

ASSISTANCE

When to call Assistance?

When an unforeseen event prevents you from using your vehicle to move around or when normal driving conditions are compromised, thereby putting the safety of the driver, passengers or vehicle at risk.

How do I call Assistance?

Via the **+32(0)2 706 41 41** telephone number.

Your contact person will ask you for the following information:

- your number plate number and/or chassis number (VIN);
- the exact location of your vehicle (country, municipality, street, house number, motorway, kilometre marker, etc.);
- the incident for which you are calling for assistance.

P.S.: ALD Automotive can be reached during office hours via the Customer Care **+32(0)2 706 41 41** number or at the **customercare@aldautomotive.com** address.

In what cases does Assistance intervene?

For any unforeseen event that makes it impossible to use the vehicle and that occurs in a location accessible to the public and towing vehicles.

Assistance will also intervene for trailers towed by the vehicle, provided that the M(aximum) A(uthorised) M(ass) of the combination of towing vehicle and trailer does not exceed 3.5 tons.

In which countries is the Assistance granted?

Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Cyprus, Vatican City, Croatia, Denmark (with the exception of the Faeroe Islands), Spain (except the Canary Islands and the Balearic Islands, Ceuta and Melilla), Estonia, Finland, France (excluding the overseas territories), Luxembourg, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Macedonia FYROM), Malta, Morocco (and Ceuta and Melilla), Monaco, Montenegro, Norway, the Netherlands, Poland, Portugal (except Madeira and Porto Santo), Romania, United Kingdom of Great Britain and Northern Ireland, San Marino, Serbia, Slovakia, Slovenia, Sweden, Switzerland, Tunisia and Turkey.

For incidents that occur outside this coverage area, AXUS SA/NV does not offer assistance. Assistance costs related to incidents that occur outside this coverage area are not covered by AXUS SA/NV



Axus sa/nv

Avenue du Bourgetlaan 42 - 1130 Brussel / Bruxelles

Tel.: +32 (0)2 730 19 11 – E-mail: customercare@axus.be

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In what cases does Assistance not intervene?

- When your vehicle is in Belgium and is already at the repair shop.
- If the "replacement vehicle" option has been selected in the contract, you can contact **ALD Automotive** during business hours via the Customer Care number (+32(0)2 706 41 41).
- Rescue and/or winching operations.
- When the vehicle is participating in training or racing.
- Towing of a vehicle with M(aximum) A(uthorised) M(ass) greater than 3.5 tons.
- Driving school vehicles.
- Medical assistance for people.

IN BELGIUM

What does Assistance do?

Assistance ensures that a mechanic is sent on site with the necessary technical training to repair the damaged vehicle, temporarily or not.

If you have a breakdown or an accident on the Flemish motorways, you should call 101. The traffic police will automatically call a F.A.S.T. towing service. This applies to both the lanes and the emergency lane.

What happens if the vehicle cannot be repaired on site?

Breakdown

Assistance ensures the transfer of the damaged vehicle to an official dealer of the vehicle's make, at the choice of the customer/driver.

In the case of a punctured tyre: if you have spare tyres at your regular authorised tyre supplier, you can choose to have your vehicle transferred by Assistance to this supplier in order to speed up and facilitate the repair of the vehicle.

Accident

Assistance ensures the transfer of the accident vehicle to a body shop as agreed with ALD Automotive.

How do I then travel?

If the vehicle remains out of service, Assistance will provide you with a replacement vehicle (rental category B) for a maximum of 5 calendar days. If the "replacement vehicle" option has been selected in the contract, this rental period is extended until the vehicle is repaired.



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What about if it is stolen?

After reporting the theft to the police (PV number), Assistance will make available a replacement vehicle (rental category B) for a maximum period of 5 calendar days. If the "replacement vehicle" option has been selected in the contract, this rental period will be extended.

What costs are covered?

Costs related to vehicle repair:

Covered by AXUS SA/NV (ALD Automotive), provided that they have been included in the contract.

For repair after a breakdown, the repair shop will contact ALD Automotive (Tel.: +32(0)2 706 41 41) or use the web platform provided to help you locate a repair shop.

