

Congratulations on joining the SalaryMasters family. Your new leased vehicle includes 24/7 emergency roadside assistance provided by SalaryMasters. A summary of your cover is outlined below.

If you do not require this roadside assistance, please contact our customer service team and quote your membership number:

**Phone: 1300 792 615**

**Membership Number: 4547084**

### **Roadside Assistance**

Emergency Roadside Assistance calls are unlimited and whilst service coverage concentrates on the state of Victoria, RACV also provides reciprocal ERA services for vehicles interstate.

### **General Towing**

The RACV Roadside Service Provider will always attempt to mobilise the vehicle on site to minimise driver disruption, however, if the problem is more serious, RACV Fleet Care can tow the vehicle if required. Please note: A vehicle cannot be towed after an accident / collision including if the driver hits and / or runs over something that causes an accident resulting in the vehicle breakdown.

### **Mechanical Related Breakdowns**

The RACV Roadside Service Provider will attempt to assist with any mechanical problem, which has immobilised the nominated vehicle and made it unsafe or unable to be driven.

### **Non-Mechanical Related Breakdowns**

The RACV Roadside will attempt to assist the driver where the nominated vehicle has become disabled due to a non-mechanical driver related incident involving:

- Tyre/Wheel related service calls
- Batteries
- Vehicle Lockouts
- Out of Fuel (Petrol, LPG)

### **Emergency Roadside Assistance – Towing Benefits**

Where the nominated **SalaryMasters** vehicle cannot be made mobile at roadside, towing will be provided as per the following conditions:

- **Capital City Metropolitan Towing** – Towing will be provided in the capital city Metropolitan area for distance up to 20km or to the closest authorised dealer to the breakdown site.
- **Country Towing** – Towing in regional areas is back to the attending Regional Service Centre. The towing distance may vary in other states depending on the reciprocal rights conditions.
- **After Hours Towing** - Where a nominated vehicle has become disabled and requires towing during after hours or weekends or when authorised dealers are not open, towing and appropriate vehicle storage arrangements will be made.
- **Caravan/Trailer Towing** – Towing to a place to safety will be provided, where possible, for caravans and trailers whilst being towed by any nominated **SalaryMasters** fleet vehicle, which has experienced a roadside breakdown and requires towing. Any additional or alternative towing requirements would be at driver's expense.



**BUSINESS CARE PRODUCTS – ROADSIDE ASSISTANCE UP TO 4.0T**

SalaryMasters RACV relationship provides Business Care emergency roadside assistance for vehicles up to 4.0t GVM and dimensions as outlined in table 1.

*Table 1: Business Care Fee for Service product entitlements, dimensions & pricing*

Type of Package	Business Care Fee For Service	
Service calls per year	Unlimited	
Metro Towing	Up to 20km's	
Country Towing	To attending RACV Service Centre	
RACV batteries on account#	Yes	
National services	Yes	
<b>Dimensions</b>		
Gross vehicle mass	up to 4.0 tonnes	
Height	2.1m	
Width	2.3m	
Length	5.5m	
# Invoice to SalaryMasters for battery charge as required		
<b>Entitlement</b>		
	<b>Price</b>	
Metro Service	\$	104.00
Country & Interstate Service	\$	115.00
Metro Tow*	\$	145.00
Country Tow*	\$	145.00
* Additional towing km's is commercial charge based on variable contractor pricing		