Your 6-month membership
mycar Roadside Assistance provides you with peace of mind via our 24hr nationwide* service that will get you back on the road in no time.

We’re ready to help you when you need it the most, with your roadside team only a phone call away.

What’s included*
- 24hr Australia-wide service
- Towing
  - Metropolitan (up to 20kms)
  - Regional (up to 50kms)
- Emergency mechanical repairs
- Flat or faulty battery service
- Flat tyre service
- Emergency fuel service
- Lost or locked keys assistance
- Replacement of keys (to the value of $55)

*Service area limitations, other limitations, exclusions and terms and conditions apply. See full terms and conditions for details.

For 24hr roadside assistance:
1800 783 154

Proudly provided in conjunction with:

Tyre and Auto Pty Ltd trading as mycar anz. ABN 57 164 707 484
WA Lic. No. MRB5465
Roadside Assistance – Gifted Membership

Using mycar Service Roadside Assistance
mycar offers reliable and secure roadside assistance 24 hours a day, 7 days a week. You access mycar Roadside Assistance by calling us to provide the services in the terms and conditions set out below. There are some restrictions and exclusions in the terms and conditions.

Eligibility criteria
If you are a member, you are eligible to call-out:

• your vehicle must be a roadworthy well maintained vehicle;
• the call-out must not relate to a pre-existing condition;
• your vehicle must be a roadworthy well maintained vehicle; and
• you must not have a pre-existing condition.

If your vehicle is not a roadworthy well maintained vehicle or the call-out relates to a pre-existing condition, we may still call out the call-out but this may be subject to an additional cost and we will inform you of the cost at the time of the call-out.

When you make a claim, your vehicle must:
• be mobile and
• not have a pre-existing condition.

If assistance is required at any time in relation to a pre-existing condition, a service fee of $45.00 (inc. GST) will be charged. This fee covers the cost of calling the first call-out provider you require, the call-out fees and the cost of any work carried out by the call-out provider to enable your vehicle to be mobile again. You may be charged a second fee of $110.00 (inc. GST) should you require a second call-out to a provider who is able to assist with your vehicle.

Towing/transportation
If your vehicle cannot be moved or is not capable of being moved using the vehicle’s own power, as intended by the manufacturer, then we may still arrange for a call out but this may be subject to an additional cost.

Caravan assistance
If your vehicle suffers mechanical or requires transportation to a repairer, we will transport the caravan to the location of your choice. If your vehicle is a car that has a base wheel and a serviceable spare, we will tow the vehicle to the nearest safe and suitable facility for the vehicle to be checked and if necessary, repaired. You may be charged for any costs incurred to repair or maintain the vehicle.

Flat or faulty batteries
Flat or faulty batteries will be attended to only if you are not at home or it is not reasonable for you to go to your home or business address. If your vehicle is over 3.5 tonnes (GVM), you must advise us before a call-out is made. You must advise us if the battery is not your own or if you do not have the authority to operate the vehicle with the battery.

We may arrange transport to your home or business address subject to the conditions set out above.

Who is the Roadside Assistance Provider?
Roadside Assistance is provided by MPH Australia Pty Ltd ABN 34 137 177 177 trading as MPH Global Assistance (Allianz Global Assistance) If you require roadside assistance under your membership, you will be quoted the price for the service by the call-out provider chosen by us. All costs associated with the services and repair/delivery of parts are your responsibility.

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