

## Assistance Abroad Guide

This information has been prepared for the Clients who chose Assistance with the option to receive services outside Poland. To check the type of Assistance package available for the given vehicle, visit <https://www.usluga.aldkierowca.pl/kontrakt>

- The User should each time report the need to use Assistance Abroad to the Assistance ALD Automotive helpline on +48 22 699 99 99 and follow the instructions received from the consultant.
- The vehicle will be towed to the nearest service centre of the given brand in the country where the incident took place.
- In case of an accident on a toll motorway in France, assistance must be called using an SOS phone booth located at the motorway. The motorway assistance service will tow the vehicle to the first safe place. This assistance is each time payable on site. Further towing to the service centre is organised free of charge for the User by Assistance ALD Automotive.
- Foreign service centres require an authorisation to commence diagnostics and repair of the vehicle. For this purpose, the User should contact ALD Automotive Customer Service Centre on +48 22 699 99 99 and provide the ALD Automotive Technical Team with the information needed to contact the service centre and decide whether the vehicle should be improved on site or towed to Poland.
- Payment for the repair – ALD Automotive processes the payment in most cases. In exceptional situations, however, the User will have to pay for the repair when collecting the vehicle from the service centre. In such a case, the reimbursement of costs of repair abroad is regulated by the CFM contract.
- The condition for a replacement car rental under the Assistance service is that the User has a credit card on which the rental company will block a security deposit for the car.
- It is not possible to have the replacement car delivered to a specific address – foreign rental companies do not provide such services. To pick up the replacement car, it is necessary for the User to take a taxi or other means of transport to go to the rental company.
- The replacement car rented abroad can only be used within the country where it was rented.
- In Spain, Greece and France, the employees are entitled by law to a lunch break, known as siesta. During siesta time, assistance can be called using the SOS phone booth only. Siesta hours: Italy 1:00 PM - 4:00 PM; Spain 2:00 PM - 5:00 PM; Greece 3:00 PM - 5:30 PM; France 1:00 - 4:00 PM.