



#### **Volvo Assistance - Gold Package:**

- An unlimited number of Emergency Roadside Service requests per annum
- An unlimited number of towing requests per annum.
- Towing to the nearest Volvo Authorized Service Centre, with no limitation of distance.
- When the customer's requested destination is a location other than Volvo Authorized Service Centre, only the first 15 kilometers of each towing service are covered under the program. Additional kilometers will be charged at a rate of 25 baht per kilometer, charges for any additional kilometers are the customer's responsibility.
- For long distance towing (in excess of 100 kilometers), the Customer Service Centre will negotiate a fixed price with the towing service provider, based on a lower per kilometer charge.
- 24 hour access of free technical advice in the event of an accident or breakdown.
- Up to 10 liters of free fuel in the event that the customer runs out of fuel in a roadside situation. Please note that this benefit can only be used one time per annum per customer. On subsequent occasions within the same 12 months period, service will be provided, but the cost of fuel shall be the customer's responsibility.
- "Mistakenly Locked" vehicles – with the permission of the customer, the attending technician will attempt to gain entry to the vehicle. If this attempt is not successful, the "Full Package" covers the cost of locksmith's services in order to gain entry to the vehicle.

## **Additional Gold Package Benefits**

When travelling more than 100km away from home and the Customer's car is recovered to an authorised repairer and the repairs cannot be completed within the same day, we provide you with the following alternative benefits:

- Arrange and cover the cost of maximum of 2 night's accommodation for the Volvo driver and up to 4 passengers. The maximum budget per person, per night is THB 1,500 and covers room tariffs only. Any expenses other than the room tariff are the responsibility of the customers

**OR**

- Arrange and cover the cost of travel expenses required to repatriate the Volvo driver and up to 4 passengers. The customer may select the mode of transport, options include Economy Class air travel, or First Class Train or Coach

## **Home Assistance Service Package:**

Plus 24 hr Emergency Home Assistance Services include the following benefits per household is limited 2 (two) intervention per year with up to budget of THB 1,000 per time:

- **Emergency Air Conditioning:** in the event that air conditioning of your home complete failure or breakdown. The air conditioning system must have been properly installed, maintained and repaired as recommended by the manufacturer or installer.
- **Emergency Plumbing and Drainage:** in the event of failure of, or damage to, the plumbing or drainage system, or the gutters and downpipes which will result in water drainage inside your home. This includes: burst pipes, overflowing water tanks, blocked wasted outlets (including toilets), and blocked drains.
- **Emergency Home Electronic Network Repair (caused by short circuit or thunderstorm:** The sudden, unexpected and complete failure or breakdown of the electricity supply system.
- **Emergency Freeze and Water Heater Repair:** The sudden, unexpected and complete failure or breakdown of the electric equipments
- **Emergency Lost Keys for House:** The loss of the only available key to the home so that you cannot replace it or get into your home
- **Emergency Vermin Removal :** If you need to remove rats, mice, cockroaches and wasps or bees nests from your home



## Medical Services

The Emergency Medical Service benefit is only for Volvo 'Gold Members and passengers travel in Volvo car which registered for this service and the service start when traveling 150 kilometers away from usual place of residence.

- Evacuation/repatriation in the event of an accident, or unforeseen illness, to a suitable medical facility nearest to the Customer's usual place of residence in Thailand
- Evacuation to the nearest suitable hospital, in the event that the Customer is initially hospitalised in a medical facility that is not capable of providing them with the appropriate level of care. Any decision to evacuate the Customer will be at the discretion of the MAT medical director, in consultation with the treating physician.
- Additional transportation for minor children (age not over 12 years) when Customer is being evacuation/repatriation.
- Additional transportation for compassionate visit when Customer is being Evacuate to the hospital.
- Repatriation of mortal remains

Medical assistance coverage is up to a maximum of 2 million Baht per year

## Additional Services:

- 24hr medical advice helpline
- Urgent message relay (Pass on messages on behalf of customer)
- Flight reservations and re-scheduling
- Hotel booking
- Limousine service reservations
- Car rental reservations
- Restaurant reservations
- Golf Tee-Off Booking service

## Service Guidelines:

### Emergency Roadside Assistance Conditions

1. All vehicles must be properly licensed to be eligible for service.
2. Any problem resulting from an accident is not covered under this program.
3. The member's vehicle's disablement must have been occurred on a public thoroughfare, street, highway, road, public or private parking lot. Service on logging roads, beaches, barricaded or construction areas, racing tracks and restricted service roads is not covered under Emergency Roadside Service.
4. Coverage will be provided for vehicles that have become immobilised. Costs for any spare parts are not covered under Emergency Roadside Service.
5. Service will be provided except when it is too dangerous for the service vehicle to operate because of prevailing weather or road conditions.
6. The cost for the use of more than two service persons or vehicles is not covered under Emergency Roadside Service.



7. Towing service is provided to eligible vehicles that cannot be started or driven safely under the vehicles' own power.
8. Towing may be requested as often as required. All Mondial towing contractors will honour Mondial's standard towing charges throughout Thailand.
9. Additional charges for the towing of vehicles, which have been altered to the extent that they require special procedures and/or equipment beyond that normally required for the towing of an unaltered vehicle, are the responsibility of the member.
10. Ferry, bridge, or toll road charges for the member's vehicle are the responsibility of the member.

### **Emergency Home Assistance Conditions**

1. Any expense incurred without the prior authorization of MONDIAL
2. Any emergency arising from circumstance known to the customers before the cover started under the agreement
3. Repairs to any system, equipment or facility which has not been installed, maintained or repaired according to the manufacturer's instructions or has been incorrectly used or modified, or which is faulty or inadequate as a result of any manufacturer's or designer's fault.
4. Any expense incurred of routine maintenance of equipment, supplies or services in your home
5. Material or labor charges covered by a manufacturer's supplier's or installer's guarantee or warranty

### **Medical Assistance Exclusions:**

1. Any expenses incurred as a result of pre-existing condition.
2. More than one emergency evacuation and/or repatriation for any single medical condition of a member during the term of the insurance policy, subject to a maximum of one year.
3. Any costs or expenses not expressly covered by the Mondial Assistance program and not approved in advance and in writing by Mondial Assistance and/or not arranged by Mondial Assistance. This exception shall not apply to emergency medical evacuation from remote or primitive areas when Mondial Assistance cannot be contacted in advance and delay might reasonably be expected in the case of loss of life or harm to the member.
4. Any event occurring when the member is within 150 km from the place of residence in Thailand for Domestic Assistance.
5. Any Expense for medical evacuation or repatriation if the member is not suffering from a serious medical condition, and/or in the opinion of the Mondial Assistance physician, the member can be adequately treated locally, or treatment can be reasonably delayed until the member returns to his/her place of residence in Thailand.
6. Any expenses for medical evacuation or repatriation where the member, in the opinion of the Mondial Assistance physician, can travel as an ordinary passenger without a medical escort.



7. Any expenses incurred as a result of a self-inflicted injury, suicide, drug addiction or abuse, alcohol abuse.
8. Any expenses in respect of the member more than 71 years old at the date of intervention.

