



HONDA RIDER INSURANCE

Roadside Rescue Benefits,
Terms and Conditions

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Accident

Following a motorcycle accident, theft, vandalism or collision First Assistance will provide advice and assistance. Towing and transportation services can be arranged at the caller's expense in the event that the motorcycle is either immobilised or unsafe to ride.

In the case of an accident, arrange the transportation of the vehicle to the nearest approved dealer or place of storage. **All costs** associated with the towing/transportation of the vehicle **will be the responsibility of the owner/rider**, unless the respective **Insurance Company** has given prior approval.

In the event of a motor vehicle accident First Assistance may arrange the towing/transportation of the vehicle to a First Assistance approved repairer, or the repairer of the owners/riders choice. Alternatively and on request of the owner/rider the vehicle may be taken to a place of storage. First Assistance may contact the transport authorities if required. All costs associated with the towing/transportation of the vehicle will be the responsibility of the owner/rider unless the respective Insurance Company has given prior approval. If the provider is towing the vehicle to storage they will probably not require payment immediately. First Assistance may further assist at the operator's discretion by arranging a rental car or accommodation at the caller's cost, calling a taxi or notifying relatives or business associates of delay. Some rental car providers may decline to rent a vehicle to a rider who has just had a motor vehicle accident.

It is important to capture the following data:

- The Location of the Accident.
- The Name of the Towing Company if not appointed by First Assistance (e.g. appointed by the caller or emergency services).
- A contact phone number and address for where the vehicle will be stored.

Advise caller to notify insurance company. If anyone is injured please advise police as soon as possible but definitely within 24 hrs. If no injury you must give your name and address, and the name and address of the owner of the motor vehicle you are driving to any Third Party. If you cannot find the Third Party you must tell the police as soon as possible but definitely within 48 hrs. If an animal is injured you must advise the owner, if owner cannot be located advise the police or SPCA on 0800 447 722.

Accommodation

No entitlement under this program.

Jump start

IMPORTANT: \$100 + GST Cap per event / Maximum 3 callouts

FA will pay for call out to jump start motor vehicle. If unable to mobilise motorcycle will be transported to nearest dealer, approved repairer or place of safety.

Battery Replacement

IMPORTANT: \$100 + GST Cap per event / Maximum 3 callouts. If unable to mobilise motorcycle will be transported to nearest dealer, approved repairer or place of safety. Replacement is at callers cost.

Breakdown Tow

IMPORTANT: \$100 + GST Cap per event – caller pays additional cost to provider / Maximum 3 callouts

FA to pay for call out to tow motor vehicle to the nearest dealer.

In the event that a motorcycle suffers a breakdown and cannot be mobilised, First Assistance will tow the vehicle to the nearest NM Insurance or Honda Dealer or First Assist support repair facility from the breakdown site. This excludes any motorcycle involved in an accident.

If the Authorised Repair facility is not open the motorcycle will be towed to a place of storage until the motorcycle can be delivered to the nearest facility under the above criteria or on-towed as above.

If at the time of breakdown the motorcycle was towing a sidecar or trailer this vehicle will be towed or transported to the nearest Authorised Repair Facility or place of safety. Towing and storage costs for a sidecar or trailer will be the caller's responsibility.

Keys Locked

IMPORTANT: \$100 + GST Cap per event / Maximum 3 callouts

FA will pay for call out to unlock motorbike - If unable to access motorcycle will be transported to nearest dealer, approved repairer or place of safety.

Keys Lost

IMPORTANT: \$100 + GST Cap per event / Maximum 3 callouts

Transport to nearest approved repairer or place of safety

Wrong Fuel

Delivery because of wrong fuel is at callers cost.

Out of Fuel

FA to pay for delivery of 5 litres of fuel, always check with caller if it's 91, 96, Diesel or LPG. If unable to deliver, transport to nearest filling station.

Rental

No entitlement under this program.

Repatriation

No entitlement under this program.

Tyres

IMPORTANT: \$100 + GST Cap per event / Maximum 3 callouts

FA to pay for call-out to transport to the nearest tyre repairer or place of safety

Taxis

No entitlement under this program.

Exclusions

The Roadside Assistance programme and services outlined do not apply to the following:

- If the motorcycle is used for hire or reward, in motor racing, rallies, speed or duration testing or any practice therefore.
- Claims arising from the loss or damage to the contents of the motorcycle.
- Claims arising from damage caused through forced entry in an attempt to recover locked keys, whereby the owner or rider has been briefed on the situation by our staff (or the provider in attendance), and the owner or rider has subsequently agreed to indemnify us against any damage caused during entry.
- Claims arising from recurring electrical or mechanical limit resulting from improper maintenance or servicing where a known fault and repair has been neglected.
- Situations where the motorcycles are disabled by floods, snow affected roads, or are not accessible by a normal two-wheel drive recovery vehicle.
- Motorcycles being bogged on off road conditions and not easily accessible by a normal two wheel drive recovery vehicle.
- Motorcycles being located off public roads (other than private residence) not accessible by a normal two wheel drive vehicle.
- Vehicles exceeding 3.0 tonnes in laden weight.
- Motorcycles that have been left unattended.
- Motorcycles modified from standard manufacturers specifications.
- Motorcycles not displaying a current motor vehicle registration certificate and warrant of fitness.
- Costs relating to parts, labour and any associated costs of repair of the Motorcycle, including replacement batteries and or tyres which are to be replaced at the owner's expense.
- Events as a result of an accident or misuse of the motorcycle. All associated costs of which are the responsibility of the rider

Callouts

Maximum 3 callouts

Personal Assistance

In the event of a mechanical breakdown or accident we can relay urgent messages to friends, family or business associates.

We will provide advice on cancellation of lost or stolen credit cards, cheques, passports and riders licences.

Technical Advice

Telephone technical advice will be provided by First Assistance telephone operators (where possible) in regard to motorcycle operation, instrument warning indicators or technical/mechanical information regarding the motorcycle where possible.

Travel

Travel Directions

Should a vehicle owner become lost or require travel directions First Assistance can use our mapping system to provide help and instructions on how to reach the planned destination and advise of delays in arrival by way of message.

Travel Delay

In the event of a mechanical breakdown or accident that delays the caller we can co-ordinate the rebooking of pre-planned travel arrangements, or organise alternative arrangements as directed.

Who are First Assist

First Assistance has been available 24/7, 365 days of the year for our clients since its inception in 1992. We have placed great pride in its ability to provide issues resolution and assistance solutions with an unrivalled level of expertise.

At First Assistance, our experts are on the front line. We employ highly trained automotive, linguistic, travel, insurance and medical experts to manage all communications, meaning the people answering our calls are not simply conduits for information, but rather can provide the right advice and solutions instantly. They are experts in their fields and passionate about their professions.

The aim of First Assistance is to provide a seamless solution from first contact to resolution for the person calling us requiring help with a particular issue. We see ourselves as an extension of our client organisation and treat each interaction accordingly.

Assistance Services – Roadside Assistance, Accident Tow Management (First Notice of Claim capture, Tow deployment, Cost Controls), Property Assistance, Business Continuity Services, Travel & Medical Assistance.



Honda Rider Insurance is arranged by Nautilus Marine and Underwritten by AIG.

Nautilus Marine Underwriting Agency Ltd

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