

Need help? Just call:
0800 VERO ASSISTANCE
(0800 837 627)

vero ROADSIDE
ASSISTANCE

LESS
WHOA

MORE
GO



vero ROADSIDE
ASSISTANCE
Less whoa, more go.

Introducing Vero Roadside Assistance

We're excited to announce the launch of Vero Roadside Assistance, a new service designed to support our light commercial motor vehicle fleet and non-fleet insurance customers.

From flat batteries and lockouts to unexpected breakdowns, these incidents can seriously disrupt your business – costing valuable time and money. With Vero Roadside Assistance, you can access fast, reliable help, keeping you and the team on the road and in control.

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Have your policy name or policy number handy when you call.

POLICY NAME:

POLICY NUMBER:

Keep this information in your glovebox.

Vero Roadside Assistance is here to help you stay safe and get moving again. The service is available 24 hours a day nationwide, and there's no limit to the number of call outs you can make a year.

What's included?

Fast, reliable help when you need it most:

- **Jump starts** for flat batteries
- **Tyre changes**
- **Emergency fuel delivery**
- **Lost keys and lockout assistance**
- **Towing** to the nearest repairer if we can't get you going
- **Emergency onward mobility services** covering transport costs to get home

Delivered by AA Roadservice

- With an AA team of over 1,000 responding to approximately half a million call outs each year, over half of which are attended within 45 minutes, we'll help keep you and your business moving.
- 24/7 service

Who's covered?

All Vero commercial customers with a current light commercial fleet and non-fleet vehicle policy are automatically eligible. No additional sign-up or activation is required, and there is no additional premium.

What's covered?

Any light commercial vehicles insured under your policy, including any licensed person driving the vehicle, for the same period as your policy.

Check out our website for more information:
www.vero.co.nz/commercialroadside

Terms and conditions

- Services will generally only be provided to light commercial vehicles (being vehicles under 3,500kg GVM).
- The driver must wait with the vehicle for assistance to be provided.
- Vehicles must be registered and licensed for use on public NZ roads.
- Services may not be provided if the vehicle is being used in an improper, unauthorised, unlawful, reckless or negligent way, is not on a formed public road or where the driver poses a safety risk to other motorists or is otherwise behaving in an inappropriate manner.
- Vehicles being used for racing, pacemaking, speed testing, reliability trials, competitions, off-road activities, or that are transporting loads that exceed the legal limit or capacity for they are originally designed, will not be covered.
- Service is excluded if the vehicle is located outside the geographic limits of New Zealand, or on any island other than the North Island, South Island, Waiheke Island, or Stewart Island.

View the full terms and conditions for Vero Roadside Assistance at www.vero.co.nz/commercialroadside

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