



Volvo Assistance Silver Package

- An unlimited number of Emergency Roadside Service requests per annum
- An unlimited number of towing requests per annum.
- Free Towing to the first 25 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 50 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.
- "Mistakenly Locked" vehicles: If a spare key is located within a 20km radius, MAT will organize for the spare key to be collected and brought to the vehicle location. If the distance is beyond 20km, a charge of 25 Baht per kilometre will apply. Alternatively, the services of a locksmith, if required, may be arranged, but the cost of such services will be the customer's responsibility.
- Free of charge, up to 5 litres of fuel to enable the customer to reach the nearest Service Station. Customers can only use this service once per year, on subsequent occasions within the same year, the cost of fuel will be charged to Customer.

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Emergency Home Assistance Services include the following benefits:



- Air Conditioning
- Plumbing and Drainage
- Home Electronic Network Repair
- Electric appliance such as Freeze, Water Heater and so on
- Vermin Removal

Medical Services:

- 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

Additional Services:

- 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
- Movie/theater reservation
- Golf Tee-Off Booking service
- Travel Information
- Flower arrangement

Annual Membership Fee THB 1,790 per vehicle
(Car age is not over 10 yr)

Service Guidelines:

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.

