

### **Service Coverage Verification**

Where it is established that the Vehicle comply with the Eligible Vehicle definition, EAI is required to verify that the services required fall under the category of Agreed Services.

The scope of services for Emergency Roadside Assistance Program for automatic inclusion and on optional basis will be as per the table mentioned below:

<b>AXIS Bank Roadside Assistance Program</b>		<b>EAI Benefits</b>		
<b>S N</b>	<b>Featured Benefits</b>	<b>Program</b>	<b>Distance</b>	<b>Cost</b>
1	First hand assistance of technical problem over phone	Yes		
2	Vehicle is immobilised whether at home or on the road	Yes		
3	Repair on Spot	Yes	20 Kms	Free
4	Battery Jumpstart	Yes	20 Kms	Free
5	Key problems : Locked Keys, Lost Keys or Broken Vehicle key	Yes	20 Kms	Free
6	Tyre problems : Puncture bolts or valve related issues & assistance intyre replacement	Yes	20 Kms	Free
7	Fuel Problems : Out of Fuel, Incorrect Fuel or contaminated fuel upto 5 litres. Fuel charge will be borne by customer	Yes	20 Kms	Free
8	Vehicle Transfer to nearest dealership for mechanical, electrical or accidental breakdown ( Towing )	Yes	Unlimited	Chargeable
9	Local Taxi Benefit - 50 Kms	Yes	50 Kms	Chargeable
10	Replacement Vehicle : Arrangement for onward journey back to registered address by most suitable means ( for 200 Kms ) - Excluding Accident cases	Yes		Chargeable

11	Suitable Hotel Accomodation ( In case of Outstation breakdown and repair time is more than 72 hours ) for 1 night only - Excluding Accident Cases	Yes		Chargeable
12	Repatriation of Vehicle	Yes		Chargeable
13	Field Team Support	Yes		Free
14	No Age Restrictions	Yes		
15	Relay if Urgent Messages.	Yes		Free
16	Medical Advice/ Assistance	Yes		Free
17	Legal Advice/ Assistance	Yes		Free
18	Helpline Numbers.	Yes		Free
	<b><u>IT Integration Services ( If required )</u></b>			
19	Automated SMS service	Yes		Free
20	CTI Integration	Yes		Free
21	CBM Integration	Yes		Free
22	Auto Dialer service ( CSAT Calling )	Yes		Free
	<b><u>Personal Accident Cover</u></b>	<b>Additional</b>		Chargeable

<b>Towing Charges</b>		
<b>Private Vehicles</b>		
Truck	Upto 40 Kms	Extra Kms
W & T	1800/- plus taxes	Rs 15/- per km
UWL	2200/- plus taxes	Rs 25/- per km
FBT	3000/- plus taxes	Rs 35/- per km
Hydra	Min 5,000/- Plus taxes	

Commercial Vehicles		
Truck	Upto 40 Kms	
W & T	2500/- plus taxes	Rs 25/- per km
UWL	3500/- plus taxes	Rs 35/- per km
Hydra	Min 10,000/- Plus taxes	

**SCOPE OF SERVICES INCLUDED IN THE ROAD SIDE ASSISTANCE PACKAGE**

Sr. No.	Service Type	Scope of Service
1.	<b>Covered Distance</b>	As defined hereinabove.
	<b>On Phone Assistance:</b>	
2.	<b>Toll Free Number</b>	EAI shall provide a toll free Telephone Number and a separate landline number for the Users and the same shall be managed by EAI personnel on a 24x7 basis. Call answering protocol shall be as agreed with AXIS BANK RSA and stated hereinabove.
3.	<b>Breakdown support over phone</b>	Upon receipt of a call from the User for specific issues relating to the Covered Vehicles, EAI will first attempt to solve the problem over the phone prior to offering other solutions at the location of Breakdown. If EAI is of the view that the Breakdown event cannot be resolved over the phone, then, EAI will provide the Services as agreed with AXIS BANK RSA

