



Appendix A: FORD NATIONAL ROADSIDE ASSISTANCE BENEFITS

	Benefits Description	Cost Allocation
Breakdown Assistance	For all non-collision or non-insurance related mechanical failure that has disabled your vehicle, or made it unsafe to driver, please call 13 3673 (13 FORD) for assistance.	
Battery 	Jump start (standard 12V battery).	Covered.
	Jump start (standard 24V battery).	Driver expense.
	Battery replacement (odometer reading required). Battery Under Warranty (<12 months from new). Battery Outside Warranty (>12 months).	Covered. Driver expense.
	<i>If specified battery is unavailable: a tow per the Towing – Metro and Country benefits is covered under the program.</i>	
Wheels & Tyres 	Damaged/flat tyre change We will help you replace a damaged tyre/ wheel with your vehicle's compatible and roadworthy spare wheel. Help also in applying a suitable / compatible tyre repair kit (sealant gel and inflation pack) where your vehicle is equipped with a gel-kit in lieu of a spare tyre.	Covered.
	Towing Where the vehicle has a tyre repair kit (gel sealant and inflation pack) in lieu of a spare tyre, and where service is not possible, because the repair kit is not suitable to affect a temporary repair, or where multiple wheels require changing, towing to the nearest facility able to replace or repair the tyre / wheel may be arranged.	Covered.
	Where service is not possible (due to incompatible / unserviceable / unavailable spare, or unavailable / unmaintained gel repair kit, inability to remove locking nuts, then a tow to the nearest facility able to replace or repair the tyre / wheel may be arranged.	Driver Expense.
Fuel or BEV Charge 	Sufficient fuel or Charge to travel to the nearest fuel retailer or Public BEV Charger.	Covered.
	Petrol / Diesel / LPG Where not possible or practical, a tow to the nearest fuel retailer will be provided.	Covered.
	BEV – Out of Charge Provide sufficient charge to drive, or where not possible or practical, a tow to the nearest accessible and compatible electric vehicle charging station.	Metro: Covered – Up to 50kms. Driver expense over 50kms. Country: Covered – Up to 100kms. Driver expense over 100kms.

	Incorrect Fuel Where the wrong type of fuel has been put into vehicle, a tow to the nearest Ford Dealer can be arranged.	Driver expense.
Keys  IMPORTANT NOTE: Replacement keys are at driver expense.	Service Provider attendance and attempt to gain access to the vehicle due to the following: 1. Locked in keys. 2. Lost/Stolen keys. 3. Broken keys. 4. Immobiliser inoperative.	Covered.
	Every attempt will be made to support the Customer in obtaining a spare key incl. retrieval of a spare key incl. arranging a taxi to collect the spare key. Where access to the Nominated Vehicle cannot be effected by a Service Provider, a locksmith attendance can be arranged, however there is no guarantee of a successful outcome.	<\$150 (incl. GST) Covered >\$150 (incl. GST) Driver Expense
	OR, a tow to the nearest Ford Dealer.	
	Conditions: Service for lockout subject to satisfactory proof of driver ID, ownership or owner authority to drive the vehicle. You will need to consent to the Service Provider gaining access, as we will not be responsible for any damage incurred, or for any repair costs that result from gaining access to the vehicle or moving the vehicle while it is locked.	
	Definitions – Key Key means any device required to unlock / operate a vehicle. i.e. includes transponders, remotes etc.	
Towing 	Towing for All Ford Vehicles If unable to mobilise your vehicle, then towing will be offered where the following applies: IMPORTANT NOTE: Service Provider towing contractors must ensure a Dealer Representative signs for all tows delivered to a Ford Dealer , or Ford authorised Service Centre.	
	1. Nearest authorised Ford Dealer; OR 2. Nearest Service Provider facility (outside of business hours).	Covered.
	3. Alternate or Preferred authorised Ford Dealer at your request will be provided.	Covered – Up to 50kms. Driver expense over 50kms.
	4. Any alternate destination at your request will be provided at the driver's expense.	Driver expense.
	After Hours For out of hours, a tow to the nearest Service Provider facility first, followed by a tow per the numbered preferences above, at the next availability during Ford business operating hours.	Tow to Service Provider facility covered. Next business day, see Towing benefits.
	Special equipment (e.g. go jacks, power winches, extended cables, 4WD towing vehicles). When used in conjunction with Bugged Vehicle or Caravan & Trailer Towing the benefit is combined, where the maximum limit is \$250 (incl. GST)	<\$250 (incl. GST) Covered >\$250 (incl. GST) Driver Expense
Taxi 	If an eligible incident occurs where a taxi service is present and / or available and towing is required, a single one-way taxi service can be arranged for the Driver and Passengers to continue the current journey.	Covered – Up to \$50 (incl. GST) Driver expense over \$50.

