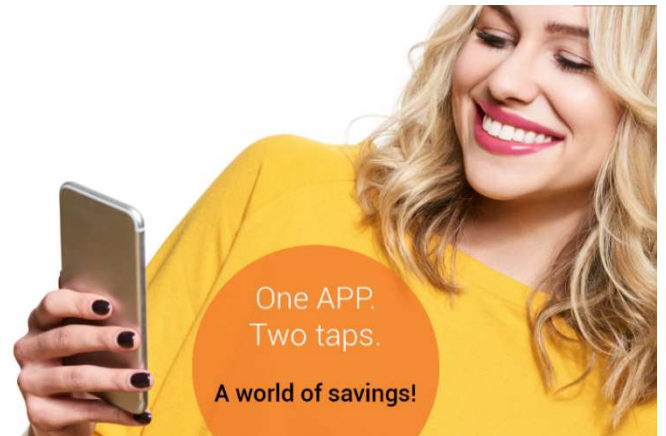
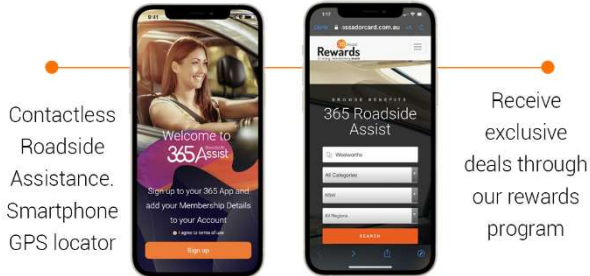


Roadside help with **rewards!**



Broken Down?

Insurance House proudly partners with 365 Assistance to provide roadside assistance 24/7, 365 days a year, offering the highest quality service that you'd expect.

Benefits

- ✓ Your APP keeps you always connected to us, so you can rest easy as you track how far away your Repairer is.
- ✓ Easily add multiple memberships in the one app so you're assured help is accessible for the entire family.
- ✓ Access to leading brands through our exclusive Rewards program. Download the app today to start saving!

To connect with us anytime, download the **365 Roadside Assist App** or call **1300 444 141**

STEP 1

Click one of the buttons to download



STEP 2

Choose your username and 4 digit pin

STEP 3

Use 2 of your credentials. Choose between customer name, vehicle rego or membership reference.

Standard Inclusions

Minor Repairs and Tyre Assistance

Wherever possible, we'll fix the usual causes of breakdown related problems such as flat tyres and flat batteries.

If major parts or factory diagnostics technology is needed, we will relocate your vehicle to the nearest approved Repairer for further investigation.

Battery and Parts Replacement

In the event you need a new battery or parts replacement to get you back on the road, 365 is able to facilitate and replace them for you, wherever you are. All costs of replacements including your battery will be at your own expense.

Emergency Fuel

In the event you run out of fuel we'll either provide an emergency supply of fuel up to \$10 or transport your car to the nearest service station.

Technical Advice

Our trained assistance team will provide over the phone advice relating to getting your car back on the road. This is specifically related to any safety warnings or lights that may appear or technical and mechanical information regarding your car.

Towing

If your car is immobilised, or is not safe to drive, we will transport your vehicle to the nearest Repairer:

- up to 20 kms in metropolitan areas
- up to 50 kms round trip in regional areas

Should your vehicle need to be transported any further you will be charged in line with the attending Contractors fee. If your vehicle is in a car park and tow height limits are an issue an extraction fee from the car park will be at your expense.

Accident and Co-ordination Towing

If your vehicle has been involved in an accident, we will arrange for the transportation of the vehicle to the nearest approved Repairer or a Repairer of your preference.

All costs associated with the towing and transportation of the vehicle will be charged to you. We will provide advice on the appropriate information required from the other parties involved in the accident such as their name, address, contact numbers, vehicle registrations, insurance details and any witness details.

General Information

Membership Validity

- 365 Roadside Assistance (365) provides membership assistance Australia-wide. Your membership is valid for the vehicle which you nominate to us only.
- Membership applies to the vehicle being driven and not the person.
- 365 requires all members to be living in and permanent residents of Australia.
- Service and benefits become effective two working days after receipt of payment. See cooling off period.
- Any support provided must not be pre-existing to the paid membership period. If we/the attending contractor determines that the breakdown has occurred due to mechanical faults prior to the period of membership then 365 can refuse to assist you in the provision of services or you will be asked to pay for the assistance services. Cover as a result, may not be renewed for the following term at the sole discretion of 365.
- You must remain with your vehicle after requesting a service. If you are not in attendance with your vehicle at the time the service provider arrives, the service cannot be supplied. Further call-outs related to the same breakdown will be considered as a separate call-out and will be at the members expense.
- It is a condition that when the provider arrives to assist the member, that the member be present.
- 365 reserves the right to withdraw or withhold services in the event a member is violent, abusive, intentionally seeks to harm 365 or any of it's service providers or attempting to receive service by deception.

