

## Road side assistance and add-on benefits of the Accelero ICICI Bank Credit Card

### 24x7 Roadside Assistance (1800 419 1024)

#### Benefits:

- a. **24x7 Toll-Free Helpline:** The Service Partner shall provide roadside assistance services round the clock, including public holidays and even guide you over phone with vehicle problems that our expert deems fit to be supported over a call. 24x7 toll-free support at 1800 419 1024. It will be our constant endeavour to reach the breakdown location as soon as possible
- b. **“On Site” repair of the vehicle:** If your vehicle gets immobilised due to a flat tyre, dead battery, minor fuse problem, etc., arrangements shall be made by the Service Partner to mobilise and assist the vehicle. If the problem still persists or requires major repairs, the vehicle will be safely towed to the nearest authorised OEM workshop. All cases within city limits will be attended to within 65 minutes whereas those beyond city limits will be attended to within 150 minutes; subject to external/other factors that may impact the service delivery timeline. Our call centre team will keep you posted on the estimated time to reach your location. External factors that may cause a delay include - natural calamity, unexpected traffic conditions, excessive rains, political rallies or unrest, society procedures, traffic jams, no entry restrictions, extremely remote locations and/or other such unforeseen circumstances
- c. **Locked/lost key benefit:** In case of locked /lost key, arrangements shall be made for the retrieval of the spare key from the customer’s residence
- d. **Battery jumpstart:** If the vehicle is immobilised because of a battery problem, the Service Partner shall offer a charging service to jumpstart the vehicle. All cases within city limits will be attended to within 65 minutes and those beyond will be attended to within 150 minutes; subject to external/other factors that may impact the service delivery timeline. Our call centre team will keep you posted on the estimated time to reach your location. External factors that may cause a delay include - natural calamity, unexpected traffic conditions, excessive rains, political rallies or unrest, society procedures, traffic jams, no entry restrictions, extremely remote locations and/or other such unforeseen circumstances
- e. **Battery replacement:** If the vehicle battery is dead and needs a replacement, the Service Partner shall provide a replacement service at your location. You have to log a complaint at the toll-free number 1800 419 1024 and the required service shall be aligned within 24 - 48 hours of complaint registration. You will need to pay for the new battery and any other parts used during replacement. The battery will be replaced and the vehicle will be delivered within 24 - 48 hours’ post raising the request for replacement
- f. **Fuel delivery:** If your vehicle runs out of fuel, the Service Partner will arrange the delivery of fuel up to a maximum of 5 litres. You will need to pay for the cost of fuel to the Service Provider according to the price of petrol at the petrol station on the said day

- g. Taxi support:** In case of a breakdown/accident, arrangements will be made for free travel of the vehicle occupants from the spot of immobilisation by a taxi, to a maximum of 50 kms. The cost shall be intimated to you in advance. Only the base fare would be covered and any toll, taxes, entry fee, parking, waiting and any such charges are to be borne by you. Taxi support will be provided within an average of 60 minutes, for within city limit cases and an average of 120 minutes for outside city cases
- h. Customer conference calling:** For seamless and speedy services, a conference call between the customer, the assistance provider and Service Partners shall be arranged. The customer will be kept updated on a regular basis about the status of services.

#### **Add-On concierge services:**

- a. Vehicle repatriation:** In case your vehicle takes longer to repair and you want the repaired vehicle to be picked up from the garage and dropped to your location, the same will be arranged on a chargeable basis, subject to the following conditions: -
  - Vehicle has been towed to the authorised OEM workshop by the Service Provider and the location of the breakdown is more than 100 km from customer's home city
  - It requires more than 2 working days for a vehicle to be repairedThen the Service Partner will offer a free repatriation benefit up to 100 km from an authorised OEM workshop to the customer. Any distance beyond 100 km will be charged to the customer at INR 65 per km on a one-way basis
- b. Hotel accommodation:** If your vehicle is immobilised, you will get assistance in organising for a hotel accommodation near the location of the breakdown. You shall need to pay for the charges on actuals
- c. Medical assistance:** If your vehicle meets with an accident or the occupant of the vehicle needs an ambulance for medical emergencies, the Service Partner shall coordinate with the nearest available medical services
- d. Custody services:** In case you are in a hurry and the towing vehicle would take time to arrive, then you can use custody services for the vehicle. The Service Partner, through its Service Provider shall relieve you, so that you can carry on with your journey
- e. Replacement/courtesy car:** In case your vehicle is immobilised and you need a replacement car for local mobility, a replacement vehicle of a higher category or the best available vehicle will be arranged at prevailing market rates
- f. RSA with mechanical parts claim:** If your vehicle is immobilised due to any of the 3 specific reasons mentioned below, and needs towing to the Service Provider's preferred garage:
  - i. Engine overheating
  - ii. Clutch burn
  - iii. Fuel pump not working

The Service Provider shall provide assistance services and financial assistance on the parts as mentioned above with a maximum up to INR 5,000 for engine overheating claims, clutch burn or fuel pump not working.

You can claim entitlement and file a claim only if the vehicle is immobilised and towed by the Service Provider to its preferred garage by following the process as follows

- i. RSA to be activated by the customers and provided by the Service Provider only
- ii. Towing services to be provided by the Service Provider and the vehicle dropped to the Service Provider's preferred workshop
- iii. Detailed workshop diagnostic report to be submitted with the Service Provider by the customers or directly by the garage
- iv. The Service Provider has the right to conduct a survey before approval of the claim
- v. Prior approval from the Service Provider is required before starting any vehicle repair. In case customers get the repair done without the Service Provider's approval, the Service Provider shall not be liable to pay for the claim made by the customer
- vi. Repair/replacement should be done for the approved part and the customers should submit a tax invoice for same
- vii. Post submission of tax invoice, the eligible amount would be paid to the customers
- viii. Reimbursement will be processed within 14 days of receipt of the Invoice post case approval

**g. Free car wash:**

**Car wash and general check-up:**

You can avail services at discounted rates at the Service Provider's affiliated service centres. If you want to avail these services, you need to call the Service Provider to book the desired services. You can avail one complimentary car wash and a general check-up during the annual validity period of card. In case you want to avail services more than once, you will be charged at a discounted rate, which can vary from garage to garage.

Steps to avail a complimentary car wash and general check-up:

- a. Customers need to call the 24x7 toll free at 1800 409 1024 and request for services by sharing his/her location details
- b. Basis customers' location, the Service Partners team shall connect with the nearest preferred garage and book an appointment for a car wash. Customers will be attended within 30 - 60 minutes on reaching the workshop. Wash time will be around 45 minutes but may vary depending on the vehicle (Hatchback/ Sedan/ SUV)

- c. The Service Provider shall provide the details of appointment within 24 working hours after the request submission
- d. Post utilising a complimentary service, customer can avail a discount of 20% on car wash by displaying his ICICI Bank Credit Card at the affiliated service centre
- e. Any additional services availed by the customers will be charged directly by the garage to customers on actuals
- f. The Service Provider is only a facilitator of the service through its network of service partners. The actual services will be provided directly by the service partners. The Service Provider makes no claim towards the quality of service of the service partners
- g. List of affiliated centres can be accessed at:

<https://www.mahindrafirstchoiceservices.com/car-service-centers>

In case of any queries/complaints, please call the toll free number on **1800 419 1024** or send an e-mail to **feedback@allianz.com**.

Terms and Conditions apply.