



Supply of Roadside Services



ROADSIDE AND CUSTOMER ASSISTANCE RENTAL PROPOSAL



BREAKDOWN



JUMP START



TYRE CHANGE



BATTERIES



TOWING



LOCK OUTS



FUEL TOP-UP

Freephone 0508 NZROAD (697 623)

Web www.nzra.co.nz Email operations@nzra.co.nz

NZ Roadside Assistance Overview

NZ Roadside Assistance is pleased to provide an overview of our suggested Roadside and associated assistance services for your rental company.

These services will can be modified to suit your specific requirements if requested.

NZ Roadside Assistance provides 365 days - 24/7 Nationwide Roadside Assistance services throughout New Zealand. We run a state of the art call centre located in Auckland, using the latest technology, phone system with voice recording and our own Auto Assistance program.

NZRA provides the most comprehensive tailor made Rental Roadside and Accident fleet cover for the Rental and Tourism industry. This includes rental fleets for cars, Motorcycles and Motor homes and Campervans. The Motor home Association, Camper care and Covi Rothbury trust NZRA to manage their fleets and rentals. We underwrite Roadside programs for clients from large Insurers like Tower Insurance through to Retail chains like VTNZ and many rental companies from Spaceships, NZ Rent a Car, Pegasus, Hirepool etc.. to SME's. We assist thousands of customers every year providing outstanding quality service each and every time our services are required!

For full company details view our website www.nzra.co.nz

NZRA RENTAL VEHICLE ASSISTANCE PROGRAM

NZRA has developed a unique Roadside program in conjunction with many rental car and tourism businesses, fine tuning this to suit your needs.

NZRA provides the standard "Vehicle Assistance Roadside program" as per our competitors but we have included many other features and benefits not covered under the standard program.

The Vehicle Assistance program cover the vehicle for mechanical failure but not for Driver negligence caused events. This reduces your premium and overhead costs on driver caused failures where the driver is charged directly via their credit card upon their approval. The program covers unlimited call outs per annum, Nationwide 24/7 365 days per year.

NZRA has put an overview of our other main points of difference since these questions are commonly requested as below:

NZRA MAIN POINTS OF DIFFERENCE

NZ Roadside Assistance provides specialised services to assist with **low and high season** cover and partners directly with your business working in with your key branch level staff to keep your vehicles on the road and increase customer satisfaction and retention.

With our experience working in with rental vehicle businesses we have surveyed many companies and come up with unique solutions directly requested by rental companies and their staff as below:

Driver Negligence Events

Vehicle failures caused by Driver Negligence, costs and assistance is managed directly between NZRA and the renter. Your rental company is not penalised or charged costs not relating to the vehicle failing itself.

Accident Management

NZRA will work in with you to either recover the vehicle back to your branch or an approved repairer, or assist with delivery of another rental if applicable.

Repair Management

NZRA provides a full breakdown repair management program where NZRA manages direct trade labour and parts volume based supply agreements and coordinates the repairs of failed vehicles on your behalf once approved, via our preferred repairer network. NZRA pays the cost of the approved repairs and provides a centralised billing and reporting system reducing staff administration time and costs. NZRA charges a admin fee of 10% to manage this program. NZRA is the only Automotive Assistance provider that is endorsed by the Motor Trade Association.

Full Case live event reports

NZRA provides a detailed emailed report for each and every case we provide assistance for, keeping you informed and up to date on any issues so no hidden surprises!

Customer Assistance

NZRA manages all types of general call centre services, enquires and after hours calls on behalf of your company. Our total care service packages removes the stress and time involved from your staff allowing them to do what they do best "Sales!" This gives you 24/7 -365 days cover for your company

Follow Up and Customer Satisfaction

NZRA follows up on every case we manage directly with the customer to ensure customer satisfaction and keeps track of the process until the vehicle is mobilised and back on the road.

Our Commitment

NZRA Customer Care

NZRA is the only 100% owned and operated automotive assistance provider in New Zealand. NZRA is committed to providing a unique level of value add customer service and comprehensive Roadside Assistance programs to our clients for coverable events in New Zealand through our NZ based call centre 24 hours a day, 7 days a week.

NZRA is committed to being associated with and enhancing the brand reputation of your company by creating 'absolute satisfaction' with the customer, generating and maintaining loyalty and retention of that customer to your business.

NZRA is the only corporately endorsed Motor Trade Association (MTA) Assistance company in New Zealand.



*Roadside
& Automotive
Assistance*

Why NZRA?

Customer Service

We take pride in having a strong customer service focus. Our customer assistance background provides our drive to excellence in serving our clients and their customers. We are flexible to meet your business needs and specific requirements at a cost effective price.

