



GAC Roadside Assistance – customer fulfilment and terms and conditions

Core Benefits

As the owner of a GAC vehicle you receive GAC Roadside Assist.

In the event that your vehicle is immobilized due to a mechanical failure, GAC Roadside Assist will help you to continue your journey with the minimum of inconvenience to you and your passengers. GAC Roadside Assist supports you and your vehicle for 24 hours a day, 7 days a week, 365 days a year.

Roadside Assistance is provided for 12 months and with every annual scheduled service at your GAC service centre we will include an additional 12 months of roadside for up to 5 years, in which is from the date of new vehicle registration under your GAC Roadside Assistance membership and is provided by Digicall Assist Pty Ltd ABN 92 152 605 340 trading as 'Digicall Assist'. Whenever you request roadside vehicle assistance under your membership, you will be making that request to Digicall Assist, who will provide the services under the terms and conditions set out below. The terms and conditions contain exclusions and limitations.

These Terms and Conditions govern the operation of the GAC Roadside Assist Program and are effective from December 15 2025.

Eligibility Criteria

In order to be eligible for roadside assistance (premium), your vehicle must be registered, a roadworthy well-maintained vehicle that is not more than 5 years of age.

CONTACTING GAC ROADSIDE ASSIST

In the event of a Breakdown or roadside concern, call GAC Assistance on 1800 973 306.

Once a call for help has been received, and vehicle eligibility has been confirmed, GAC Roadside Assist will provide general advice specific to the concern with the customer's vehicle. Once the nature of the concern has been clarified, the Customer Service Assistant will either assist to mobilise the vehicle or immediately dispatch a GAC 24 Hour Roadside

Assist accredited service provider to the scene, or, in the event the vehicle cannot be mobilised, arrange for the vehicle to be transported to the nearest Authorised GAC Dealer.

Once a roadside service provider has been called, it is important that you remain with your vehicle if it is safe to do so. Should we arrive at the scene of the breakdown and the vehicle is unattended, we will be unable to carry out any work and payment may be required for any subsequent callouts to assist with the same incident. If you require assistance and have to leave your vehicle for safety reasons, please advise the customer service assistant at the time of the initial call or if circumstances change while you are waiting for the roadside assistance provider

When requiring GAC Roadside Assist please have the following information ready:

- Your VIN number
- Your vehicle's registration number
- Your location and a description of the problem
- Where possible, a telephone number so that we can remain in contact.

GAC ROADSIDE ASSIST PROVIDES FOR: ROADSIDE REPAIRS

At the site of the breakdown, the attending contractor will attempt to rectify where possible, common breakdown related problems, such as changing a flat tyre, jump-starting a flat battery, supplying emergency fuel and effecting minor roadside repairs which are safe to do at the breakdown scene. If the vehicle cannot be mobilized and or major parts or factory diagnostic equipment is-required, your vehicle may be towed to the closest GAC dealership or GAC authorised service agent. If towing is required, we will be responsible for the cost of vehicles transportation only, subject to the limitations as outlined in Breakdown Towing.

TECHNICAL ADVICE

Telephone technical advice will be provided in relation to the vehicle's operation, any safety warnings or lights that may appear, or technical and mechanical information regarding your vehicle.

FLAT TYRES

Flat tyres (minor repairs only)

If you find yourself with a flat tyre, we will change it with the vehicle's serviceable spare wheel. If your vehicle is not equipped with a spare wheel, we will transport the vehicle to an approved tyre outlet or authorised repairer, whichever is the nearest (subject to the towing/ transportation limits). Should additional services be required beyond this due to multiple flat tyres, the spare tyre being unserviceable, replacement wheel studs/nuts not being available

or locking wheel nut key not available, towing is provided up to the towing limits specified above. Where your vehicle is equipped with a temporary mobility kit, this may be used if it is deemed safe to do so.

EMERGENCY FUEL ASSISTANCE

If you run out of fuel, we will deliver an emergency supply of fuel up to 10 liters to your vehicle, or tow you to the nearest fuel station, subject to the limitations as outlined in Breakdown Towing below.

