



24/7 ROADSIDE ASSISTANCE

HELPLINE PHONE 0860 199 191

Paladin's national 24/7 Roadside Assistance Helpline is automatically included in this policy.

If your vehicle is involved in a motor vehicle accident, assistance will be provided by arranging for a towing contractor to tow the vehicle to the nearest, appropriate panel beater.

Please note that service is available by using the above Helpline only

ACCIDENT TOWING	What is covered?	What is not covered?
Vehicle Accident	Towing to an approved repairer or to a location specified by the policyholder, whichever is the closest to the point of the accident scene.	Repair work.
Accident Towing costs will form part of the claims cost and will be subject to the policy deductibles		

ROADSIDE ASSIST	What is covered?	What is not covered?
Flat Tyre	Call out + 1 hour's labour in respect of tyre change. Spare tyre and relevant equipment such as wheel nuts to be in the vehicle insured.	New tyre.
Out of Fuel	Call out and 10 litres of fuel.	Limited to maximum 20 litres during annual insurance period.
Flat Battery	Call out + 1 hour's labour in respect of a jump start.	Battery replacement.
Key Lockout	Call out + 1 hour's labour in respect of retrieval from the vehicle.	Replacement keys for keys lost.
Mechanical & Electrical Breakdown	Towing to the nearest approved repairer or location specified by the policyholder. Cars Limited to 30km radius LDVs, Trucks, SUVs, Minibuses, Panelvans Limited to 40km radius Note In the event of a breakdown, following towing assistance to the most appropriate place of repair, either emergency accommodation or transportation will be made available to the driver and accompanying passengers up to the amount of R1,000 per incident.	Repair work. Additional towing kilometres outside of the radius is for the policyholder's account.
Assistance applies to	<ul style="list-style-type: none"> - Vehicles insured on a COMPREHENSIVE basis - Vehicles within South African borders - Events listed above 	
No deductible applicable		