If you change your vehicle registration number you must advise us within 7 days. Or, if you sell your vehicle you must provide us the new members details via email within 7 days of the sale of the vehicle. Otherwise the membership will automatically lapse. Please notify us at: support@365assistance.com.au

- You must be a private or commercial vehicle owner/driver only and not a Uber, Taxi, Hire Car, Rental Car.
- 365 Roadside Assistance Membership covers your selected roadside assistance product for 12 months and the cover is for the vehicle only that you declare to use when joining 365 Roadside.

Cooling off and Activation Period

365 have a 48 hour activation period. This means when you purchase the membership cover and on receipt of payment, the cover becomes available for use 48 hours post purchase. Only breakdowns that occur during the membership, post the 48 hour activation period are able to be supported by 365.

- This is a one-off cooling period for the initial set-up of membership. On annual renewals and plan upgrades the member will receive instant continuing coverage.
- Membership fees are non-refundable. Once purchased you have a 21day money back guarantee, providing you do not use or call into the 365 for any case or advice. Post this period you are deemed to have 12 months cover and fees are non-refundable.
- 365 has the absolute discretionary right to amend, change or cancel specific membership conditions, prices and inclusions without prior notice.

Service Provision

Distance limits

A 20 kms round trip distance limit applies in Metro Areas and 50 kms round trip in Regional and Remote areas for the provision of all services.

Distance travelled over and above these limits are at the expense of the member and must be paid at the time the service is provided.

Standard Inclusions

Service Types are limited to:

- Minor Repair and Tyre Assistance
- Towing (round trip within the specified distances above)
- Jump Start and Battery Replacement (however Battery Replacement is at the expense of the member)
- Accident Coordination (this is Insurance and is to be managed by Insurance company. In the event you don't have insurance or need us to assist you we can organise for a TOW at your expense. This would require payment at the time of commencing to facilitate a service response for you)

Replacement batteries

365 will organise a replacement battery for you, however all costs of fitting / replacing the battery are at your cost.

- Roadside assistance is provided in the event of an unexpected mechanical breakdown. It does not cover vehicle maintenance or permanent repairs.
- Temporary repairs may be made at the request of the member to mobilise the vehicle (where able). However, regular maintenance or any mechanical repairs, major or otherwise, is the member's responsibility and will be at the member's expense.

Lock Outs and Key Replacements Inclusions

- Where a key has been lost or stolen or has been locked inside the vehicle, we will arrange a locksmith to attend your vehicle to gain access up to a maximum limit of \$80. Costs associated with the service provided over this limit is at the expense of the member at the time of the service

Towing and Distance

Distances shown in Special Terms and Conditions - apply to ALL services that 365 attend to. If our Service Provider has to travel further we will provide the services, however you will be required to pay the excess per km rate as quoted to you prior to the job being attended to. We will advise you of this approximate cost and get you verbal or digital (via APP / Email / SMS) acceptance prior to commencing any roadside support.

- When requesting roadside assistance you must provide the correct vehicle details and the exact location of the vehicle.
- If we are not able to confirm your membership or locate your vehicle based on the information you provide to us, all services will be at your expense.
- Towing will be provided using the most appropriate equipment available (such as lift-tow or flat-top truck) as determined by 365.
- Should specialised Towing Equipment or Personnel be required (such as power winches, extended cables or hydraulic vehicle moving jack dolly's, additional vehicles for car park extraction etc) this service will be at the members expense – payable at time of service. We will advise you (as per the process for Towing above) and gain acceptance prior to commencing any Roadside Assistance.
- Once 365 transfers your vehicle to a mechanic the case is deemed to be completed. Should you OR the repairer determine the car needs to go to another location then any costs for transportation of the car is not part of the 365 roadside assistance cover and will be at your own cost.

Coverage Service

- Roadside assistance is only available on any sealed or designated roads, accessible by standard 2-wheel drive recovery vehicles, that the service provider deems to be safe.
- Roadside Assistance is not available for collecting, Towing salvage cars, un-roadworthy vehicles from your physical residence to a location as requested by you. Vehicles that have 365 Roadside Assistance must be registered and roadworthy.
- Roadside assistance is only provided where the weight of the vehicle is less than 3.5 Tonnes GVM and the length of the vehicle is less than 5.5 m.
- If you are located in a regional or remote location further than the nominated distances outlined in Special Terms and Conditions and require assistance, you may be charged an additional call out fee.
- The maximum 365 will cover for any one event/case is \$500. Should the support costs exceed this – you will be responsible for any costs over this \$500 amount.

Exclusions and limits

Vehicle exclusions

The provision of benefits and services under 365 Roadside Assistance is subject to the following exclusions:

- Vehicles over 15 years of age, from the manufactures build date.
- Vehicles with an odometer reading of 200,000km's and over are excluded from cover. Should your vehicle reach this maximum distance covered during your membership with 365 then we will cover you until your membership period expires. Should you renew with an odometer reading above this service will not be provided.
- Your vehicle being unregistered or un-roadworthy.
- Your vehicle being left unattended or has been stolen and is in need of recovery.
- If your vehicle is in an accident, this is not deemed as roadside assistance and will not be covered under this roadside membership entitlement. Are able to assist you via our customer support team in facilitating immediate support – however all costs incurred will be at the members expense.



Powered by 365 Roadside Assistance Pty Ltd

Standard Membership Plan Terms and Conditions
Updated: May 2022