4.	<b>Facilitate Finding Nearest Authorised Garage/Dealer</b>	Upon receipt of a call from the User for specific issues which cannot be resolved on phone, EAI will also provide the contact details of the nearest AXIS BANK RSA Authorised Garage/ AXIS BANK RSA Authorised Dealer based on the information available on EAI's system
5.	<b>SMS Service</b>	On receipt of a request for providing the Services from the User, EAI will share a confirmation SMS to the User's mobile number (details of which shall be duly notified by the AXIS BANK RSA at the time of enrolment) for activation of the Service along with the contact details of the Authorised Service Provider.  EAI will also send an automatic SMS service request registration and a closure SMS to the Users.
6.	<b>Customer Conference Calling</b>	EAI will organize a conference call (if required) between the User, the Authorised Service Provider and itself to ensure seamless and speedy delivery of the Services. At all times, EAI shall inform/update the User of the status of the Services.
7.	<b>Emergency Message Transmission Assistance</b>	In the event of an emergency, EAI will upon receipt of a request of the User, assist the User in relaying urgent messages relating to the Breakdown to Authorised Garage/ Authorised Dealer as advised by AXIS BANK RSA. Additionally, if requested by the User, EAI will relay urgent messages on behalf of the User to the designated person of their choice.
	<b>Towing:</b>	
8.	<b>Towing on breakdown*</b>	If the User's Covered Vehicle suffers a Breakdown due to a mechanical or electrical fault which cannot be repaired on the spot and becomes immobilized, EAI will facilitate towing of the Covered Vehicle to the nearest AXIS BANK

		RSA Authorized Garage/ Nearest Garage. All the cost of towing services from Garage to Garage shall be directly borne by the User and shall be paid to the Authorised Service Provider.
9.	Towing Accident* on	If the User's Covered Vehicle suffers an Accident and the Covered Vehicle cannot be repaired on the spot and becomes immobilized, EAI will facilitate towing of the Covered Vehicle to the nearest Authorized Garage/ Nearest Garage. All the cost of towing services from Garage to Garage shall be directly borne by the User and shall be paid to the Authorised Service Provider.
10.	Towing / OSR (on site repair) beyond Coverage radius*	All the cost of towing services from Garage to Garage shall be directly borne by the User and shall be paid to the Authorised Service Provider.
11.	Towing in case of usage of incompatible fuel of	If the User's Covered Vehicle gets immobilized due to usage of incompatible fuel, EAI will assist in making arrangement for the vehicle to be towed to the nearest Authorized Garage/ Nearest Garage provided the User agrees to pay directly the charges and expenses for such services to the Authorised Service Provider.
	ROS:	
12.	On Site Minor Repairs	If the User's Covered Vehicle suffers an event of Breakdown due to a minor mechanical/ electrical fault and immediate repair on the spot is deemed possible, EAI shall assist the User by arranging for a technician to reach the location of Breakdown. EAI will bear labour cost and conveyance costs of such technician ( <b>for 20 Kms from Garage to Garage</b> ). Any cost, expense or charges for any material and/or spare parts if required, to repair the Covered Vehicle on the spot and any other incidental conveyance expenses to obtain such materials and/ or spare parts shall be borne by the User. EAI will provide this service only when the Covered Vehicle is not in a condition to be driven to the nearest Authorized Garage.

13.	<b>Battery Drain</b>	<p>If the User's Covered Vehicle is immobilized, due to rundown battery, EAI will assist the User by organizing for a technician to start the Covered Vehicle with appropriate means. EAI will bear labour cost and conveyance costs of such technician <b>(for 20 Kms from Garage to Garage)</b>. If the run down battery has to be replaced with a new battery, the cost of such battery replacement and any expenses, charges or costs to obtain the new battery shall always be directly borne by the User.</p>
14.	<b>Tyre problem / change</b>	<p>If the User's Covered Vehicle is immobilized due to a flat tyre/ tyres, EAI will assist the User by organizing for a technician to replace the flat tyre at the location of Breakdown. EAI will bear labour cost and conveyance costs of such technician <b>(for 20 Kms from Garage to Garage)</b>. Any charges for repairing a flat tyre/ tyres including (cost of new tyre(s), if applicable) costs of any materials /spare parts, if required, to repair the Vehicle shall be directly borne by the User. All incidental charges, if any, shall be borne directly by the User.</p>

