

Managing the unexpected

If your vehicle breaks down, has a flat battery or tyre, or the keys are locked inside, Lantern Insurance can help with NZI Roadside Assist.

NZI Roadside Assist is available 24 hours a day, 365 days a year. Our nationwide service means you can travel knowing that if the unexpected happens, help is on hand.



Roadside Assist

What is covered

As a valued Lantern Insurance customer, you can add NZI Roadside Assist to your motor vehicle policy.*

Call outs

NZI Roadside Assist covers the vehicle, rather than just covering a vehicle owner or driver. Plus you receive six call outs a year.†

Flat tyre

If you're having trouble fixing a flat tyre, we'll come out and fit your spare tyre.

Breakdowns

If your vehicle won't start or breaks down due to a mechanical or electrical fault, we'll be there to help you. We'll assess the problem and endeavour to get your vehicle going on the spot. If for some reason we can't, we'll tow it to the nearest service garage.

Locked out

If you find your keys locked in your vehicle, we'll come out and help get you back in your vehicle.

Flat battery

If your battery is flat, we'll come out and jump start your battery to get you back on the road.

Run out of fuel

Should your vehicle run out of petrol or diesel, we'll bring you 5 litres of free petrol or diesel.

* Terms and conditions apply. Please call us for more information.

† Additional call outs are available at extra cost.

What Roadside Assist does not cover

NZI Roadside Assist is designed to cover most events that stop you and your vehicle from continuing on your journey. There are, however, some situations that the service is not designed to cover – these include:

- Unattended vehicles.
- Vehicles involved in an accident. If you need help as a result of an accident ring 0800 800 800 for 24 hour claim assistance.
- Vehicles bogged down on non-public or unformed roads such as beaches or forest tracks.
- Vehicles trapped or immobilised in extreme conditions such as snow, ice, flooding, slips etc.
- Actual repair costs, including cost of parts, charged to fix the problem.
- Vehicles over 3,000kg.
- Vehicles with a flat tyre where no replacement spare tyre exists.
- Vehicles being used for racing, speed testing, reliability trials, competitions or off-road activity.

To find out how you can add NZI Roadside Assist to your motor vehicle policy, call Lantern Insurance on **0800 800 800**.

Important

This brochure is only a summary so please read your policy wording document thoroughly or visit our website www.lanterninsurance.co.nz

What to do if you require roadside assistance

Before you phone us, there are a number of things you should do:

- 1 Relax, you are in capable hands.
- 2 Ensure that you have the following details:

Registration number

(Write in your number here and take this brochure with you if you need to phone us away from your vehicle)

Make, model and colour of vehicle

Exact location of vehicle

Nature of breakdown

Contact phone number (if applicable)

- 3 Call NZI Roadside Assist on **0800 694 555**. An operator will give you further advice and take down your details before dispatching a mechanic.
- 4 If you need to leave your vehicle to find a phone, ensure it's locked and no valuables are left in view.
- 5 Once you've contacted NZI Roadside Assist, stay with your vehicle until a mechanic arrives. They'll know exactly what to do and will be able to answer any further questions you may have.

Why Lantern?

- We're the direct-to-customer provider of premium NZI products, a name that's been around for more than 150 years.
- Like NZI, we are owned by IAG New Zealand Limited, which has a Standard and Poor's credit rating of AA-, which means we have a 'Very Strong' claim paying ability.
- While we're protecting the present, we're also concerned for the future. We support Sustainable Coastlines, a non-profit organisation working hard to get our coastline into better shape.
- We offer generous discounts when you insure two or more NZI products with us and you may also be eligible for no claims, over 50's, hybrid vehicles and low mileage discounts.



Insurance the way you need it | lanterninsurance.co.nz

Lantern Insurance is a distributor of NZI products. Lantern and NZI are business divisions of underwriter IAG New Zealand Limited, a wholly owned subsidiary of Insurance Australia Group, Australasia's largest general insurer.