Complete Provider

It is this approach that has allowed us to challenge the service levels in the NZ automotive industry. There are some distinct advantages in utilising NZRA as a complete service provider for all roadside assistance and related services for your business.

They are:

1. Competitive estimated times of arrival for our service contractors – generally between 25-35
2. Personalised service to best facilitate our clients' needs.
3. Our core business is Roadside Assistance unlike our competitors who compete in the same market as their clients.
4. Most Competitive Roadside policy pricing in New Zealand since we are a wholesale provider.
5. Our vast 24/7 nationwide service provider and repair network
6. We will follow up every case we undertake to ensure it was completed to our high expectation
7. Reporting Capabilities
8. Our Flexibility and Pro Activity to work in with your requirements
9. 100% New Zealand owned and Operated in NZ and MTA endorsed.

NZRA Service Provider Network

NZRA has an established solid nationwide repair network based on experts in their automotive fields. We have spent a lot of time ensuring we have developed a dedicated Roadside network that we can trust our client's customers with no matter what location or Roadside event. NZRA is a corporate partner of the MTA and supports the MTA member's network. MTA endorses the NZ Roadside Assistance programs.

We have put together service providers that cover all aspects of automotive assistance from:

- Established Battery networks
- Nationwide Tyre supply franchises
- Short & Long Haul Towing businesses
- Auto Electrical Networks
- Specialists in Automotive Roadside
- Motorhome & RV Experts
- Accident Management providers
- Warranty Assessors
- Nationwide Locksmith chains
- Major Transport & Salvage companies
- Glazier groups
- MTA Repair & Servicing agents
- Home Assistance Trade based providers
- Concierge Program supply chains
- Motorcycle Repair networks
- Rental Car Companies



Nationwide Service Network

We have over 2500 nationwide service providers and repairers available. We strive to constantly develop and update our service provider network to ensure we maintain the best coverage and most reliable efficient professional service network in NZ.

Quality Service

We work on 20-30 minute ETA times for customers and can call on a tiered provider network to assist should delays occur. NZRA has service agreements with our providers so they must adhere and conform to our strict NZRA service requirements.



Services Overview

Vehicle Roadside Assistance Rental Program

NZRA will charge a premium per the nominated vehicle based on either a 12 or 6 month cover. This covers the vehicle for any mechanical failures not relating to driver negligence caused events. If the driver causes the vehicle failure they will be charged via their credit card upon their approval once a quote is confirmed by an NZRA operator. NZRA will assist with Accident assistance but the costs will be at the rental company and or driver insurers expense. Parts and labour to carry out repairs will be rebilled back to the rental company with relevant reports after prior approval given. NZRA covers up to \$100 inc gst per event for non driver failure, and unlimited call outs per annum on our standard vehicle assistance program but customised to suit your requirements.

Roadside Services overview

- Minor Roadside Repairs - Glass assistance
- Technical Advice
- Battery jumpstart or battery replacement if required
- Tyre Assistance we will fit a serviceable spare or organise a tyre repair or replacement
- Roadside Recovery Towing vehicles requiring heavy salvage costs charged back to rental company
- Emergency Fuel delivered cost of fuel at drivers expense. Incorrectly fueled vehicles at drivers expense
- Vehicle Lock out/lost keys
- Parts & Service Locator and Driver Assistance for directions
- Urgent Message Relay
- Accident Coordination and towing on charged to rental company
- Automotive Repair Assistance managed by NZRA and on charged to rental company after prior approval

Terms and Conditions Brief Overview

- The driver must remain with the vehicle until a service provider is in attendance unless arrangement is made with NZRA for a set time. Failure to wait by the vehicle, all costs associated with the initial call out or other associated call outs will be at the drivers expense.
- Incorrect information causing unnecessary costs or delays i.e. wrong location given, or organising your own assistance after calling NZRA to assist, will be at your expense. This includes not advising NZRA that you have managed to mobilize the vehicle and leaving the scene.
- Any disputes or reimbursements regarding events will need to be discussed with your rental Branch manager upon return of the vehicle.
- NZRA will assist with accident or vehicle damage related events including bogged vehicles but at the drivers expense or claimed back via the rental company. Vehicles located off a public road will be assisted on a case by case basis at the drivers expense.
- Breakdown events that are deemed to be caused by driver negligence i.e. leaving lights on - locked keys etc..will be charged to the drivers credit or debit card over the phone to NZRA prior to dispatching service. NZRA will quote the costs to provide the required service before charging costs to a card. - Please be aware that credit card details may be taken as security until the vehicle fault is determined. NZRA uses a DPS merchant banking payment system and is PCI compliant.

Vehicle Mechanical Failure verses Driver Error

The driver would be charged for any of the listed events caused by driver error via their credit card. An NZRA operator would provide a quote to provide the required assistance service and debit their credit or debit card prior to despatching service and upon approval from the driver. If the driver disputed the event or charges we would liaise with the rental car company or take a guarantee of payment over the card until the fault is confirmed.

