

N4

Roadside Rescue



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.

0800 NZI RESCUE
0800 694 737

N4
Peace of mind
for NZ business

Help is just a phone call away

In the event of a breakdown, first make sure you are safe. Then call us for help. 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.

Frequently asked questions

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.

