

Roadside Assistance

If **you** have made an agreed additional payment and "Roadside Assistance" is shown on the **schedule, your vehicle** will be registered with a Journey On Standard membership with our roadside assistance provider, NZ Roadside Assistance LTD (NZRA). This provides 24-hour, 7-day roadside assistance. For roadside assistance call 0800 888 247. You will need to quote your vehicle registration.

Journey On Standard membership provides everything you need to get up and running again:

- Jump-start if your battery is flat
- Flat tyre replacement with your spare tyre
- Emergency fuel if you have run out
- Minor roadside repairs, such as replacement fuses, temporary repair to hoses etc
- Emergency windscreen assistance
- Key replacement, locksmith service or key courier service
- Driver assistance with directions
- Urgent message service
- Emergency towing to the nearest place of safety if your motor vehicle cannot be mobilised.

Journey On Standard terms and conditions:

- Your vehicle must be currently warranted and registered, in a sound state of repair, and must be on or near a public road accessible by a 2WD vehicle.
- There are unlimited callouts in any twelve month period.
- Emergency windscreen assistance and key services may cost more and you will need to pay the balance.

Emergency tow to the nearest place of safety

Your vehicle will be towed to the nearest place of safety, which will be a service station, garage, lockup, tow yard, or anywhere that gets your vehicle off the road. If towing is required beyond this initial point, any additional costs incurred will be your responsibility.

Please note that this service is provided by NZRA and not by Star Insure and it is separate to this policy of insurance. For questions about the service, please contact NZRA on 0508 697 623 and state that you are a Journey On Standard member.