

# Roadside Assistance

One phone number, 24/7, Australia-wide!

We provide a single number that does it all – breakdowns, flat tyre, emergency fuel, key replacement, repairs – the lot.

Your drivers can even call to get advice about their vehicle such as tyre pressure, fuse location, and any other information they might need.

## Saving you the hassle

Unlike traditional auto club memberships, any additional charges are taken care of by Fleetcare and billed back to you through a monthly transaction report.

Your drivers won't be stung with any out of pocket expenses for parts or services provided, saving you the hassle of working through reimbursements.



**fleetcare**



## So... how does this all work?

We understand the importance of a phone call when there's a problem and we're available 24/7 to assist. Wherever you are, you can rely on us to take care of it.

- \* Your entire fleet is covered by one service, with one phone number, no matter what state you're in.
- \* We don't just change tyres or replace flat batteries. If your car breaks down, we'll have someone out to assist.
- \* When repairs are needed, we allocate the work and settle the bills. No fuss.
- \* In short, we'll manage the entire process to get you and your drivers back on the road as soon as possible.



## Roadside Assistance peace of mind benefits

### Roadside assistance

We'll organise prompt roadside assistance by an authorised supplier from our nationwide network. In cases where the vehicle has to be transported for repairs, we'll monitor the situation to ensure that your vehicle is back on the road as soon as possible.

For vehicles exceeding 3.5 tonnes, the arrangement of the service is covered by Fleetcare. All call out, courier, towing and component costs will be billed through your monthly Fleetcare invoice.

For vehicles under 3.5 tonnes, the arrangement of the service and call out is covered by Fleetcare. All components and towing costs will be billed through your monthly Fleetcare invoice.



want to know more?

**134 333** [fleetcare.com.au](https://fleetcare.com.au)

### Fuel cards

Assistance will be provided in attending to lost, stolen or inoperative fuel cards. If your driver is at a service station and their card is rejected, we'll aim to provide an alternative payment method or assist with reimbursements.

### Battery and replacement parts

Batteries and replacement parts will be made available wherever possible on call out, or we will arrange the vehicle to be towed to the nearest service centre for repair.

### Emergency fuel

We'll arrange for the delivery of an emergency fuel supply, or we'll organise transport of your vehicle to the nearest service station.

### Key replacement and locksmith service

Where the key has been lost, stolen, or locked inside the vehicle, we'll arrange for a spare key to be delivered, or for a locksmith to attend.

### Towing and vehicle recovery

If the vehicle is immobilised or considered unsafe to drive, we'll arrange for the vehicle to be transported to an authorised supplier. For an off-road recovery, we'll arrange specialised recovery and transport assistance.

### Urgent message relay

In the event of a breakdown, we'll connect your driver through to family, friends, or business associates to notify them of any possible delays.

### Replacement car hire

To get your drivers back on the road and to their destination as quickly as possible, we'll organise a replacement car while we monitor your vehicles situation.



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Australia-wide  
Sydney Melbourne Brisbane Perth Adelaide Hobart

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