

## TRACKER ROADSIDE ASSISTANCE TERMS AND CONDITIONS

If you are a Tracker customer with a telematics unit installed in your vehicle, and you have subscribed to a Tracker service which qualifies you for the Tracker Roadside Assistance service available within South African borders, the service will be subject to the terms and conditions set out below.

**Please note that the Tracker Roadside Assistance Service is not available for:**

- **vehicles that weigh more than 3,5 tons**
- **buses**
- **motorcycles**
- **agricultural vehicles**
- **commercial trucks**
- **small trucks or bakkies/vans with a long wheel base – e.g. Hyundai H100/Kia K2700**
- **small trucks or bakkies/vans with a load bin weight in excess of allowable towing weight of 3.5 tons**
- **commercial vans used as taxis or vehicles used to convey passengers for financial gain**

If you require Roadside Assistance for mechanical or electrical problems with your vehicle, or you have a medical emergency whilst on the road, you may either press the Tracker “assist button” and we will contact you, or you may call the Roadside Assistance service number on 0861 118 729 or 011 243 8109.

The Tracker Roadside Assistance customer service centre is available 24/7 to ensure that we are always available in the event of an emergency. We will respond within 45 – 60 minutes in metropolitan areas and 1-3 hours in rural areas depending on traffic and distance to be travelled. Our Roadside Assistance team (“RSA team”) will locate your vehicle and assist with any of the following problems:

### **A. Jumpstart:**

- Tracker covers up to 40km roundtrip. Any additional kilometers will be for your account.
- Should the battery of your vehicle be flat, we will attempt to jumpstart it.
- If the jumpstart is unsuccessful, the vehicle will be towed.
- Jumpstarts are done by using booster packs.

### **B. Flat Tyre Assistance:**

- Tracker covers up to 40km roundtrip. Any additional kilometers will be for your account.
- The RSA team will assist with changing a flat tyre with your spare tyre, or by temporarily fixing the tyre with your tyre repair kit.
- If you have no spare tyre or tyre repair kit, the vehicle will be towed to the closest tyre repair centre or destination of your choosing.

### **C. Run out of Fuel:**

- Tracker covers up to 40km roundtrip. Any additional kilometers will be for your account.
- Within a 40km roundtrip, we will provide you with 10 liters of fuel to get you to the nearest filling station, the cost of which will be for your account.

**D. Locksmith Process:**

- Tracker covers up to 40km roundtrip. Any additional kilometers will be for your account.
- Within a 40km roundtrip we will take you home to collect your spare car keys.
- If it is in excess of a 40km roundtrip, we will dispatch a locksmith to assist you with the retrieval of the keys, at your cost.
- Tracker will not be liable for any damage to either your vehicle or any other asset in the process of retrieving the keys.

**E. Towing Process:**

- Tracker covers up to 40km roundtrip. Any additional kilometers will be for your account.
- Only flatbed trucks will be permitted to tow your vehicle.
- Only vehicles of 3.5 tons and less will be eligible for this service.
- In the event of a mechanical or electrical breakdown, your vehicle will be towed to the nearest service center or other destination of your choosing.

**F. Accident Process: Facilitation Only, Fulfilment on a client-to-pay cash basis**

- All costs in the event of an accident will be for your account.
- In the event of an accident due to a collision with a third party or as a result of damage due to a pothole or other accident, your vehicle will be towed to the nearest approved panel beater or other destination of your choosing.
- In the event of an accident after hours, the vehicle will be taken to a safe storage yard.

**G. Medical Facilitation Process: Assistance not covered by Tracker**

- Tracker will contact emergency medical services and direct them to the scene of the accident.
- All medical costs incurred will be for you, your medical aid scheme and/or the Road Accident Fund.

**H. Car Rental:**

- A rental car will be provided in the event that you are stranded more than 100km from your home or your destination.
- The rental car will be provided for a limited period of 24 hours.
- The rental car will be provided from group "B" or "C" pools.
- The rental car will be provided to you subject to the standard rental policy and you will be required to present a valid credit card, pay the fuel deposit and sign the applicable rental agency's waiver documentation.

**I. Courtesy Transport (Family Run):**

- Courtesy transport will be provided in the event that you are stranded within 100km from your home or destination.

**J. Accommodation:**

- We will arrange accommodation in the event that you are stranded more than 100 kilometers from your home or destination and there is no rental vehicle available.
- Accommodation will include bed and breakfast and is limited to one night and a maximum of R500.00 (five hundred rand) per person, for a maximum of 5 people.
- You will be required to pay for the accommodation and claim it back from Tracker.

**K. Vehicle storage:**

- A vehicle may be stored at an approved towing contractor's yard following a Roadside Assistance event, up to a maximum of 3 days and limited to a total cost of R1,000.00 (one thousand rand).

**L. Vehicle Repatriation:**

- This is only applicable to a vehicle breakdown that occurred in excess of 100km (one hundred kilometers) from your home or destination.
- Once your vehicle has been repaired following a Roadside Assistance event, you will be reunited with your vehicle subject to the conditions set out below.
- No more than 1 month may have lapsed since the Roadside Assistance event.
- The total cost for which Tracker is liable will not exceed R2,000.00 (two thousand rand) per repatriation.
- Any means may be used to reunite you with your vehicle, e.g. car rental, flight, bus, taxi, tow, etc.

**M. Claims:**

- You may claim the costs incurred due to a Roadside Assistance event back from Tracker as provided above, subject to the benefit limits per incident and limited further to a total of R5,000.00 (five thousand rand) per calendar year.
- Your claim will be honored subject to your Tracker contract being active and your account not being in arrears.
- If your Tracker contract is not active or your account is in arrears, the Tracker Roadside Service may be provided, at the sole discretion of Tracker, however you will be liable for any and all costs, and a claim for a refund will not be entertained.

NOTE: The 40km roundtrip referred to above, means:

- The distance from the contractor yard to the breakdown location; plus
- The distance from the breakdown location to the vehicle drop-off location; plus
- The distance from the drop-off location back to the contractor yard.