

Welcome to Club Auto SOS Roadside Assistance

Club Auto SOS Roadside Assistance is your 24-hour motor vehicle breakdown service. It applies to the insured vehicle, not the driver, so it doesn't matter who is using it at the time.

All Club Auto SOS Roadside Assistance operators are skilled technicians and mechanics. To access their help, phone 0800 503 502 and simply quote your vehicle registration number.

Please take a moment to read through the full range of services covered by the Club Auto SOS Roadside Assistance programme.

Unlike other programmes where the policy holder has to be in the vehicle during a breakdown, the Club Auto SOS Assistance programme covers your vehicle irrespective of who is driving, providing peace of mind that your vehicle will not be stranded on the roadside in the event of a breakdown occurring.

Club Auto SOS Assistance provides up to 6 callouts per year, to assist you in the event you require.



Roadside Assistance

FAQ: What happens if I use my 6 callouts, and need further assistance?

Club Auto SOS Roadside Assistance is still available to assist, however, the seventh and any subsequent callouts is at your own cost, which is payable by credit/debit card to Club Auto SOS operator over the phone at the time the service is provided.

FAQ: Do my callouts get reinstated if I renew my Roadside Assistance policy?

Yes, Club Auto SOS Roadside Assistance provides 6 callouts per policy term – with each term being for a one year period, should you elect to renew your Roadside Assistance programme, then your callouts are replenished to 6.

FAQ: What costs do I need to pay?

Once you have purchased the Club Auto SOS service, there are no further costs for you to pay to access the services and assistance, the only time you may be required to pay any additional fees within your 6 callouts, are if the costs to mobilise your vehicle exceed the limits as outlined in the services per incident. Should this occur Club Auto SOS will provide a quote for the additional costs over and above the policy limits, and will need to be paid via a credit / debit card to the Club Auto SOS operator over the phone prior to delivery of services.

FAQ: How do I know what this might cost?

The Club Auto SOS operator will provide a quote based on your breakdown location and event, ensuring response times (and any additional costs should this be encountered) are kept to a minimum.



V1 August 2023



clubauto



roadside assistance



0800 503 502

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SOS Roadside Assistance

The Club Auto SOS Roadside Assistance Programme is available to Club Auto Insurance Customers in New Zealand, whilst travelling on gazetted roads trafficable via normal 2WD assistance recovery vehicles, provided the vehicle is well maintained and in a sound roadworthy condition. This programme is administered by NZ Roadside Assistance Ltd, Auckland.

Agreement

In consideration of payment of the fee required for the Club Auto SOS Roadside Assistance programme you have cover subject to the terms, conditions, exclusions and limits contained in this programme.

Number of Call Outs

As you have selected this programme you are covered for up to 6 call outs for the vehicle insured and during the period of insurance as detailed in your certificate of insurance, renewal certificate or endorsement certificate. Should you use this programme more than 6 times during the period of insurance, the service will be provided, but at your own expense. On renewal of your Club Auto SOS, the entitlements of the programme will be reinstated.

You are covered for:

Towing

If the insured vehicle suffers mechanical or electrical breakdown or failure (not accident) and Club Auto SOS Roadside Assistance is unable to easily mobilise it, or it requires replacement parts, Club Auto SOS Roadside Assistance will transport the vehicle to the nearest available repairer or place of safety.

Fuel or EV out of charge

In the event of an emergency roadside situation, Club Auto SOS Roadside Assistance will arrange for either the delivery of an emergency supply of fuel (maximum 5 litres) or, where government regulations apply, transport the vehicle to the nearest refuelling station or EV charging point. The cost of the fuel/charging will be at your expense.

Lock outs – entering the vehicle

In the event that you are unable to obtain access to the insured vehicle due to keys being locked in the insured vehicle, Club Auto Flagfall SOS will assist in obtaining access to the insured vehicle. For lost or stolen keys, please contact Club Auto on 0800 506 506 to discuss a claim against your insurance policy.

