

# RMB Private Bank Cheque Card Roadside

## Terms & Conditions



### ROADSIDE ASSISTANCE

RMB Private Bank offers roadside assistance on your RMB Private Bank Petrol Card. Furthermore, you can opt in for the benefit on your RMB Private Bank Cheque Card at an additional charge.

For more information on additional charges please consult your updated pricing guide.

We are always there for you – even in the unlikely case of mechanical mishaps or in the event you have a flat tyre/ flat battery, your keys are locked in your car or where you run out of fuel. With our Roadside Assistance service you won't need to worry about being stuck along the side of the road with no one to help you.

The following are important points to take note of when making use of the emergency roadside assistance:

- The service is only available within the Republic of South Africa.
- The service is provided where the cause of the problem occurs at the side of the road i.e. not at home.
- Only qualifying RMB Private Bank Cheque and Petrol Card holders can use the service, hereinafter referred to as Card holder.
- The service is linked to the qualifying RMB Private Bank Cheque or Petrol Card number and not to the linked Cheque Account i.e. registration is per Cheque Card.
- Although RMB Private Bank endeavours to ensure linking the existing subscription to a replacement or re-issued RMB Private Bank Cheque or Petrol Card, it remains your responsibility to ensure that this has been done.
- You consent to RMB Private Bank sharing your information with the service provider.
- The service is limited to the following vehicles: Light passenger vehicles, 4X4 Vehicles and Light Commercial Vehicle (LCV's) with a Gross Vehicle Mass (GVM) of no more than 3,5 tons (including load), which are legally used on South African Public Roads. All vehicles accessing the service must be in a roadworthy

condition. If the vehicle is loaded, RMB Private Bank, the Program Provider or third party Service Providers will not be held responsible for the load or vehicle contents. RMB Private Bank may require that you make arrangements to remove the vehicle load and contents before the Service Provider will uplift / tow the vehicle. Any costs incurred in this respect will be for the Card holder's account.

- To qualify for the Roadside Assistance benefit, you as the Card holder must be present with the vehicle at the time of incident.
- Roadside Assistance must be arranged by contacting the dedicated 24-hour Call Centre on 0800 00 46 46 in the first instance.

### ROADSIDE ASSISTANCE BENEFITS INCLUDE:

- Flat tyre: We will assist you to fit your spare tyre onto your vehicle. The benefit covers the normal call out fee and one (1) hour of labour only. Any additional assistance or time will be for the Card holder's personal account.
- Flat battery: We will assist you to have the vehicle jump started where possible. If the battery does not start the vehicle will be towed to the nearest repair centre to find out if it is the battery or another fault. The benefit covers the normal call out fee and one (1) hour of labour only. Any additional assistance or time will be for the Card holder's personal account.
- Keys locked in vehicle: We will arrange for a locksmith to open the vehicle and retrieve the keys. The benefit covers the normal call out fee and one (1) hour of labour only. If we are unable to successfully retrieve your keys, we will arrange to tow your vehicle to the nearest approved dealer or competent repairer at our cost (this will then fall under the Towing benefit). Any additional assistance or time will be for the Card holder's personal account. We may charge you an excess amount as published by us from time to time.



- Run out of fuel: We will arrange for 10 litres of fuel to be delivered to you at the vehicle, but the cost of fuel will be for the Card holder's personal account at prevailing fuel prices.
- Towing: In the event of a mechanical or electrical breakdown, or the vehicle is involved in an accident, we will arrange towing to the closest, most appropriate, point of mechanical / structural repair, or place of safety within 20km's from the place of breakdown/accident, and subject to the financial limit.

**THESE SERVICES ARE SUBJECT TO THE FOLLOWING FINANCIAL LIMITS AND TERMS & CONDITIONS:**

- The towing benefit amount is limited to a maximum of R750 including VAT per incident. Any shortfalls, additional costs, expenses or services required over and above this must be paid for by you, the Card holder.
  - If your vehicle breaks down more than one hundred (100) kilometres from where you normally reside and your vehicle needs to be towed to the closest repairer, we will pay up to a maximum of R400 including VAT per incident for one of the following:
    - Courtesy Transport or
    - Vehicle hire or
    - Alternative accommodation or
    - Safe Storage
  - The maximum amount payable per Card per annum is R7,500 including VAT for all the roadside assistance benefits listed above.
  - The financial limit cannot be carried over to the following year if not utilised.
  - It remains your responsibility to provide the Call Centre with the correct location of your vehicle and any specific details such as vehicle stuck in gear, wheels locked; etc. in order to arrange for the appropriate and correct assistance. Incorrect or incomplete information may cause a delay in the provision of services and could result in additional costs which must be paid for by you, the Card holder.
- All call out fees due to a Card holder cancelling the service will be deducted from the available annual limit.
  - The Card holder undertakes to remain with the vehicle until the Service Provider arrives to provide assistance. Should the Card holder leave the vehicle unattended, the Service Provider will not uplift the vehicle nor provide assistance, and a call out fee will be charged to the Card holder. In addition, the Card holder disclaims RMB Private Bank, the program provider and all third party Service Providers for any damages to / theft from the unattended vehicle.
  - RMB Private Bank is not responsible for any loss or damage to the vehicle, or any part of the vehicle or any property in the vehicle, while it is left unattended, or while it is in the care of or under the control of any other person, such as a contractor or panel beater / dealership or their employees, but not limited to such individuals.
  - An estimated time of arrival of the Service Provider appointed, will be provided to the Card holder. In the unlikely event that the Service Provider is detained or delayed due to circumstances outside of their control, the Card holder disclaims RMB Private Bank, the Program Provider and all third party Service Providers from any loss of income due to time delay, all violent attacks or theft attempts on the Card holder or their vehicle whilst waiting for the Service Provider to arrive.
  - RMB Private Bank, the program provider and appointed Service Providers reserve the right to decline service requests:
    - in areas which are unreachable by a standard towing vehicle by a tar or gravel road;
    - in dangerous areas due to war; riot; civil disturbance; etc.
  - RMB Private Bank reserves the right to refuse to provide any services if your monthly Cheque account fees are not up to date.
  - RMB Private Bank reserves the right to cancel the roadside assistance service should monthly Cheque account fees not be up-to-date.



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- RMB Private Bank reserves the right to refuse to provide any service or benefit if the limits published and communicated to you by RMB Private Bank from time to time have been reached, in which case you the Card holder can only use the service again after the anniversary of inception of this service.
  - RMB Private Bank reserves the right to refuse to provide any services if the linked RMB Private Bank Cheque account is inactive, dormant or closed; and/ or the linked RMB Private Bank Cheque or Petrol Card is cancelled; and/ or not re-issued, and/ or not activated within a 3-month period.
  - RMB Private Bank reserves the right to cancel or change the services available. You will receive in advance written notification of any changes, and may exercise your option to cancel subscription to the service if you do not find the changes to be suitable.
  - You can cancel your subscription to this service at any time by notifying RMB Private Bank in writing or calling 087 575 9404. You will however remain liable for that month's subscription fee to be paid in full.
  - Use of this service is subject to a 30 day waiting period from registration/ inception of the service.