



## **NZ Roadside Assistance Ltd** **Roadside Assistance Programs**

Dear Service Provider

Enclosed is an excellent opportunity to expand your business and join a growing network of automotive contractors throughout New Zealand.

NZRA provides roadside assistance programs Nationwide to Rental, Insurance, Retail and Workshop businesses with a large database of customers throughout New Zealand.

NZRA is looking for those contractors who take pride in their work, equipment and are committed to supplying a quality service to "OUR CUSTOMER".

If you are one of those Service Providers who wish to provide a premium service by treating your customers the way you would like to be treated, then please take the time to complete and return the attached form.

Enclosed is also a list of service provider requirements.

When we receive the enclosed completed registration form, we will enter your details into our case management system and we will call you when a breakdown or repair assistance is required.

Our operators will advise you over the phone regarding the type of program and who is liable for the costs at the time of the case.

Below is a brief overview of the two main programs:

**Vehicle Assistance:** Covers the cost of the vehicle but if failure caused by driver negligence the driver pays directly.

The majority of our rental clients are on the program.

**Full Cover Assistance:** NZRA covers the costs of this program up to the service dollar caps which will be advised at the time of the call.



## NZ ROADSIDE ASSISTANCE LTD SERVICE PROVIDER REQUIREMENTS

1. Respond to an NZRA breakdown call to occur within a maximum of 40 minutes within a metropolitan area. Any delays are to be immediately notified back to NZRA. In Rural areas an approximate time of arrival at the breakdown location is to be provided to the NZRA operator. In cases of life threatening or emergency situations, an immediate response is requested.
2. The contractor and the equipment must be presented to the customer in a **clean and tidy** manner. The contractor is to have a **suitable dress standard** and the **equipment must be fully operational**.
3. Any equipment or vehicles used at an NZRA breakdown site must comply with all local and state licensing regulations and all Workplace Health and Safety standards and regulations, including a current relevant Insurance Policy cover in place.
4. The customer must always be treated in a courteous and respectful manner. The contractor will **not** enter into an argument with the customer or make any **negative** remarks about the **vehicle** or the **fault** to the customer. Any aggressive remarks from the customer are to be referred back to the NZRA operator at all times.
5. The contractor will not attend an NZRA breakdown in an intoxicated state and will refrain from smoking in front of the client.
6. The contractor will always advise that they have been sent by NZRA or the relevant client as advised by the NZRA operator.
7. The contractor will be provided with a order number upon acceptance of a breakdown case. All invoices should clearly state the order number, vehicle registration, and customer name and breakdown date.
8. The contractor shall not refer work to any other contractor without prior knowledge and acceptance by NZRA.
9. Damages:

Contractors to NZRA must have their **own Commercial insurance to cover public and legal liability and complete the NZRA contractor registration form attached before** any work is carried out on a customer's vehicle a **visual inspection** must be carried out on the area where the work is being performed. **Any existing damages** on the vehicle must be brought to the attention of the **customer** and **the NZRA operator prior** to work being carried out of the vehicle.

Eg:

- (A) **Before jump starting a vehicle** check the bonnet and guards for dents or scratching, prior to jump starting. Jump starting must be performed in accordance to the manufacturers specifications (refer to the owners manual) if necessary or contact the NZRA operator. (Basic jump start procedures will be forwarded to you when you are registered)
- (B) **Before accessing a vehicle** check the exterior, glass and mouldings of the area prior to attempting to access the vehicle.

- (C) **Before transporting a vehicle** note any damages to the vehicle particularly bumper bars and spoilers, suspensions points, control arms, height sensors, control arms of tie down points.
- (D) Many luxury 4WD European vehicles have **specific tie down and towing locations** and procedures which are noted in the owner’s manual. If you are unsure of these procedures refer to the manual or contact the NZRA operator.
- (E) **Before changing a space saver spare wheel** ensure that the correct wheel nuts or studs are used and that the space saver wheel is fitted in accordance with the manufacturer’s instructions.

10. Listed below is a minimum requirement of equipment for a breakdown vehicle or truck.

- Two way communication equipment or a mobile phone
- Torch, Fire Extinguisher
- Safety Triangles, safety Vest or Coat (ADR Standard)
- Anti Spike Jumper Lead, fully charged battery, or battery starter pack
- Fuel container and funnel, Water container
- 2 Tonne lift capacity jack, Wheel Brace
- Minimum tool kit, screw drivers, pliers and side cutters, 3/8 “ metric socket set
- Selection of various fuse types and amperages.
- Selection of hose clamps and a sharp knife.
- Tie down straps for vehicles and motor cycles.
- Lock out equipment

11. Once the case has been completed, the contractor must call NZRA on “**0508 697 623**” to clear the job and advise the **response time** from the call out to the scene of the breakdown and the **actual breakdown fault**.

**I have read and understand the requirements and accept these terms and conditions as a service provider for NZ Roadside Assistance Ltd.**

**Date**.....

**Business Name**.....

**Full Name**.....

**Signed**.....

Fax back to 0508 FAXME1 or email [enquiries@nzra.co.nz](mailto:enquiries@nzra.co.nz)

**PO Box 33364 Takapuna Auckland**



**NZ ROADSIDE ASSISTANCE**  
**Service Provider Form**

**Business Details and Operating Times of Breakdown & Towing Service**

Company Name: ..... owned by Partnership ..... Company  
Sole Proprietor

Company Address: .....

..... Postcode: .....

Postal Address: ..... Email.....

Business Hour Rate.....A/H Rate.....Per KM Charge..... Postcode: .....

Telephone Bus Hours ( ) ..... Operations Contact .....

After Hours ( ) ..... Facsimile ( ) .....

Do you operate 24hr 7 days a week? Yes / No  
If not, please indicate your hours of operation:

**LICENCE AND INSURANCE DETAILS**

The following must be completed to validate this registration form.

**Relevant Operation Licence/Authority Number**

Name of Operator/Company	Licence/Authority Number	Organisation

**Public Liability/Commercial Insurance & Goods on Hook extension for Towies.**

Insurance Company	Phone Number	Policy Number	Amount of Cover	Expiry Date

I/We declare that I/we have read and fully understand the NZRA Registration form & the Requirements of an NZRA Contractor statement and will comply with the details as noted. I/We take full responsibility to carry out all care whilst the vehicle is under our care and acknowledge We/I have the required Insurance cover/Commercial Motor and towies have the "Goods on Hook" extension cover in place for events where damages have occurred to a customer's vehicle. NZRA acknowledges that information provided in this form will be treated confidentially & not disclosed to any third party.

I/we understand that NZRA will pay us for the service/s specified at the agreed rates on the 20<sup>th</sup> of the following month from receipt of our invoice. I/we also understand that we must obtain NZRA prior approval for any additional services, parts or labour and that NZRA will not be liable for that cost if additional work is not first approved.

Any changes to details on the registration form must be provided to NZRA in writing within 7 days. Either party may terminate this contract by giving not less than 30 days written notice to the other.

I declare that the information provided on this registration form is true and correct in every manner & that I am authorised to sign on behalf of this business.

Signed ..... Date .....

Name ..... Position .....

**Return to NZ Roadside Assistance Ltd – Po Box 33364 Takapuna Auckland**  
**Phone 0508 NZROAD or 0508 697623 / or fax 0508 FAXME1 0508 329631 or Email enquiries@nzra.co.nz**