



ROADSIDE ASSIST & LEGAL ADVICE

24hrs Emergency no.:

Tel: +258 84 784 5934 or +27 21 833 1226, E-mail: info@hollard.co.mz

Roadside Assistance

We will assist you in arranging for your vehicle to be towed following an Accident or a Mechanical/Electrical breakdown. This service is available 24 hours a day, 7 days a week. You are eligible for assistance in the following services:

1. **Accident Towing** - Where the covered vehicle is not drivable due to an accident, the covered vehicle shall be towed to the nearest approved panel beater, place of repair or the closest border post. In the event that the vehicle has to be towed to the border post, we will endeavour to assist in arranging a border post pick-up once the vehicle has been delivered to the vehicle's country of origin.
2. **Mechanical / Electrical breakdown** - Where the covered vehicle is not drivable due to a mechanical breakdown or an electrical fault we will assist you in arranging for your vehicle to be towed. The Service Provider will check your vehicle and where possible, minor running repairs shall be carried out on the side of the road. Where this is not possible, the covered vehicle shall be towed to the nearest Franchise Dealer, place of repair or the closest border post.
3. **Flat battery assistance** - In the event of a flat battery, we will arrange for a Service Provider to assist in jump starting the covered vehicle.
4. **Flat tyre assistance** - In the event of a flat tyre, we will arrange for a Service Provider to assist in changing the tyre. In the event that a spare tyre is unavailable or more than one tyre is damaged we shall arrange for the vehicle to be towed to the nearest Franchise Dealer, place of repair or the closest border post.
5. **Fuel assistance** - In the event of the Insured Vehicle running out of fuel we will arrange for the required amount of fuel (maximum 20L) to be brought to the member.

Legal Advice

This is an assistance service providing the Member with legal support and advice 24 hours a day, 7 days a week.

1. **24 hour telephonic legal advice** - In the event of the Member requiring legal advice this telephonic service is provided by a panel of qualified attorney's i.e:
 - If the member is pulled over by authorities whilst travelling
 - If the member is involved in an accident with a third party
 - If the member is pulled over in a roadblock
2. **Standard Legal Documentation Assistance** - In the event that the Member requires assistance with legal documentation, a telephonic guidance service shall be provided by a panel of qualified attorneys. Advice may be given on the circumstances under which this documentation may be required and the structure of the appropriate documentation, depending on the specific detail or request the Member has.

General Conditions & Exclusions:

- **This is an access service ONLY.**
 - **All costs incurred will be for your own account and payable to the service provider where applicable.**
- **This cover is valid for 30 Days from the date of entry**
- Services will only be rendered to Validated Members
- Services rendered will ONLY extend to the covered vehicle
- Afnidade reserves the right to elect the final destination of the covered vehicle
- Where towing is needed our responsibility only extends to the towing of one vehicle and not a trailer, boat or caravan. We will endeavour to assist with the towing of the trailered vehicle but our main priority will always be the primary vehicle the safety of the occupants.
- Afnidade reserves the right to use our own contracted service providers / dealers
- In the event of an accident the member or a representative of the member has to be present at the accident scene
- Any incidents outside the borders of Mozambique will not be covered under this service
- Any cargo/loads will not be covered
- Stolen & recovered vehicles will not be covered
- The following events/occurrences will not be covered:
 - A faulty Immobilizer
 - Lost or stolen keys OR keys that are locked in the car
- Legal Advice required resulting from an incident occurring outside of the borders of the Mozambique are excluded.
- Any further legal costs incurred outside the scope of cover listed above is excluded
- Only personal legal matters will be covered
- Only the verified member will be covered
- Legal representation is excluded