



1. Communication with the customer will be completely handled by NIO SCR.
2. Request for assistance will come from NIO SCR in written form on email alc-elektrisch-vervoer@anwb.nl , if necessary confirmed by phone call +31592390430.
3. Minimum data to be provided in every request:
 - a. NIO case ref. number
 - b. VIN number
 - c. Vehicle registration number (plates numbers)
 - d. Breakdown description (as precisely as possible)
 - e. Vehicle current location as precise as possible (geo-coordinates and/or precise address and/or descriptive location)
 - f. Customer name and phone number in case patrol has to reach them
 - g. Request for the service with precise description what should be done (e.g. towing from BD location to dealer XYZ.)
4. RSA CC will reply after every intervention with the following data:
 - a. NIO Ref. number
 - b. Outcome of the assistance (e.g. service completed successfully, car delivered to XYZ dealer.)