

Road side assistance benefits on ICICI Bank HPCL Super Saver 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.

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.