any charges for the new key will be at your expense.

Fuel

If you run out of petrol or diesel then we will deliver to you up to \$20 worth of fuel to get you going again. The delivery is free however you will be charged for the fuel itself. If we can't get fuel to you then we will transport your vehicle to the nearest service station.

If you run out of CNG or LPG we can transport your vehicle to the nearest LPG/CNG equipped service station but all transportation cost will be at your expense.

If you have accidentally filled up with the wrong fuel then we can arrange for your vehicle to be transported to the nearest repairer or service station where arrangements can be made to get you going again. The transportation of your vehicle will be at your expense.

Accident / Theft / Break-in

An accident, vehicle theft or vehicle break in can be a traumatic experience, so you can trust one of our Case Manager to help guide you through it.

We can assist you and facilitate recovery of an immobilised vehicle to your choice of approved repairer. We will even alert your insurer of the incident and vehicle location.

- Reassurance by phone and activation of emergency services (if required)
- Notification to friends, family or colleagues of your delay
- Provide you with "what to do next" information
- Ensure that you are made mobile
- Notify attending services of all relevant information, i.e. vehicle location & other relevant factors
- We can offer medical advice and counseling
- Make any alterations to travel plans you may require

AA Roadservice Mobile App

As a Roadside assistance member, you can request help using the AA Roadservice mobile app on your iPhone, Android or Windows Phone.

Murphy's Law says your car will break down when and where you least expect it – so be prepared by downloading the free AA Roadservice mobile app.

As a Roadside assistance member you can request help at any time and from anywhere in NZ[^] from your mobile using the AA Roadservice mobile app. The AA Roadservice mobile app is complementary to other ways of contacting us when roadside assistance is needed.

With the free AA Roadservice mobile app you'll be able to:

- Enter your Membership details now: set up the app when you install it so you're ready to request AA Roadservice when you need it
- Request a callout in three short steps: confirm your contact information and number plate, tell us what's wrong with your vehicle and confirm
- Use the GPS capability of your device* to automatically send us your breakdown location - useful especially when you're in unfamiliar territory



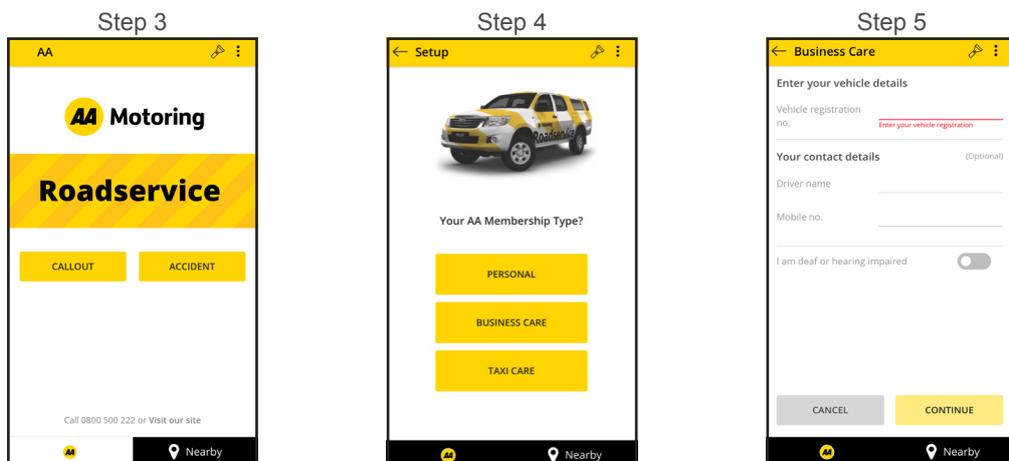
- Get status updates on your callout while it's in progress - and send updates back to us if you have them
- Check nearby vehicle-related services, such as garages and battery stockists
- Use the handy emergency torch function that uses your camera's flash if you're stuck in the dark
- When you request a callout through the app, all standard Membership requirements apply.

^ Mobile reception required. AA Roadservice is provided through the North Island, South Island, Stewart Island and Waiheke Island.

* In the event that GPS coverage is lost the app will advise you to call us.

Downloading and Installing the AA Roadside mobile app

1. Browse to the New Zealand AA website <http://www.aa.co.nz> and locate the AA Roadservice mobile app page or alternately use the following link as a shortcut <http://www.aa.co.nz/membership/roadservice-breakdownassistance/aa-roadservice-mobile-app/>
2. Select your phone type from the options available (iPhone, Android, Windows 8) and continue to download from your app store
3. Once installed, open the app and you will be presented with the setup screen, select setup, then
4. Select the option "Business Care", then
5. Enter your details including your vehicle registration number, then select continue
6. Setup is now complete



FAQs

Q - Why does the app show an expiry date of next month?

A - Your Aon Roadside assistance membership automatically renews every month on the day your policy was effective from.

Q - Why does the app show the name "VERO – AON STYLECOVER"?

A - This is the name of the membership scheme for your Aon Roadside assistance.

Q - Why do I get an error saying my details do not match?

A - If you are a new customer your Aon Roadside assistance membership will become effective on your policy effective date, however Aon Roadside assistance data will take up-to 24 hours to appear on the AA Roadservice mobile app. Should you not be successful after 24 hours of your policy effective date please call the Aon Roadside assistance team on 0800 734 543.

