



# Roadside Accident Assistance



CALL US

**1800 568 9999**

Royal Sundaram brings to you a 24X7 helpline that provides Roadside Accident Assistance service along with your Private Car Package Policy at no additional cost.

In case of any roadside accident emergency, all you have to do is call us. Appropriate/possible assistance will be provided by the Service Providing Company (SPC).

- The moment you call the 24 hr helpline, the call center swings into action. Within moments you will be put in touch with our SPC.
- The SPC will then assess the situation and arrange necessary assistance in the shortest possible time.
- Every situation is unique. Hence, suitable and possible assistance will be rendered.

**What information you need to provide at the time of requesting Road side Accident Assistance?**

1. Policy number
2. Vehicle number
3. Contact details
4. Your correct location with a land mark
5. Nature of assistance required\*

**What is the reach time# at the time of emergency?**

Within city limits	- 60 minutes
Within state of national highways	- 90 minutes
Ghat roads and other places	- 120 minutes

\*Refer overleaf for further details.

#Indicates the likely time taken for reaching the spot under normal circumstances.



**Royal Sundaram**  
General Insurance

## Scope of cover for Roadside Accident Assistance

SI.No.	Scope of Service	Facilitation	Labor	Parts / Materials	Tow Cost
1	Emergency Accident Towing Assistance				
	In the event of the vehicle meeting with an accident and becoming immobilized on the road, SPC will assist in arranging the vehicle towing service to move the vehicle from the accident spot to the nearest authorized/ designated garage for repairs.	Free	Free	Actuals*	Free up to 50kms# (From the spot of accident) (Note other charges like Hydra, Lifting the vehicle, releasing the wheel lock are not covered)
2	Arranging Cab Service				
	If the vehicle is immobilized due to an accident, SPC will assist in organizing cab as an alternate mode of transport for the insured from the spot of accident.	Free	NA	NA	Cab Charges Actuals*
3	Identifying Suitable Accommodation				
	If the vehicle is immobilized due to an accident, SPC will assist in identifying the nearest possible hotel accommodation for the insured from the spot of accident.	Free	NA	NA	Hotel Charges Actuals*
4	Legal Assistance				
	If vehicle meets with an accident, SPC will assist the user by providing legal assistance over the phone on the dos and don'ts for handling the accident situation. Wherever possible, details of legal practioner's for legal assistance (If available) may be provided.	Free	NA	NA	Legal Charges Actuals*

\*Actual's to be borne by the vehicle owner/Insured. #Difference if any between the actual and eligibility to be borne by the vehicle owner/Insured.

Accident Towing service is subject to availability of recovery vehicles in that area.

### The service will not be available in the list of states / towns given below:

- Andaman Nicobar Islands
- Lakshadweep Islands

### Limited Services will be provided in the following places:

- Jammu & Kashmir
- Ladakh
- North Eastern States of India

### Services will not be available in the following areas due to local conditions:

- Chhattisgarh - Dantewara, Bijapur, Jagdalpur, Narayanpur, Kanker, Raigarh
- Madhya Pradesh - Mandla, Morena, Bhind, Balaghat, Datia

