



GT Accident Assist 1800 783 251

Terms and conditions for Global Transport Accident Assist

Provided by Mondial Assistance

How can we help?

Global Transport and Automotive Insurance Solutions offer accident coordination and support for you and your vehicle 24 hours a day, 365 days a year.

GT Accident Assist provides after accident coordination and 24 hour reassurance to you and your customers. When you are involved in a motor vehicle accident, potentially injured or unsure about what to do next, GT Accident Assist treats you with urgency and respect.

If you ever find yourself in an emergency out on the road, you can feel secure in the fact that GT Accident Assist is there for you.

Whenever you request services from GT Accident Assist you will be making that request to Mondial Assistance and subject to the following terms and conditions. By making a request to Mondial Assistance for the provision of any of the services described below, you will be agreeing to these terms and conditions.

GT Accident Assist

Benefits include:

- » after-accident claims reporting service
- » general information relating to repairers and operating hours
- » coordination of alternative transport and accommodation after an accident
- » coordination of after accident counselling services if required
- » free 24 hour medical advice
- » free urgent message relay service.

Eligibility

In order to be eligible for GT Accident Assist your vehicle must be insured by Global Transport and Automotive Insurance Solutions.

After-accident claims reporting service

Once we receive your call on our toll free number, we will record information about your accident and report this to Global Transport and Automotive Insurance Solutions within 24 hours.

Following an accident, we will coordinate towing arrangements and will also provide advice on accident procedures. If required, we will coordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs are your responsibility. Note that these costs, subject to payment of any excess, may be recoverable from your insurance company under an appropriate insurance policy.

General information relating to repairs and operating hours

If required, we can provide you with information relating to repairers and operating hours. Alternatively during business hours we may refer your call to a Global Transport and Automotive Insurance Solutions claims consultant or your broker for more information.

Coordination of alternative transport and accommodation after an accident

After an accident we can coordinate accommodation, taxi services, rental vehicles or alternative transport.

All transport and accommodation costs are your responsibility. If a rental bond cannot be provided by the driver at the time of securing the rental vehicle, provision of the rental vehicle will be at the discretion of the rental company.

Coordination of after-accident counselling services

If required after an accident, we will coordinate access to a counselling service for the driver. This advice will be conducted confidentially by telephone and will not include personal interviews or face-to-face appointments. Please be aware that we do not give advice on your individual medical condition. If you want advice please see your treating physician.

Emergency message relay

As a result of an accident, we will relay urgent messages to your family, friends or business associates likely to be affected or concerned by the disruption or delay.

Medical advice

Emergency medical advice and referral is available to you and any direct family members travelling with you. In fact, we offer direct family members staying at home the same medical advice 24 hours a day that you are entitled to receive.

This advice will be conducted confidentially by telephone and will not include personal interviews or face to face appointments. Please be aware that we do not give advice on your individual medical condition. If you want advice please see your treating physician.

Exclusions

GT Accident Assist does not apply to the following:

- » vehicles not insured by Global Transport and Automotive Insurance Solutions
- » calls from customers who are unwilling to cover any costs incurred by us in the provision of the services.

Conditions

The provision of benefits and services under this program are subject to:

- » resources available in the area of the accident
- » any circumstances beyond our control (including but not limited to extraordinary delays caused by extreme weather conditions such as snow fall and flooding)
- » restricted access area requirements
- » circumstances reasonably considered to be a force majeure event.

Consequential loss

Mondial Assistance will not be liable for any indirect or consequential loss or damage arising out of the provision or failure to provide any benefits and services whether as a result of the negligence of Mondial Assistance or otherwise.

Privacy

Any personal information you provide is used by us, Mondial Assistance and our agents to arrange assistance and administer your and our rights and obligations in relation to it, including claims. This information may be disclosed to third parties involved in this process, such as towing providers, claims handlers, health and help assistance service providers, your agents and our related companies. The use and disclosure of your personal information provided to third parties will be limited to the specific purpose for which it was supplied.

When you give personal information about other individuals, we and our agents rely on you to have made or make them aware:

- » that you will or may provide their information to us
- » the types of third parties to whom the information may be provided
- » the relevant purposes we and the third parties will disclose it to and will use it for
- » how they can access it.

If it is sensitive information we rely on you to have obtained their consent on these matters. If you have not done or will not do either of these things, you must tell us or our agents before you provide the relevant information. You can seek access to and correct your personal information by contacting Mondial Assistance. If you do not agree to the above or will not provide us with personal information, we may not be able to provide you with our services or products or may not be able to process your application or issue you with a policy.

Definitions

These words have these meanings.

Accident: a vehicle damaged by impact or collision of any nature, or by attempted or successful theft or break in to the vehicle.

Restricted access area: an area that is protected by security and/or other systems designed to prevent access by unauthorised people and includes areas that we do not have permission to enter (including but not limited to airports, sporting venues, protests, airports, and concerts).

Service area: an area in mainland Australia, Tasmania, Phillip Island and other areas that are trafficable by a two-wheel drive recovery vehicle or islands that are accessible by a two wheel drive vehicular bridge (excludes ferries).

Vehicle: the vehicle insured by Global Transport and Automotive Insurance Solutions.

We, us or our: ETI Australia Pty Ltd ABN 52 097 227 177 trading as Mondial Assistance.

You or your: the nominated driver of the vehicle.

Important information

The information contained in this brochure was correct at the time of printing but is subject to change at any time and without notice.