

Roadside Assistance from NZRA

In partnership with MB Insurance Group

Roadside Assistance is included with eligible MB policies and provides nationwide support for common breakdown events. It applies to the insured vehicle and may be used by any licensed driver authorised to operate that vehicle under the policy. Services are provided by NZRA and its service provider network throughout New Zealand.

For Roadside Assistance, call NZRA 24/7 on 0508 697 623 (NZROAD).

Assistance Includes

✓ **Unlimited callouts per year***

Roadside assistance callouts are unlimited for separate breakdown events, subject to these terms and the applicable policy limits.

✓ **Battery Assistance**

Attendance to jump-start the covered vehicle. A replacement battery may also be arranged, subject to availability, at the Member's cost.

✓ **Vehicle Unlock Assistance**

Attendance to assist with recovering keys or gaining access to the covered vehicle. Where damaged locks or keys require specialist or locksmith services, the associated cost is payable by the Member.

✓ **Flat Tyre Assistance**

Assistance to fit the vehicle's serviceable spare tyre. If no suitable spare is available, towing to the nearest repairer or place of safety may be arranged.

✓ **Fuel / Charging Assistance**

Delivery of up to 5 litres of emergency fuel (fuel cost payable by the Member) or towing to the nearest refuelling or charging station.

✓ **Towing Assistance**

If the covered vehicle is immobilised due to a Breakdown and cannot be mobilised at roadside, towing will be provided to the nearest repairer or place of safety, whichever is closest.

✓ **Technical Advice**

Reasonable technical advice relating to a roadside Breakdown may be provided by NZRA.

Premium Roadside Benefits

Where the insured vehicle is covered under an eligible MB Premium Roadside policy, the following additional benefits may apply:

- Accommodation subsidy of up to \$150 per day for a maximum of 3 days.
- Rental vehicle subsidy of up to \$150 per day for a maximum of 3 days.
- Taxi or Uber subsidy of up to \$30 per event.
- Assistance for a trailer, boat or caravan being towed by the covered vehicle where the towing vehicle suffers a covered Breakdown.
- Vehicle and passenger relocation assistance.

Premium eligibility: The vehicle must be more than 100 km from the Member's registered home address and, following a Breakdown, be unable to be repaired within 24 hours. Accommodation, rental vehicle and alternative transport benefits operate on a pay-and-claim basis and require appropriate receipts. Premium benefits are subject to the applicable MB policy type and policy terms.

Accident Management

If the insured vehicle is involved in an Accident, contact NZRA 24/7 on 0508 697 623 (NZROAD). NZRA can coordinate accident response, towing and recovery in accordance with the applicable MB insurance policy. Accident-related services are separate from Roadside Assistance entitlements and may be subject to MB policy cover, approvals, excesses and other policy terms.

Important Notes

*** Unlimited callouts:** Unlimited callouts apply to separate Breakdown events. Additional attendances for the same unresolved fault are at the Member's expense.

Additional services: Services outside the covered entitlement may be arranged at the Member's expense. Where possible, additional charges will be quoted before dispatch.

Place of safety: A place of safety may include a repairer, towing operator, secure parking location or the Member's home address, with the nearest practical location determined by NZRA based on the circumstances.

Member obligations: The Member must provide accurate location and vehicle details, remain with the vehicle where reasonably practicable, and follow reasonable instructions from NZRA and the attending Service Provider.

Terms, Conditions & Exclusions

Roadside Assistance applies only to the covered vehicle associated with an eligible MB policy and is available within New Zealand.

Roadside Assistance does not include:

- workshop repairs or workshop labour;
- mechanical or electrical diagnostics beyond roadside assistance;
- replacement parts, tyres, batteries, fuel or charging costs unless expressly covered;
- excess towing or services beyond the applicable policy limits;
- additional callouts for the same unresolved fault;
- costs not expressly covered by the applicable MB policy or Roadside Assistance entitlement.

Roadside Assistance may be declined where:

- the vehicle is not roadworthy, including where it does not display a current Warrant of Fitness or registration as required by law;
- the Breakdown or service requirement arises from misuse or negligence;
- the vehicle is being used outside its intended purpose or for hire and reward;
- the event occurs outside New Zealand.

Service delivery: NZRA will use reasonable endeavours to provide assistance promptly. Actual response times may be affected by location, traffic, weather, road access, Service Provider availability, major events, safety conditions or other circumstances outside NZRA's reasonable control.

Vehicle Eligibility

Roadside Assistance is intended for insured vehicles that are road registered, roadworthy, comply with applicable legal requirements and can be safely attended by a standard roadside service vehicle.

Vehicles requiring specialist recovery equipment or services outside the standard Roadside Assistance entitlement may incur additional costs, subject to approval where required.

Privacy and Personal Information

MB and NZRA will handle personal information in accordance with the Privacy Act 2020 and applicable privacy requirements. Personal information may be collected, used and disclosed where reasonably necessary to verify eligibility, provide and administer Roadside Assistance or Accident Management services, communicate with the Member, coordinate Service Providers, manage claims or service enquiries, and meet legal or regulatory obligations.

NZRA will maintain reasonable safeguards to protect personal information and will only disclose it to Service Providers or other parties where reasonably required to deliver the relevant services or as otherwise permitted by law.

Key Definitions

Term	Meaning
Breakdown	a mechanical or electrical failure that immobilises the insured vehicle, excluding an Accident.
Accident	a collision, impact, attempted theft of the vehicle, or a bogged/stuck vehicle.
Member	a current MB policyholder whose policy includes the applicable Roadside Assistance program.
Service Provider	a third party engaged by NZRA to deliver Roadside Assistance or related services.

These Roadside Assistance terms should be read together with the applicable MB insurance policy wording and Certificate of Insurance. Where an entitlement is not expressly included, additional costs may apply.