

Roadside Assistance Service when abroad

The service is digitally based and operates 24 hours daily. You activate it by calling this number from a smartphone:

+39 02 38582197

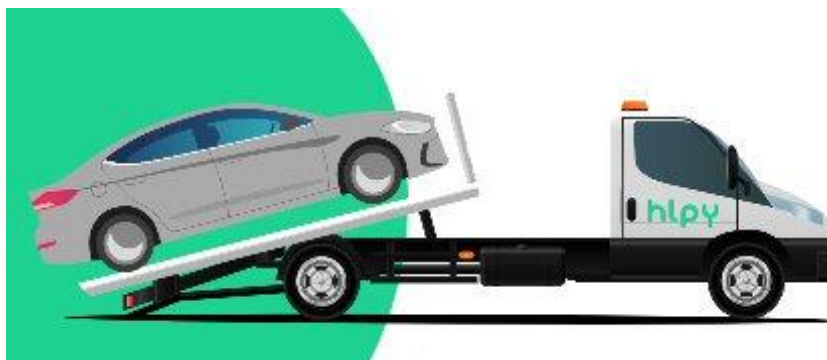
Follow the instructions that will be given so that the roadside assistance vehicle can accurately locate your position. You will then be able to follow the vehicle's progress on the map of your smartphone until it reaches you.

If repairs cannot be carried out on site, your vehicle will be towed to a qualified and certified workshop in which case you will have to pay for the cost of any repairs. Also, if fuel is supplied or onward transportation by taxi is arranged, you will need to pay for this yourself.

Any repair costs related to an insured accident will be paid by us directly once we have pre-authorised them. Our partners will assist you in this process.

The service is available in any EU member state outside of Malta.

Please carefully read the terms and conditions on the back of this document.



Gasamamo Overseas Roadside Assistance Cover Terms & Conditions

The Motor Policy provides you with a 24-hour breakdown assistance cover when travelling with your vehicle in another EU member state. The roadside assistance service will be provided by our contractors *hlpY S.r.l. of Via Abbadesse 20, 20124 Milan, Italy*. Please read carefully the following terms and conditions that are applicable to this cover.

Definitions:

We/us/our:	Gasamamo Insurance Ltd
Contractors:	hlpY S.r.l.
You	The policyholder or any authorised driver (as defined in the policy document)
Your vehicle	The vehicle shown on the schedule belonging to the policyholder
Disabled	When the vehicle cannot be driven in a safe and legal manner
Insured Accident	An accidental event covered by the policy

1. Your entitlement to the roadside assistance service will be valid for the period your vehicle is being used outside Malta and subject to you having notified us of this use prior to departure and to us having issued the relevant documents confirming the cover.
2. The roadside assistance service will be provided to you only when your vehicle is disabled due to a mechanical or electrical failure, or due to an accident.
3. The service is limited to any EU member state except Malta.
4. The service is limited to making your disabled vehicle operable at the roadside where possible or, upon failure to achieve this, to towing it directly to the closest certified repairer.
5. If your vehicle has been involved in an accident that requires the attendance of the Police, you are to call for roadside assistance only after you have been given clearance by them to move the vehicle.
6. At your option, a replacement of your vehicle's battery on the spot can be arranged

if in the opinion of our contractors this is necessary. Provided that the battery is available from our contractor's stock. You will be required to effect payment prior to it being fitted.

7. Our contractors will replace a faulty wheel and/or tyre as long as a serviceable spare is provided by you. You will be responsible to pay for any charges incurred if the vehicle is not equipped with a roadworthy spare wheel, jack and tools or, in the case of vehicles not originally supplied with a spare, without the original puncture kit or other continued mobility equipment supplied. If the vehicle is not equipped with a spare wheel, it will be towed to nearest tyre repair service centre.
8. Our contractors may refuse to provide the service if your vehicle is in or is to be towed to an area where the road surface is unpaved, can cause damage to the recovery vehicle or is dangerous. It is at their discretion as to whether they offer to provide the service at an additional charge which is to be borne by you.
9. If, in our contractors' opinion, the task to repair the fault, or to have your vehicle towed, requires non-standard procedures, extra labour or specialist knowledge. they may quote a fee to be borne by you to provide the assistance service. If you agree to this, the fee must be paid before the service is provided.
10. This service does not apply when your vehicle needs to be towed from one location to another
 - a. while in the process of being serviced or repaired.
 - b. in order for it to be scrapped
 - c. simply to change the location of where it is parked and/or garaged
11. The roadside assistance service applies to your vehicle only and not to any trailers or caravans. Any additional costs related to trailers or caravans is to be borne by you.
12. Our contractors have the right not to provide the service if in their opinion this would put their vehicle or personnel in any danger. No service will be provided if the driver is under the influence of alcohol or drugs (other than drugs taken under medical supervision and not for the treatment of drug addiction).
13. Our contractors will not be responsible for any damage caused to any low-hanging spoilers or as result of your vehicle having a modified suspension, while your vehicle is being towed.

IF YOU ARE ASKED TO PAY FOR ANY SERVICE, PLEASE MAKE SURE YOU ARE GIVEN A FISCAL RECEIPT