FAULT	Vehicle Failure	Driver Error
Accident / Vandalism Theft		*
Battery Flat		*
Battery Expired	*	
Bogged Vehicle		*
Brakes	*	
Cooling system	*	
Consequential Damage		*
Diff	*	
Doors	*	
Driveline	*	
Electrical Failure	*	
Engine Failure	*	
Exhaust System	*	
Fan belts	*	
Fuel System	*	
Gearbox / Trans	*	
Ignition	*	
Incorrectly Fuelled		*
Lost Keys		*
Lockout		*
Out of fuel		*
Panel Damage		*
Starter Motor	*	
Steering	*	
Suspension	*	
Tech Adv Given		*
Tyre flat or damaged		*
Warning Light	*	
Windows	*	

NZRA adds value to your company through:

Flexible

- Delivery of a quality, reliable service provision, Nationwide, 24/7, 365 days.

Proactive

- A priority ranked, tiered expert service provider network which allows us to reduce ETA's to our customers, through which we constantly achieve average response times between 20-40 minutes.

Experienced

- Our operators **"Follow up" on every** Roadside Assistance case logged, to ensure we have exceeded the high level of service provision the customer and our clients expect.

Focused

- The NZRA Auto Assist program is a fully purpose built in house custom designed Microsoft SQL web based Server application, that can interact directly with most business applications, software systems, reports and Data import processes.

Driven

- Our established service provider agreements and low overheads allow us to pass on direct wholesale cost containment and simple billing processes directly to your company, adding to your company bottom line profits.
- NZRA assisting your business with future policy development & recommendations to further add value and provide innovative solutions to new and existing programs.
- Your company account will be directly managed and overseen by our Senior Management team as an NZRA "Priority 1 - Key account" adding that personal touch.

Indicative Roadside Pricing

Below is an overview of our standard vehicle assistance program for the rental industry.

NZRA would be pleased to beat any current Roadside provider pricing by 10% if you transfer the existing fleet across to NZRA to manage. Proof of your current pricing agreement from your Roadside provider would need to be reviewed by our account manager before this offer would be provided.

NZRA would be able to provide a quote based on your fleet size or a custom built program to suit your requirements. NZRA can assist with toll free breakdown windscreen stickers or key tags for your fleet if required or manage the program under your own branding.

Vehicle Program Fee (up to 3,500kg GVM)	12 Month Fee	Quote TBA
Vehicle Program Fee (up to 3,500kg GVM)	6 Month Fee	Quote TBA
Campervans and Motor homes under 5.5 metres and under 3,500kg GVM includes Light Commercial	12 Month Fee	Quote TBA
	6 Month Fee	Quote TBA
Vehicles over 5.5 metres and over 3,500kg GVM includes Light Commercial	12 Month Fee	Quote TBA
	6 Month Fee	Quote TBA

Vehicle policies can be transferred from a sold or written off vehicle onto a new rental vehicle if no call outs have been made against the old policy.

Vehicles that require heavy salvage transportation or equipment, the costs will be charged back to the rental company with a rebill report.

Customer Assistance Program

NZRA can also supply your company with after hours or overflow customer assistance program via our call centre.

This includes general enquiries, sales and rental information, managed via our customer assistance program. The information will be emailed through to your branch the next business day or escalated if urgent, to the relevant staff.

Pricing is based on a per call basis based on expected volumes.

Call us to discuss or visit our website www.nzra.co.nz

Client References

NZ Roadside Assistance provides assistance programs to many clients in the rental, Insurance, Finance and vehicle manufacturer industry. We are also the prime provider to the Motor home Association and underwrite multiple programs for large corporate like VTNZ Roadside, NZ Credit Unions, Allianz Global, Tower Insurance through to rental and fleet companies.

We are backed and supported by the MTA allowing us to use an assured network with mediation and support directly from the MTA.

NZRA believes in providing reliable premium service program working in directly with our clients as strategic alliances.

NZRA can supply many references from our clients upon request.

Conclusion

NZRA is committed to...

Delivering the highest standard of customer service and satisfaction – enhancing the clients brand by ensuring the best interests of our clients customers are at the forefront each and every time we have the opportunity to provide services to them.

NZRA compliments your brand and provides a seamless no product conflict solution covering all facets of customer and roadside assistance programs, delivered from one provider and one phone number.

We look forward to working with you, and to build a 'Best in Class' customer assistance experience for every customer and all stakeholders.

Contact

We would be pleased to provide a detailed agreement covering off the program in full

Please contact us via our website or contact details below: www.nzra.co.nz

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Takapuna
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