For repairs following an accident, the repair shop will contact ALD Automotive (Tel.: +32(0)2 706 41 41) or your insurer. But first, you must report the damage in writing (customercare@aldautomotive.com).

Costs related to towing and mobility/replacement car:

Covered by Assistance, provided that they have been requested from Assistance and organised by Assistance.

For costs not requested or covered by Assistance or by ALD Automotive: Contact ALD Automotive via the number of Customer Care **+32(0)2 706 41 41** or customercare@aldautomotive.com.

ABROAD

What does Assistance do?

Assistance ensures that a mechanic is sent on site with the necessary technical training to repair the damaged vehicle, temporarily or not.

What happens if the vehicle cannot be repaired on site?

Breakdown

Assistance ensures the transfer of the damaged vehicle to the nearest official dealer of the make of the vehicle or to another repair shop if there is no official dealer of the make within a radius of 100 km from the place of the breakdown.

If the vehicle cannot be repaired within five calendar days or before the scheduled end date of your trip, Assistance will repatriate the vehicle to an official dealer of the vehicle's make in Belgium, at the option of the customer driver.

Accident

Assistance ensures the transfer of the accident vehicle to the nearest official dealer of the vehicle make or to another repair shop if there is no official dealer of the make within a radius of 100 km from the place of the accident.

If no provisional repairs are possible and the vehicle cannot be returned to a fit state of travel to return to Belgium, within five calendar days or before the scheduled end date of your trip, Assistance repatriates the vehicle to a body shop located in Belgium as agreed with **ALD Automotive**.



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What happens next on my trip/stay?

Taking into account your travel plans, the duration of the vehicle being out of action and the situation on the spot, your Assistance provider defines with you the best possible solution for the driver and the passengers of the vehicle (except hitchhikers) and ensures the follow-up of the repair of your vehicle.

Assistance will contact **ALD Automotive** and/or the fleet manager of your company if necessary.

To enable you to continue your journey or to repatriate the driver and passengers of the vehicle to Belgium, Assistance manages and ensures:

- Travel: by taxi, train (first class) or plane (Economy Class).
- Overnight stays at a hotel: maximum 3 nights, room and breakfast.
- Rental of a replacement vehicle (rental category B) for a maximum period of 5 calendar days.
For the provision of a rental vehicle abroad, the rental company imposes conditions such as the payment of a deposit whether or not you use a credit card. Abroad, rental cars can be picked up only by the user in a rental agency. Assistance manages and pays for your transportation by taxi to the rental agency. This rental period may be extended until the vehicle is repaired if the "replacement vehicle" option has been selected in the contract.
- Communicating urgent messages to your family or employer.

With respect to the repair of the vehicle, Assistance manages and possibly ensures the dispatch of the necessary spare parts.

What costs are covered?

Costs related to the repair of the vehicle:

Covered by AXUS SA/NV (ALD Automotive), provided that they have been included in the contract.

For repair after a breakdown, the repairman and/or Assistance will contact ALD Automotive (Tel.: +32(0)2 706 41 41) in order to obtain approval for the repair.

For provisional repairs following an accident, the repair shop will contact ALD Automotive (Tel.: +32(0)2 706 41 41) or your insurer. But first, you must report the damage in writing (customercare@aldautomotive.com).

Costs related to towing and mobility/replacement car

Covered by Assistance, provided that they have been requested from Assistance and organised by Assistance.

For costs not requested or insured by Assistance or by ALD Automotive: contact ALD Automotive via the Customer Care number **+32(0)2 706 41 41** or at the address customercare@aldautomotive.com.



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Special features on French motorways (toll zones)

Providing breakdown service can only be done legally by a local breakdown service and not by Assistance or ALD Automotive.

In case of breakdown on a French motorway, the procedure is as follows:

- Contact the local authorities by calling "17" via call terminals, a landline or a mobile phone.
- A local breakdown service, designated by the local authorities, will visit the site.
- If the vehicle cannot be repaired, the breakdown service will tow the vehicle to its garage. To the extent that the intervention is performed by a company other than Assistance, please contact Assistance as soon as you arrive at the garage, in order to maintain your service and reimbursement rights.



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