15.	<b>Locked/lost keys</b>	<p>If the keys of the Covered Vehicle are broken/ lost/ misplaced, EAI (upon receipt of the request of the User) will assist the User on a best effort basis in arranging for another set from his/her place of residence or office to the location of the Covered Vehicle by courier provided EAI has received the requisite authorisations from the User with regards to the person designated to hand over the same to EAI. The User is mandatorily required to provide a valid identity proof and proof of ownership of the Covered Vehicle at the time of delivery of the keys.</p> <p>All costs and incidental charges, if any, shall be directly borne by the User.</p> <p>If the keys are lost, EAI will facilitate towing of the Covered Vehicle to the nearest safe place specified by the User. All the cost of towing shall be borne by the User. Any costs and expenses pertaining to towing of the Covered Vehicle over and above the Covered Distance shall be directly borne by the User and shall be paid to the Authorised Service Provider.</p>
16.	<b>Fuel Delivery (up to 5 Litres)</b>	<p>If the Covered Vehicle runs out of fuel and is immobilized while on a trip, EAI will assist the User by organizing for a technician to supply emergency fuel (up to 5 litres) at the location of the Breakdown. The cost of fuel shall be borne by the User. This service is applicable for the Covered Distance only <b>(for 20 Kms from Garage to Garage)</b>.</p>
17.	<b>Local Taxi Benefit - 50 Kms</b>	<p>In the event the Users Vehicle is immobilized due to a breakdown within city limits, EAI will assist the User by arranging and paying for alternate mode of transport (Taxi) to continue the journey or return to Customer' home within the radius of 50 Kms. This service will be given free of cost of the User up to 50 Kms radius from the breakdown location. Any expense incurred over and above 50 Kms shall be borne by the User,</p>
18.	<b>Suitable Hotel Accommodation ( In case of Outstation breakdown and</b>	<p>In the event the Users' Vehicle is immobilized due to a breakdown, while travelling outside home city, EAI will assist the User by arranging for Hotel accommodation. For such cases, EAI shall merely be a facilitator and shall not be held responsible for quality of services. EAI shall not be liable for any third party expense incurred for</p>

	<b>repair time is more than 72 hours )</b>	facilitation of this service. The same shall be recovered by the third party directly from the User.
<b>19.</b>	<b>Coordination for Repatriation of Vehicle</b>	<p>In the event, the Users Vehicle is immobilized due to breakdown and repair of the immobilized Vehicle takes extended hours for repair or in case of theft of the vehicle, where the vehicle is repaired or recovered after the User has left the place of the incident, breakdown, in those cases EAI shall make arrangements to repatriate the repaired or recovered vehicle within 200 Kms from the breakdown location. This arrangement is on 'Payable basis.'</p> <p>For such cases, EAI shall merely be a facilitator and shall not be held responsible for quality of services. EAI shall not be liable for any third party expense incurred for facilitation of this service. The same shall be recovered by the third party directly from the User.</p>
	<b>Others:</b>	
<b>20.</b>	<b>Medical Referral</b>	<p>If a User suffers from any medical problem arising due to a Breakdown or an Accident of the Covered Vehicle, EAI shall provide contact details of the nearby medical professionals, in order to provide convenience to the Users.</p> <p>EAI shall merely be a facilitator and shall not be held responsible for quality of services provided by the medical professionals. This service shall be a referral service and EAI shall not be liable for any third party expense incurred for facilitation of this service. The same shall be recovered by the third party directly from the User.</p> <p>The role of EAI shall be limited to sharing of the contact details of medical professionals with the User. If such services are not available at the location of Breakdown, EAI shall not be held responsible for the same.</p>
<b>21.</b>	<b>Legal Referral</b>	If a User requires nay legal advice at the time of Breakdown or an Accident of the Covered Vehicle, EAI



		<p>shall provide contact details of the nearby legal professionals, in order to provide convenience to the Users.</p> <p>EAI shall merely be a facilitator and shall not be held responsible for quality of services provided by the legal professionals. This service shall be a referral service and EAI shall not be liable for any third party expense incurred for facilitation of this service. The same shall be recovered by the third party directly from the User.</p> <p>The role of EAI shall be limited to sharing of the contact details of legal professionals with the User. If such services are not available at the location of Breakdown, EAI shall not be held responsible for the same.</p>
	<b>Customer Service:</b>	
<b>22.</b>	<b>Service Satisfaction</b>	Once the Service is facilitated to the User, EAI will do CSAT calling to randomly chosen Users within seven working days to take their feedback regarding the Services and the same will be shared with AXIS BANK RSA in the format agreed between the Parties
<b>23.</b>	<b>Dedicated Account Manager for AXIS BANK RSA</b>	EAI shall depute a dedicated account manager for AXIS BANK RSA to address all requirements and queries pertaining to the Services.