	Subsequent taxi service may be arranged.	Driver expense.
Bogged Vehicle  IMPORTANT NOTE: When used in conjunction with Caravan & Trailer Towing or Special Equipment, the benefit is combined where the maximum limit is \$250 (incl. GST)	Extrication ON Extrication when bogged ON a two-wheel drive (2WD) legally trafficable road (by Service Provider's usual method).	<\$250 (incl. GST) Covered. >\$250 (incl. GST) Driver Expense.
	Extrication OFF Extrication when bogged OFF a 2WD legally trafficable road (by Service Provider's usual method).	<\$250 (incl. GST) Covered. >\$250 (incl. GST) Driver Expense
	Special Equipment Additional costs of special equipment (winches, additional or specialised vehicles).	<\$250 (incl. GST) Covered >\$250 (incl. GST) Driver Expense
	<u>Definitions – Legally Trafficable Road</u> A public or private road designed, for and is in suitable state for a two-wheel drive vehicle. Includes the road-related areas immediately adjoining the road itself, such as road shoulders, breakdown lanes, median and parking places, AND Road which the Service Provider has permission to use and can be accessed safely by a standard Service Provider vehicle.	
Caravans / Trailers  Towing may be arranged for caravans or trailers whilst being towed by a VEHICLE which has experienced a roadside breakdown and requires towing, per the Towing – Metro and Country benefits.	Tow to Safety At Service Provider discretion tow to a safe location where caravan / trailer does not present a hazard to other road users.	Covered.
	Tow Same Destination If vehicle requires towing, caravan / trailer towing will also be arranged to the same destination. A subsequent tow may be arranged.	<\$250 (incl. GST) Covered.
	Special Equipment Additional costs of special equipment (winches, additional or specialised vehicles), is included in the maximum \$250 (incl. GST) benefit.	>\$250 (incl. GST) Driver Expense.
	Tow Alternate Destination If vehicle requires towing, caravan / trailer towing will also be arranged to an alternate destination. This includes any subsequent tow when the caravan / trailer was towed to the same destination as the vehicle.	Driver Expense.
Remote Areas	Delays may apply to service in remote areas.	Covered.
Natural Disaster 	Reasonable alternative services may be arranged at the Service Provider's discretion.	Covered.
Off-Road Rescue 	If the vehicle breakdown is off a legally trafficable road/remote area, service may be arranged at Service Provider discretion. Time delays may apply.	<\$1,000 (incl. GST) Covered. >\$1,000 (incl. GST) Driver Expense.
	Additional costs of special equipment (winches, additional or specialised vehicles) is included in the maximum \$1,000 (incl. GST) benefit.	
Unattended or Unlocated Vehicles	<u>Conditions:</u> It is important the Driver remains with the vehicle if it is safe to do so to receive service. We won't be able to work on the vehicle if it's unattended. If a Driver requires assistance and it is unsafe to remain with the vehicle, then they	

	<i>should advise the Contact Centre Agent at the time of the initial request for service.</i>	
Medical Assistance	Emergency medical referral is available to you and any direct family members travelling with you. This is limited to telephone medical advice, and any associated medical costs remain the driver's responsibility.	Covered.
Attempted Repairs	Where a third party repair attempt has caused damage to your vehicle and the vehicle cannot be started or safely driven without risk of further damage, roadside assistance may be declined. If required, towing can be arranged at your expense. The attending Service Provider will determine whether roadside assistance can be provided.	Driver Expense.
Minor Mechanical Repairs – At Depot or Roadside	We will attempt at roadside to rectify any non-collision or non-insurance related mechanical failure that has disabled the vehicle and made it unsafe or unable to be driven. For your convenience, if your vehicle is towed to a service provider's depot for repair because the nearest Ford Dealer is unavailable due to its operating hours, the following conditions apply: 1. Any repairs carried out to your vehicle, whether at the roadside or at the service provider's depot, will be performed in a manner that does not void your vehicle warranty and will be complete, permanent and professional. Partial repairs will not be performed. 2. Where parts are required to complete a repair, the only non-genuine parts that may be used are spark plugs, spark plug leads, filters (air, fuel and oil), air-conditioning belts, alternator or power steering belts, fuses, light globes, and radiator or cooling system hoses. 3. Where a repair is being performed, you will be advised to take your vehicle to an authorised Ford Dealer for inspection of the repair and/or completion of any required manufacturer's warranty service as soon as possible. 4. You will be required to sign an invoice confirming the necessity of the repair, the time spent carrying out the repair, and the genuine and/or non-genuine parts used in repairing your vehicle. If any of the given criteria cannot be met, the repairs cannot be performed under this program.	<\$100 (incl. GST). Covered. Driver Expense >\$100 (incl. GST).

