



# Roadside Rescue

0800 694 737



If your light commercial vehicle is insured with NZI, our breakdown assistance service is automatically included.

- ▶ 24/7 assistance
- ▶ Unlimited callouts
- ▶ The vehicle is covered, regardless of who is driving.

# Help is just a phone call away

In the event of a breakdown, first make sure you are safe. See the next page for tips on what to do. Then call us for help.

0800 NZI RESCUE  
**0800 694 737**

**You'll need to tell the NZI Roadside Rescue team some details, including your:**

- ▶ Name
- ▶ Phone number
- ▶ Vehicle registration number
- ▶ Location

They'll be able to send you a link to track the progress of your rescue vehicle.

Try to conserve your phone battery as the team may need to send you updates.



## What to do in a breakdown

Follow these tips to stay safe until help arrives.

### Stay calm and safe

- ▶ Slow down and pull over to a safe location away from traffic, such as the shoulder of the road.
- ▶ Turn on your hazard lights to alert other drivers.
- ▶ Do not attempt any repairs yourself, wait for professional help.

### Position your vehicle carefully

- ▶ Park on a flat, stable surface away from bends or blind spots in the road.
- ▶ Keep your wheels turned away from traffic and engage the parking brake.
- ▶ Stay with your vehicle, if it is safe to do so, until help arrives.

### Stay visible

- ▶ Use reflective triangles or cones to alert other drivers.
- ▶ If you exit your vehicle, wear a reflective vest if you have one, especially at night or in conditions of low visibility.

### Stay inside your vehicle (if it is safe to do so)

- ▶ If you're on a busy highway or in unsafe conditions, remain inside your vehicle with your seatbelt fastened.
- ▶ Only get out if it's safe and always on the side of the road that's away from traffic.

# FAQs

## **What is a light commercial vehicle?**

Any vehicle under 3.5 tonne GLW (gross laden weight) and under 5.5 metres total length, that is insured under a commercial vehicle policy with NZI.

## **Does it matter who is driving?**

No. It is the vehicle that is covered so anyone driving the insured vehicle can access NZI Roadside Rescue services.

## **What help is available?**

NZI Roadside Rescue will assist you with most common vehicle breakdown situations such as:

- ✓ Flat battery
- ✓ Lockout assistance
- ✓ Lost keys
- ✓ Out of fuel (limits apply)
- ✓ Out of charge (electric vehicles)
- ✓ Flat or damaged tyre
- ✓ Mechanical breakdown
- ✓ Windscreen/glass referral

Scan the QR code for more details and terms & conditions.

