



Bike Roadside Assistance

Absure Bike Roadside Assistance Program			
Incident Inclusive - Scope			Plan I Two wheeler Assistance
Validity			12 Months
Coverage radius/ Scope			40 KM
SN	Featured Benefits	Types of Service	Basic Program 12 Months
1	On site Minor Repair	Roadside Repair (RSR)	Yes
2	Lost keys/ replacement		Yes
3	Flat tyre Support		Yes
4	Battery Jump-Start		Yes
5	Fuel Delivery		Yes
6	Cost of Fuel		Payable
7	Towing for mechanical & electrical breakdown one way	Towing	Max upto 40 KM
8	Towing for accidental cases one way		Max upto 40 KM
9	Simple medical assistance	Customer Service	Yes
10	Customer satisfaction survey (5%)		Yes
11	Toll free number/ hotline		Yes

Terms & Conditions

1. 3 service provisions only during a membership year.
2. Services will not be offered at home.

General exclusions to all service coverage –

- a) Any bike which has not been maintained regularly as per the guidelines of respective manufacturers and thus is not in roadworthy condition.
 - b) Any event where breakdown is caused by deliberately inflicted damage, vandalism or participation in a criminal act or offence.
 - c) Any customer history where customer has twice on prior occasions misused or abused the services.
 - d) Any event when the driver of the bike is found to be in any of the situations that are indicated below:
 - i. The state of intoxication or under the influence of drugs, toxins or narcotics not medically prescribed. For these effects, one is under the effect of alcoholic drinks when the degree of alcohol in the blood is greater than that authorized by the legislation on traffic, motor bike circulation, road safety, or similar ones in the country where the incident occurs.
 - ii. Lack of permission or corresponding license for the category of the Covered Bike or violation of the sanction of cancellation or withdrawal of them.
 - e) Those accidents resulting from the illegitimate removal of the Covered Bike.
 - f) Those accidents or breakdowns that are produced when the Client or the authorized driver have infringed upon the regulatory ordinances as far as the requisites and number of persons transported, weight and means of things and animals that can be transported or the form of handling.
 - g) Those happening while the bike lacks documentation or requisites (including the Technical Inspection of the Bikes and Obligatory Insurance) legally necessary to circulate on public roads in the country where the Covered Bike is found.
 - h) Any bike involved in or liable to be involved in legal case prior to or post immobilization.
 - i) Those caused by fuels, mineral essences, and other inflammable, explosive or toxic materials transported in the Covered Bike.
 - j) Any public bike like police bikes and / or fire brigade bikes and any other bike not used for private use are excluded of all the services coverage under these general conditions.
 - k) Any accident or breakdown caused due to usage of the bike for racing, rally and criminal activity purposes.
 - l) Assistance to riders of the Covered Bike different to those defined as beneficiaries.
 - m) Events which do not render the bike immobilised are not covered under the program. Some example of such events are given below:
 - 1) Non-functional horn
 - 2) Faulty fuel gauge
 - 3) Non-functional Speedometer
 - 4) Bike headlights, blinkers not functional during day time.
 - 5) Non-functional Seat adjustor but the bike can be driven safely
 - 6) Illumination warning lamp of ABS warning or traction control or any such non - safety related lights/service warnings lights which do not render the bike immobilized.
 - 7) Broken rear-view mirror not obstructing driver's view.
 - 8) Damaged or faulty fuel cap but bike has sufficient fuel to reach the nearest authorized dealer
 - 9) Electronic Bike security system are faulty but do not render it immobilized and the alarm is not hooting continuously
- The problems / situations mentioned shall not immobilize the bike. It is important to consider that such a program is designed for emergencies. However, as it is endeavour of AXA ASSISTANCE to provide best customer support. In any such case if AXA ASSISTANCE finds that customer's safety might be at risk or he may be in adverse situation, relevant assistance service shall be activated as a goodwill measure.