

Roadside Assistance Terms and Conditions

On the road, driving hazards and motoring problems can occur. Coles Roadside Assistance is a dedicated roadside assistance service for your vehicle and is provided by Mondial Assistance Australia, one of Australia's largest premium roadside assistance providers 24 hours a day, 365 days a year Australia-wide.

Your checklist when calling for help

To access Coles Roadside Assistance simply call us on 1300 265 374. Have your vehicle details (VIN and registration number) and your contact telephone number on-hand. Confirm the location of your vehicle and provide a detailed description of the problem.

Safety first

If your vehicle has broken down in a hazardous location, please advise the operator when you call and ensure you are not exposed to danger from oncoming vehicles.

Stay with your vehicle

Once assistance has been called, it's vital that you remain with your vehicle. If our provider arrives at the scene of the breakdown and your vehicle is unattended, we will be unable to carry out any work and payment may be required for any subsequent callouts for the same incident. If you have to leave your vehicle for safety reasons, please advise our operator.

Coles Roadside Assistance benefits and conditions

Flat batteries

If your battery is flat we will jump start it or coordinate a replacement battery if required. We do not cover the cost of the replacement battery but we can supply one as part of our service.

Emergency fuel

If you run out of fuel we will provide you with enough fuel to reach the nearest petrol station. The delivery and cost of fuel is free where an emergency refuel occurs within a capital city or major regional town. All re-fuelling costs outside these areas and towing costs outside the towing limits are your responsibility.

If you drive an LPG fuelled vehicle, we will tow your vehicle to the nearest petrol station that can provide LPG fuel. Please refer to the Vehicle transport section for the towing limits that apply.

Flat tyres

If you have a flat tyre, we will change it with the vehicle's serviceable spare wheel or transport the vehicle to an approved tyre outlet. Should additional services be required for any reason, these services would be at the driver's cost. Please refer to the Vehicle transport section for the towing limits that apply.

Lost or locked keys

If you lose your keys or lock them in your vehicle, we will provide all reasonable assistance (subject to proof of ownership shown) to:

- locate and deliver a spare key or
- arrange for the driver to retrieve the spare key, if this is more practical.

A limit of \$150 (inc GST) applies to this benefit. All additional costs are your responsibility.

If we need to access your vehicle to retrieve your keys or transport it to a location so that appropriate entry methods can be used we will ask for your written consent first. We are not responsible for any damage that may be caused or for any repair costs that result from gaining access to the vehicle or from moving the vehicle while it is locked.

Vehicle transport

If your vehicle cannot be mobilised on the roadside, we will tow your vehicle to the nearest repairer or another location of your choice within the towing limits as soon as practical. Towing is provided free of charge up to 20 kilometres from the breakdown location within a capital city or major town. In all other areas a limit of 50 kilometres applies. Please note that all additional towing costs and any repair costs are your responsibility.

Accident coordination

If your vehicle is involved in an accident, we can provide you with advice on what steps need to be taken and assist in arranging the recovery of your vehicle and finding alternative transport. All towing and alternative transport costs associated with an accident are your responsibility but you may be able to recover them from your insurance company.

Urgent message relay

Following a breakdown or accident, we will relay urgent messages to family, friends or business associates affected or concerned by your delay.

Taxi

If we have towed your vehicle to the nearest repairer, we will pay for one taxi ride up to the value of \$50 (inc. GST) so you can continue your journey to the nearest town or within the same city where the breakdown occurred. You will be responsible for any charge over this limit.

Caravan and trailer cover

If your vehicle breaks down and must be transported to the nearest repairer, we will transport your caravan or trailer with your vehicle to the same repairer. Our towing limits apply. You must advise us that your vehicle is towing a caravan or trailer when you call otherwise you may be responsible for the costs of the caravan or trailer towing. We will not cover you where the breakdown is as a result of attempting to tow a caravan or trailer that exceeds the legal weight or dimension restrictions for a passenger vehicle or where the breakdown is due to the caravan or trailer itself or their couplings where your vehicle is still mobile.

What we don't cover

We do not cover vehicles that are:

- not in a roadworthy, well maintained condition or are unregistered
- unattended, unless organised at the time of arranging assistance
- not registered on our system
- over 2.5 tonnes
- involved in any way in any form of racing or motor sports
- modified, large or heavy enough to require a specialist or heavy haulage towing provider
- operating as taxis, limousines, rental or hire vehicles or for any other commercial use
- immobile in a workshop while being repaired or undergoing mechanical or electrical repairs at your premises
- located in a restricted access area except where we can enter the premises and you are willing to cover any associated costs
- located in an area that a two wheel drive recovery vehicle cannot access.

