



Raheja QBE General Insurance Company Limited, IRDAI Registration Number – 141.  
 Fulcrum, 501&502, Awing, 5thFloor, International Airport Project Road, Sahar, Andheri East,  
 Mumbai - 400059.  
 Telephone: +912242313888 Facsimile +91242313777

## Goods Carrying Vehicle Package Policy - Roadside Assistance Add-On Wording

UIN - IRDAN141RP0008V02200910/A0007V01202425

Sr. No.	Coverage Type	Description of Coverage	Scope of Coverage
1	Towing	When the Vehicle gets immobilised and cannot be started on the spot then the SERVICE PROVIDER will tow it to the insured's preferred workshop or insured place, wherever the insured wants it to be towed	Radius of 100 KMs from where the vehicle is immobilised
3	Assistance on Phone	SERVICE PROVIDER shall assist the insured with basic troubleshooting assistance over the phone	PAN INDIA
4	Onsite Repair	Assistance during minor mechanical and electrical faults which can be repaired on the spot. Labour charges are free to the insured. Any consumables used will be charged to the end insured and no receipts will be submitted for additional services Roadside repair includes (a) Rundown of Battery (b) Flat tyre Assistance (c) Key Services (d) Fuel Assistance	PAN INDIA
5	Locked/keys lost	In case the vehicle becomes immobilized because the key is locked inside the vehicle, or the key is lost. SERVICE PROVIDER will assist the insured by towing the vehicle to the insured's preferred workshop within 100 KM. Delivery of Spare Key is also available.	PAN INDIA
6	Tyre Problem or Tyre change	If the Vehicle has a puncture or tyre burst, SERVICE PROVIDER shall support the insured in replacing the flat tyre with spare tyre. Replacement of spare wheel can be done for vehicles without load, subject to spare wheel availability.	PAN INDIA
7	Rundown of Battery	In the event the Vehicle having a breakdown due to rundown of battery, SERVICE PROVIDER by arranging vehicle technician to jump start the vehicle with appropriate means. SERVICE PROVIDER will bear the labour cost and conveyance charges.	PAN INDIA
8	Minor Clutch setting	In the event of immobilization of vehicle due to Minor Clutch Setting, SERVICE PROVIDER shall arrange for technician for Minor adjustment of clutch, whereas the parts cost shall be borne by the insured	PAN INDIA
9	Air locks out	In the event of immobilization of vehicle due to Air Lock, SERVICE PROVIDER shall arrange technician for Airlock Out issues; and will make attempt of releasing air lock to start the vehicle whereas the parts cost shall be borne by the insured	PAN INDIA

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10	Brake setting	In the event of Covered Vehicle facing braking issues due to faulty brake setting, SERVICE PROVIDER shall arrange technician for brake setting, whereas the parts cost shall be borne by the insured	PAN INDIA
11	Fan Belt Replacement	In the event of immobilization of vehicle due to breakage in Fan Belt, SERVICE PROVIDER shall arrange technician for replacement of Fan Belt, whereas the parts cost shall be borne by the insured. Replacement can be done for vehicles without load	PAN INDIA
12	Minor Electrical Issues (Fuse/Headlight/Wiper)	SERVICE PROVIDER will attempt for mobilizing the vehicle by replacing minor parts like fuse bulbs, wiper blade. The cost of the part will be chargeable to end insured and subject to availability	PAN INDIA
13	Fuel Line Bleeding	SERVICE PROVIDER will make attempt of rectifying bleeding the fuel line to start the vehicle	PAN INDIA
14	Inspection of Coolant	SERVICE PROVIDER will diagnose the leakage of coolant and oil. Will help with replacement on best case basis. Part costs to be borne by the insureds	PAN INDIA
15	Inspection of Air & Fuel Filters	SERVICE PROVIDER will diagnose the nature of complaint. Will help with replacement on best case basis. Part costs to be borne by the insureds	PAN INDIA
16	Gear Level Setting	In the event of Covered Vehicle facing problem in Gear Shifting issues due to faulty Gear Setting; SERVICE PROVIDER shall arrange technician for brake setting, whereas the parts cost shall be borne by the insured	PAN INDIA
17	Aggregate Transfer	If Covered Vehicle is immobilized due to major aggregate breakdown & "Towing" is not feasible, SERVICE PROVIDER shall help with transfer of respective aggregate to nearest authorized workshop for repairs.	PAN INDIA
18	Safe Towing	If Covered Vehicle is immobilized due to the breakdown or accident and On-site support is not possible, towing up to 50 km will be free on incident location- to-garage basis. The vehicles can be towed only under unloaded conditions. Additional KM will be chargeable to insured. for any accident cases, Hydra crane cost should be borne by end insureds	PAN INDIA
19	Arrangement of Alternate Vehicle	In case of breakdown of the covered vehicle where repair requires a time of immobilization longer than 72 hours SERVICE PROVIDER shall arrange a suitable Alternate vehicle for the insured on chargeable basis. The vehicle shall be of same class (or lower as may be available) depending on availability of such vehicles around place and time of breakdown.	PAN INDIA



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20	Coordination In Extraction or Removal	In the event of the vehicle being stuck in a ditch, pit or valley, coordination will be done with external agencies wherever possible. The cost of Hydra Rs, 2000/- will be borne by the SERVICE PROVIDER, and any charges above Rs, 2000/- will be borne by the insured. Any consequential damage during the process will be borne by the insured. SLA is not applicable in such cases	PAN INDIA
21	Ambulance service	Assistance in case of need of Medical Emergency, Ambulance charges reimbursement up to Rs, 2000/-	PAN INDIA
22	Load Transfer	In case immobilized vehicle is loaded and requires unloading of the goods, SERVICE PROVIDER shall coordinate and provide contact details for Load Transfer Coordination on Case-to-Case basis. Coordination is free. Actual cost of services shall be borne by the insured.	PAN INDIA
23	Fuel Assistance - 5 litres	If the vehicle becomes immobile due to empty fuel tank, we will support the insured by arranging (5 Lit.) fuel. SERVICE PROVIDER will bear the labour cost and conveyance charges. Fuel charges shall be borne by end insured/ user. This service is based on availability of fuel	PAN INDIA
24	Number of services in a year	4	PAN INDIA