

ROADSIDE ASSISTANCE TERMS OF SERVICE

The Roadside Assistance Provider (**Rescueline**) undertakes to provide roadside assistance services in the following cases:

1. Mechanical or electrical breakdown.
2. Recovery of the insured vehicle to the road, provided that the vehicle is located within close proximity to solid ground, allowing the service vehicle to approach safely.
3. Transportation/towing of the vehicle to the destination requested by the customer.
4. Vehicle unlocking, where possible, using the equipment available to the Company. If the vehicle cannot be unlocked, the customer must arrange for a locksmith at their own expense, and Rescueline (RL) shall bear no responsibility or liability.
5. Shortage of fuel, engine oil or coolant. In the event of fuel shortage, the immobilised vehicle will be transported to the nearest fuel station.
6. Tyre replacement, where possible. If the vehicle must be transported to a tyre repair or replacement workshop, it will be taken to the nearest suitable workshop from the location where it became immobilised.

Where the breakdown can be repaired using the equipment carried by RL's mobile service unit, the repair will be carried out on-site and the vehicle will be restored to operation.

In the event of a major breakdown, RL will transport the vehicle to the destination selected by the customer, at which point the Company's obligations shall cease.

Where transportation is requested for a vehicle with a locked gearbox (automatic or manual), locked steering, engaged handbrake or blocked wheels, the customer must first arrange for the necessary technical assistance to release the vehicle. Any costs arising from such technical assistance shall be borne by the customer.

If spare parts or materials are required for an on-site repair, their cost shall be paid by the customer at a pre-agreed price.

The above services are available 24 hours a day, 365 days a year, including public holidays and weekends.

CLARIFICATIONS

1. To receive roadside assistance services, the customer must contact RL directly and provide the vehicle registration number, the exact location of the breakdown, and any additional information reasonably requested to facilitate the provision of assistance.
2. If the customer leaves the vehicle while awaiting roadside assistance, RL shall not be liable for the loss of personal belongings, vehicle accessories, or any damage occurring before the technician arrives.
3. This agreement does not entitle the customer to obtain the above services from a third party and subsequently claim reimbursement from RL for any amount paid or promised to such third party without RL's prior consent.
4. If the breakdown is repaired on-site and the vehicle becomes operational, the Company is under no obligation to tow or transport it. Where the breakdown cannot be repaired on-site, RL shall determine the most appropriate means of providing assistance.
5. If the insured vehicle is located in a ditch, ravine, lake, river, sea, mud, snow or sand following an accident, overturning, sliding or any other cause, and recovery requires specialised equipment (such as a crane or specialised recovery vehicle), RL shall not be liable for any damage sustained by the vehicle during the recovery operation due to the difficult conditions.

If recovery cannot be carried out using RL's available equipment because of the prevailing conditions, RL will assist the customer in locating a specialised recovery vehicle. The cost of such specialised recovery shall be borne entirely by the customer.

RL is not obliged to provide services beyond public roads, including but not limited to ditches, ravines, unpaved roads, cliffs, embankments, uneven terrain or any location where the service vehicle cannot safely gain access.

6. Where adverse weather conditions or exceptional circumstances (including floods, snow, ice, fog, landslides, earthquakes, collapsed or damaged bridges, hurricanes or similar events) make access unsafe or impossible, RL reserves the right to suspend its services until conditions permit safe operation.
7. During transportation of the customer's vehicle, RL's driver/technician may assist other customers whose vehicles have broken down along the route.
8. RL is under no obligation to move third-party vehicles in order to release the customer's vehicle from a parking space or similar situation.

9. Where a vehicle has sustained only minor damage and is located in a remote area, RL reserves the right to repair the vehicle on-site.
10. Where the insured vehicle is a pick-up truck or van carrying cargo at the time towing is required, RL shall determine, at its sole discretion, whether the vehicle will be towed with its load. If RL proceeds with towing, it shall not be liable for any damage to the cargo.
11. During periods of exceptionally high demand due to weather conditions or other circumstances, customers shall be served according to priority and call volume.
12. Assistance is not provided to vehicles located in enclosed areas (such as garages or underground parking facilities) where access by a recovery vehicle is not possible. However, on-site assistance by a mobile service unit may be provided where feasible.
13. RL is under no obligation to provide transportation where the insured requests transfer from one repair technician to another (for example, from a mechanic to an auto electrician).
14. Where transportation requires a change of district, the insured vehicle may be transferred between different transport vehicles at RL's interchange stations until it reaches its final destination.
15. RL is under no obligation to transport passengers. Where passenger transport is provided, it shall be limited to one passenger only, subject to available space in the recovery vehicle, and only up to the location where the insured vehicle is unloaded.
16. Transportation and towing services are limited to vehicles with a maximum gross vehicle weight of 3.5 tones.
17. Roadside assistance services are also available when the insured vehicle is located at the insured's place of residence.
18. If an insured vehicle uses the towing/transportation service more than three (3) times during the same insurance period, RL shall notify Trust Insurance Cyprus so that appropriate corrective measures may be considered.