Flat tyres – fit spare tyre

When a tyre on the insured vehicle is damaged, Club Auto SOS Roadside Assistance will fit your vehicle's spare tyres/wheels on the vehicle. Where the spare is not serviceable, roadworthy or compatible or lock nut tool is not available, a tow under the terms of the programme may be provided. However any parts are at your expense.

Flat batteries – jump start vehicle

Club Auto SOS Roadside Assistance will cover the cost of any labour to facilitate the roadside repair of batteries. A jump-start will be provided along with any other reasonable practicable assistance to start the vehicle. Where the vehicle cannot be restarted, a tow may be provided. However, any parts, including the replacement battery, are at the driver's or owner's expense.

Breakdown assistance

Breakdown assistance is a nationwide service operating 24 hours a day, 365 days a year. In the event of a breakdown you need only call 0800 503 502 for assistance anywhere in New Zealand. Once a Club Auto SOS Roadside Assistance operator has confirmed your details, the relevant service contractor will be dispatched to facilitate minor repairs or, if necessary, transport the vehicle to an appropriate facility.

Technical advice

Telephone technical advice will be provided by the Club Auto SOS Roadside Assistance operators in regard to the vehicle operation, any safety warnings or lights that may appear or technical / mechanical information regarding your vehicle.

Roadside repairs

SOS Roadside Assistance will rectify most common breakdown related problems e.g. flat batteries, out of fuel and minor repairs. However, if parts are unavailable, or if major diagnostic equipment is required, the vehicle may require transporting to an authorised service centre to facilitate repairs.

Emergency contact

In the event of an emergency breakdown or accident, Club Auto SOS Roadside Assistance is able to connect calls through to family, friends or business associates so as to notify them of the breakdown or accident and any possible delays. Alternatively, you may wish SOS Roadside Assistance to notify these people on your behalf.

Alternative arrangements

Club Auto SOS Roadside Assistance has an extensive listing of accommodation, car rental and vehicle transportation companies or our own travel agency that can be contacted should you wish to make or reschedule any bookings for alternative air, road or rail travel as a result of an accident or breakdown or unforeseen family emergency whilst driving your vehicle. Accommodation and restaurant bookings can be arranged for you and the passengers of your registered vehicle at your expense.

Programme Exclusions:

Club Auto SOS Assistance will always endeavour to assist members, though cover does not extend to the following events:

- Vehicles that have undergone illegal or unroadworthy modifications, are being used for racing, trials, rallying or other similar activities not constituting normal use of a vehicle on a public road in accordance with New Zealand law.
- Breakdowns arising from the improper, unauthorised, reckless or negligent operation of the vehicle, or improperly licensed drivers.
- Vehicles being used for reward at the time of the incident or event leading to the claim.
- Vehicles used in motor racing, rallies, speed or duration testing or any practice thereof at the time of the incident or event leading to the claim.
- Claims arising from damage caused through forced entry in an attempt to recover locked keys, whereby the owner/driver has been fully briefed by Club Auto SOS Assistance staff or the provider in attendance, and the customer/owner/driver has subsequently agreed to indemnify SOS Assistance, against any damage caused during entry.
- Claims arising from a recurring electrical or mechanical defect resulting from improper maintenance or servicing where a known fault and repair has been neglected.
- Situation where the vehicle is disabled by floods, snow affected roads or is not accessible due to adverse conditions.
- Vehicles being bogged in off road conditions and not easily accessible by normal 2WD recovery vehicles.
- Vehicles being located off public roads (other than private residence).
- The recovery of trailed vehicles such as car trailers, boats, caravans and others.
- Unattended vehicles.
- Vehicles that have been involved in an accident, have come in contact with a solid object, are immobile following theft or attempted theft, are not covered under this roadside SOS policy. Contact Club Auto on 0800 506 506 for these claims.
- Vehicles other than those insured by Club Auto Insurance under the policy with which this programme is issued.
- Vehicles not displaying a current motor vehicle registration certificate and warrant of fitness where the absence of a registration or warrant of fitness has contributed to the circumstances leading to the claim.