We do not cover service calls that are the result of:

- failure to use reasonable care
- failure to carry out regular preventative vehicle maintenance or inappropriate maintenance or repair, whether intentional, negligent or otherwise
- incorrect fuel or contaminated fuel added to the fuel tank
- owner or driver related faults
- failure to follow the instructions of the vehicle manufacturer, repairer or us
- inappropriate or incorrect fitting of parts or accessories
- accident damage, break-in or attempted break-in of your vehicle
- breakdowns that are associated with any attached caravan or trailer or their couplings.

While we will always endeavour to provide our service to you, please be aware that additional delays may arise and in some cases we may not be able to provide our service to you when:

- there are inadequate resources in the area you have broken down—for example there are no tow trucks or repairers available because you are in a remote area
- circumstances are beyond our control—such as extraordinary delays caused by extreme weather conditions, a severe accident or traffic congestion
- unexpected or disruptive events such as war, strikes, storms or other acts of God prevent us from assisting you.

Your responsibility for costs

We are only liable for the benefits that are detailed in these terms and conditions subject to the limitations and exclusions. You are responsible for all costs of parts, labour and any other associated costs relating to the management and repair of your vehicle after a breakdown whether the repairs are carried out by the nearest repairer or otherwise.

To the extent permitted by law, we will not be liable for any indirect or consequential loss or damage that arises from providing or failing to provide any of the benefits or services whether arising from negligence or otherwise.

Definitions

The following words have these meanings throughout this document.

Accident: your vehicle is damaged by impact or collision of any nature, or attempted or successful theft or break-in of the vehicle.

Breakdown: a vehicle failure which has caused the vehicle to be immobilised or become unroadworthy or unsafe to drive in transit, due to mechanical or electrical fault. This can also include a flat tyre, flat battery, a vehicle that has run out of fuel or keys that have been locked in the vehicle or lost.

Nearest repairer: a repairer recommended by us to undertake workshop repairs to your vehicle.

Restricted access area: an area that is protected by security and/or other systems designed to prevent access to unauthorised people and includes areas which we do not have permission to enter (for example airports, sporting venues, protests, concerts and certain business premises).

Vehicle: the vehicle registered for the Coles Roadside Assistance program.

We, Us, Our: ETI Australia Pty Ltd trading as Mondial Assistance.

You, Your: the nominated person registered for the Coles Roadside Assistance program or the driver of the vehicle.

Period of Cover

Your Coles Roadside Assistance starts on the date printed on your membership card and runs for twelve months unless you cancel your insurance policy. Your roadside assistance membership will cease when you cancel your insurance policy.

Transfer or cancellation of your Coles Roadside Assistance

If you sell your vehicle and replace it with another vehicle under your existing Coles Car Insurance policy and advise Wesfarmers General Insurance Limited of the change, the remaining period of your Coles Roadside Assistance is transferable to your new vehicle. This program is not otherwise transferable if you sell your vehicle and no refunds are available from Mondial Assistance.

Important information

These terms and conditions are current as at the date of printing but are subject to change without notice.

Coles Roadside Assistance is provided by ETI Australia Pty Ltd ABN 52 097 227 177 trading as Mondial Assistance Australia for Wesfarmers General Insurance Limited ABN 24 000 036 279. Mondial Assistance Australia receives payment from Wesfarmers General Insurance Limited for providing this service.

Mondial Assistance is a global leader in dedicated roadside assistance services and is here to help you in times of need. With their customer contact centre based in Brisbane, Mondial Assistance has provided nationwide premium roadside assistance to Australian motorists for over 20 years. For more information on Mondial Assistance visit www.mondial-assistance.com.au.

Privacy information

The personal information you provide to Wesfarmers General Insurance Limited and to us is collected for the purpose of providing roadside assistance and will be disclosed to third parties such as repairers, mechanics, hire car companies and towing operators in the provision of these services.

You can seek access to and correct your personal information by contacting us. If you do not consent to the use of your information in this way please call our 24-hour assistance line on 1300 265 374 or write to PO Box 162 Toowong, QLD 4066. Please be aware that if you don't want your information disclosed we may not be able to provide you with our services or register you for Coles Roadside Assistance.

If you need to give us personal information about other individuals we rely on you to make them aware that you will or may provide their information to us, the types of third parties their information may be disclosed to in the provision of the services and how they can access their information. If it is sensitive information we rely on you to obtain their consent otherwise you must tell us before you provide their information.

Quality costs less at

coles