Personal Benefits	Benefits apply when all three of the following criteria are met: 1. The Ford vehicle experiences a (non-collision) mechanical fault more than 100kms away from the owner / regular driver's home address. 2. The Ford vehicle is deemed un-drivable by the Service Provider and towing to a repairer has been arranged. 3. The Ford vehicle cannot be repaired and mobilised on the same day. When all three criteria are met, the Driver is entitled to one of the following benefits per incident. All benefits apart from Accommodation and Car-hire are mutually exclusive and cannot be combined.: Option 1 – Accommodation Accommodation for up to two nights to a maximum value of \$150.00^ (incl. GST) per night where the vehicle can be locally repaired within an acceptable time frame (less than two days). and/or Car-hire Car rental for up to three days to a maximum value of \$110.00^ (incl. GST) per day. Car rental conditions: Where available car-hire is to be like-for-like. Car rental benefits cover daily rental fee only. Surplus can be used for excess kms. Benefits exclude fuel, insurance, tax and or stamp duty charges or relocation fees. Drivers must meet car rental criteria. Option 2 – Alternative Transportation Alternative transportation will be provided if required to the registered Owner or Driver's home address or intended destination, where the Nominated Vehicle cannot be repaired locally or repaired in an acceptable time frame (less than two days). Where required, return transportation will be provided for one Driver to retrieve the Nominated Vehicle. The maximum value of this benefit is \$500 (incl. GST) per incident. Option 3 – Vehicle Recovery If your vehicle has been towed to an authorised Ford Dealer by Ford Roadside Assistance and the required repairs have been completed, we can arrange to have your vehicle transported to a location of your choice anywhere in Australia, up to a maximum value of \$500 (incl. GST). This service can be arranged at the request of either you or the Ford Dealer that completed the repairs. Any vehicle relocation costs that exceed \$500 (including GST), or any additional relocation requirements, will be your responsibility.	Covered up to a maximum annual benefit of \$2,000^.
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Service limitations	<i>Services in relation to roadside assistance may be refused where the Service Provider has reasonably determined that:</i> <i>• The vehicle has been participating in any form of motor sport; or</i> <i>• The person driving the vehicle has engaged in unlawful activity or is driving under the influence of alcohol or drugs; or</i> <i>• the vehicle has undergone major body modifications; or</i> <i>• There is a perceived safety risk to person or property in the reasonable opinion of the Service Provider.</i>
Roadside Assistance Provider	<i>Roadside Assistance under your Ford National Roadside Assistance package is provided by Assist Australia Pty Ltd ABN 59 072 530 217 ("Assist Australia"). Whenever you request roadside vehicle assistance under your package, you will be making that request to Assist Australia, who will provide the services on the terms and conditions set out in this document. Ford may change the supplier providing roadside assistance, provided that the benefits to you, set out below, are maintained. These terms and conditions contain exclusions and limitations.</i>
Privacy	<i>Your personal information is collected by Assist Australia Pty Limited to enable us to administer and provide you with roadside assistance, including to arrange services to be supplied to you by third parties where appropriate. Assist Australia may exchange your personal information with Ford, Australian Motoring Clubs and our related bodies corporate, agents and contractors (such as call centre and information technology providers) for these purposes and any other purpose you have consented to or as authorised by law. If you provide personal information about another person to us or our agents or contractors, you warrant that this information is provided with the consent of the individual concerned and that you have the authority to act on their behalf. For more information about how Assist Australia approaches privacy, please contact Privacy Officer at Assist Australia, Level 8, 473 Bourke Street Melbourne VIC 3000 or by email at privacy@theamsgroup.com.au or read our Privacy Policy available at www.assistaustralia.com.au. Our Privacy Policy contains information about how you can gain access to or seek correction of personal information that Assist Australia holds about you. It also contains information about how you can make a privacy complaint and how Assist Australia will deal with it.</i>