

Register your vehicle for  
AHG Roadside Assist  
within 14 days of receiving  
this brochure to activate  
this policy.



### Privacy

AHG considers the security of your personal information as an important and necessary part of the responsible management of our data. AHG therefore takes all reasonable steps to ensure that your information is secure and safeguarded from loss, misuse, unauthorised access, modification or disclosure. We will only disclose personal information in order to fulfil our obligations in respect of the provision of services to our customers.

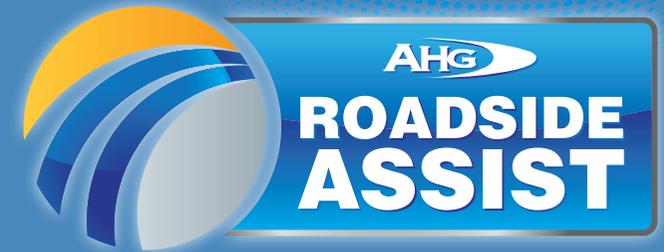
The information contained in this document was correct at time of issue and is subject to change without prior notice.

Your AHG Roadside Assist is offered by the Automotive Holdings Group Limited ABN 35 111 470 038.

AHG Roadside Assist is provided by National Roadside Assist Pty Limited ABN 87 122 453 936.

### Exclusions and Limitations

- Trucks, buses, vehicles used for hire or reward including, but not limited to taxis, limousines, chauffeured vehicles and rental/loan cars.
- Vehicles that require excess labour, specialist/heavy equipment (i.e. trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, are bogged, in a National park, or are not within easy reach of a public/sealed road.
- Vehicles already at a repairer and vehicles which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood/fire damage, stolen vehicles that require recovery.
- Excess labour and battery installation fees, heavy vehicles, trucks and equipment over 3.5t gross weight.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- National Roadside Assist will not be liable for increased/additional costs and expenses as a result of a breakdown in a remote location.
- Service may be refused for unregistered vehicles and vehicles that are not roadworthy or that have been modified from the manufacturer's specifications i.e. excessively lowered vehicles, modified for racing/4x4 tracks or is being used for any form of motor sport.
- Repeated/excessive call-outs due to driver related faults, customers not complying with our instructions, aftermarket accessories, vehicle neglect or abuse, as reasonably determined by NRA or its contractors, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
- NRA at its discretion may refuse service or suspend/cancel a driver's membership if they are deemed abusive, threatening or violent towards NRA staff or its contractors, or attempts to receive service by deception or has any excess owing for previous call-outs.
- In the event that a driver requests their vehicle be broken into, whether to recover keys/belongings, NRA or its contractors will not accept responsibility or liability for damage that may occur as a result.
- Where the customer is not in attendance at the vehicle, without prior arrangement, and the service vehicle leaves the scene, any further call-outs for that breakdown will be at the driver's expense.
- If a driver requests a spare tyre be fitted to the registered vehicle due to a non-impact related flat tyre, it is their responsibility to correctly inform NRA as to both the presence and condition of the spare tyre in the vehicle. If incorrect information is given, or NRA attends to find the spare wheel not roadworthy or not present, all further assistance including towing/transport to a tyre/service/repair centre will be at the driver's expense for the current breakdown.
- Vehicles which have been refuelled with the wrong type of fuel.



6 MONTH COVER



**IMPORTANT**  
**Register Now!**

You need to be registered for a minimum of 48 hours prior to being assisted or fees and charges will apply. The unique code in this leaflet will expire in 14 days.

# Welcome to AHG Roadside Assist

No matter where you are in Australia or what time of day it is, we can provide you with total peace of mind. You can be secure in the knowledge that we are available for you 24 hours a day, every day of the year, if the unexpected happens.

## EASY TO REGISTER

To register your vehicle for **6 months FREE AHG Roadside Assist** follow these easy steps:

**YOU MUST REGISTER WITHIN 14 DAYS OF RECEIVING THIS BROCHURE TO VALIDATE POLICY.**

\*Please note you need to be registered for a minimum of 48 hours prior to being assisted or fees and charges will apply.

1. Go to **www.ahgroadsideassist.com.au**

2. Click on this logo



3. In the first stage of registration, you will be asked to enter a unique code.

Your unique code is:

Please note this code is case sensitive and will expire within 14 days.

4. Enter Vehicle and Contact Details at each stage of registration as prompted. Remember that the fields with a red \* are required in order to proceed to register.

5. You will receive an email confirmation of your registration, confirming the vehicle is covered, as well as the period of cover. Print the confirmation and keep it in your glove box.

Your AHG Roadside Assist covers you for a maximum of 6 months.

## Benefits

Once a service call has been received on the AHG freecall 1800 427 389 telephone number, our team of Customer Service Assistants will arrange service appropriate to your policy entitlements as listed below.

### 1. Roadside Response

Simply call our freecall number and speak to our friendly operator 24 hours a day, 365 days a year. We will assist with flat tyres, flat 12V starter batteries, out of fuel (5ltr top-up of unleaded petrol at owner's cost, LPG/Diesel vehicles transported to fuel supply), EV's that have run out of charge (towing free service radius applies, towed to the nearest charging facility/home, excludes charging costs), even lock-outs up to **\$77**.

### 2. Towing Breakdown

If you break down and your car is unable to be safely driven, we will transport you and your vehicle back to an AHG Dealership within **50km**. Any towing in excess will be charged at prevailing rates.

## EXTRAS up to \$400 per claim

### 3. Car Hire & Accommodation

In the event of a major vehicle breakdown more than 100km from your registered residence (which sidelines your vehicle for more than 48hrs) we will assist you with Car Hire (up to **\$120** p/day) and Emergency Accommodation costs (up to **\$250** p/day). By reimbursement. Excludes fuel, electric charge costs, km charges, administration charges, credit card charges, Vehicle Registration Recovery Fees, rental/travel insurance/cover/excess reduction, one-way drop off/ collection fees, premium location fees, additional driver and driver under 25 years fees, excess baggage, airport taxes, any optional extras, meals and refreshments.

### 4. Ambulance Cover

In the event of an accident where the registered vehicle is involved, and the driver or passengers require the services of an ambulance as a result of that accident, we will assist with ambulance cost up to **\$400**.

**Reimbursement of claims under the Extras cover will only be approved if there is a major vehicle breakdown resulting in a tow/call-out by NRA.**

## Terms & Conditions

By registering to AHG Roadside Assist you are consenting to the terms and conditions of this policy. This plan is not an insurance contract, vehicle extended warranty contract, personal injury contract nor is it voidable or refundable. In cases of mechanical breakdown, AHG Roadside Assist requires that there be no fault on the part of the owner/ driver for the vehicle failure. Costs of mechanical repairs and maintenance, unless covered by a separate warranty (statutory or otherwise) are the responsibility of the owner. AHG reserves the right to withdraw service where use is excessive due to lack of regular maintenance or the failure to rectify any ongoing fault. AHG reserves the right to change, or terminate, the conditions of the AHG Roadside Assist program at its discretion, at any time. Any roadside assistance services that you may require within the first 48 hours after registration will be at your own expense. The roadside assistance membership applies to the registered vehicle, not the owner of the vehicle. An excess will apply to tows more than your coverage limits. Quotes for the excess can be provided upon request at the time of the call for assistance.



For AHG Roadside Assist,  
or if you need help to register

**Freecall 1800 427 389**

Register online  
**www.ahgroadsideassist.com.au**