

RAM

Roadside Assistance

Product Disclosure Statement



Motorbike/Scooter Roadside Assistance

Call 1800 651 111 for Roadside Callout

Product Disclosure Statement



24 HOUR ROADSIDE ASSISTANCE

Roadside Assistance provides coverage which includes the specific services as detailed below. These services are provided by Australia Wide Assist (ABN 93 061 656 184).

GENERAL COVER

Once a call is received, either from Your home or on the road, a mobile service is immediately despatched to the scene to rectify, on the spot, the following difficulties:

- **Flat Battery** - Jump start Motorbike/Scooter.
- **Flat Tyre** - Transport Motorbike/Scooter.
- **Out of Fuel** - Supply minimum of 5 litres (unleaded) fuel, to be paid for by driver.
- **Breakdown** - If Your Motorbike/Scooter is unable to be quickly mechanically repaired or safely ridden, the Motorbike/Scooter, including the rider, will be transported to a nominated service centre or owners home address. In a situation where the breakdown occurs on a trip or holiday, we would transport the Motorbike/Scooter to the nearest service centre or mechanical repair facility. If after hours, arrangements can be made to store the Motorbike/Scooter and transport when the service centre or repair facility is open.
- **Free Service** - A 20 km "Free of Charge" service for roadside response and breakdown applies on a NATIONAL basis. Excess kilometres are charged at the recommended industry rates.
- **General Assistance** - We will relay urgent messages to family, friends and business associates, likely to be concerned by disruption or delay. We will also arrange for alternative transport in the case of a major breakdown or accident ie. taxi (cost at rider's expense).

LIMITS AND EXCLUSIONS

Free service will only be provided on private property or on public roads which are accessible by normal two-wheel drive vehicles. Call Outs will not be provided where Motorbikes/Scooters are "off-road" (including but not limited to where the Motorbike/Scooter is located on forestry or logging tracks, creek beds, beaches or mountains).

Service can be refused or excess charges may apply in the following situations:

- Motorbikes/Scooters used for hire or reward including rental and loan Motorbikes/Scooters.
- Motorbikes/Scooters operated by Non-Australian residents
- Motorbikes/Scooters already at a repairer.
- Motorbikes/Scooters that require specialist or heavy equipment for removal, extraction from multi-storey or underground car parks, are bogged or are not within easy reach of a public road.
- Motorbikes/Scooters which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood damage.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- AWA 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 Motorbikes/Scooters and Motorbikes/Scooters that are not roadworthy or that have been modified from manufacturers specifications i.e. modified for racing/off road.
- Repeated/excessive call outs due to driver/rider related faults, Motorbike/Scooter neglect or abuse, as reasonably determined by AWA or its contractor, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
- AWA at its discretion may refuse service or suspend/cancel a driver's/rider's membership if they are deemed abusive, threatening or violent towards AWA staff or its contractor, or attempts to receive service by deception.
- There may be instances, in remote/rural areas, where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances the driver will be required to arrange their own rescue at their own cost.

PRIVACY NOTICE AND CONSENT

We take great care to protect the privacy of information supplied by individuals or organisations in accordance with the privacy act and Australian Privacy Principles. You are entitled to request a copy of our privacy policy or you can obtain a full copy at www.awninsurance.com.au.

This information will be kept confidential except if there is a legal obligation to disclose it. By signing the application or paying for the product, you consent to us:

- Using the information for any of the necessary purposes;
- Conducting market or customer research, informing you about our products or services or those of any of our associated, related entities or alliance partners. You can opt out of this by emailing (administration@awninsurance.com.au) or calling us ((07) 3802 5577); and
- Obtaining information from and providing information to any third party who is able to assist Awn in considering whether to accept your claim.

By submitting an application, you consent to us managing your personal information in accordance with our privacy policy.

Note: Cover does not commence for 2 business days from the application date and payment has been received by Awn. Any callouts within this period will be a user pays service.