OUT OF CHARGE ASSISTANCE

High Voltage Battery for Electric Vehicles (EV), Hybrid Electric Vehicles (HEV) and Plug In Hybrid Vehicles (PHEV)

Where the High Voltage Battery of an eligible vehicle is fully depleted and the vehicle cannot be mobilised, GAC Roadside Assist will tow the vehicle to the nearest charging station at GAC Roadside Assist's expense.

All charges associated with charging the vehicle are at the customer's expense

LOST OR LOCKED KEYS

Where the key has been lost or stolen, or has been locked inside your vehicle, we will either arrange for your spare key to be delivered to you or provide all reasonable assistance to gain access to your vehicle. Limitations apply for this service.

In the event that you request that the vehicle be broken into to recover keys locked inside the vehicle, neither GAC Roadside Assist nor the contractor will, under any circumstances, be responsible for any loss or damage that occurs to the vehicle as a result. Due to contractor limitations, in some cases, this service may not be available.

Note - the driver is responsible for all costs over \$200.00 including GST incurred in the provision of this service.

FLAT AND FAULTY BATTERY ASSISTANCE

GAC Roadside Assist will provide a 'battery boost' and any other reasonable practical assistance at the roadside that may be required to start the eligible vehicle.

Where the eligible vehicle cannot be made mobile at the roadside and where a new battery is required, the mobile delivery of a replacement battery will be arranged at the expense of GAC Roadside Assist if the battery is within the applicable 2 Year battery warranty or the driver at any other time.

Where the vehicle cannot be mobilised at the roadside, the vehicle will be towed to the nearest Authorized GAC Dealer at GAC Roadside Assist's expense.

BREAKDOWN TOWING

If your car cannot be mobilised, we will arrange for your vehicle to be towed/transported to the closest GAC Dealer or Authorised Service Agent free of charge up to 50 kilometers (metro) and 100 kilometers (regional).

Costs for towing greater than these distances are the responsibility of the driver.

Towing - After Hours

Where an eligible vehicle has become disabled and requires towing during periods where an authorised GAC Dealer is not open, towing and appropriate vehicle storage arrangements will be made at the expense of GAC Roadside Assist until the eligible vehicle can be delivered to the nearest Dealership.

ACCIDENT COORDINATION If you are involved in an accident and contact GAC Roadside Assist, we may advise you of any obligations and details that need to be obtained from the other driver.

GAC Roadside Assist may arrange towing, if requested by you, to a preferred repairer or repairer of your choice.

Note - Whilst we can arrange accident towing, all towing and associated costs will be at the driver's expense.

BOGGED VEHICLE

Where an eligible vehicle becomes bogged or disabled on a road that is legally trafficable by conventional two wheel drive vehicles and no other specialist equipment is necessary, the GAC Roadside Assist service provider will attempt to extricate the vehicle.

A limit of \$100.00 (inc. GST) applies to this benefit and any additional costs will be at the expense of the driver.

CARAVAN & TRAILER ASSISTANCE

If your vehicle suffers a breakdown and requires transportation to a repairer, we will transport the attached caravan or trailer to the same repairer or agreed location. The recovery distance will not exceed the initial transportation distance of the immobilised vehicle. Please refer to the section outlining limitations to towing.

It is your responsibility to inform our customer service assistant that your vehicle is towing a caravan or trailer prior to a service provider being dispatched to assist you. If you do not tell us, you may be responsible for any/all subsequent costs associated with the caravan or trailer towing.

Note - This service does not extend to breakdown related matters associated with the caravan or trailer itself or caravan and trailer couplings where your vehicle is still mobile. The caravan or trailer cannot exceed the legal towing weight or dimension restrictions for a passenger vehicle transporter.

EMERGENCY TAXI TRANSPORT COORDINATION

Where we have been contacted to arrange breakdown assistance, we can arrange and provide taxi transport.

Any costs are the drivers responsibility, and this coordination is provided on a best endeavors basis

Section 2 = Additional Benefits

Additional benefits are – Accommodation, Rental, and Vehicle Recovery Assistance

Additional Benefits are available in the event that;

- Your vehicle is broken down more than 100Kms from your home location and,
- Will be immobilised for more than 24 hours and,
- The immobilisation is due to a warrantable failure.

Additional Benefits are – mutually exclusive and not available in conjunction with each other. IE only one benefit is available per breakdown event

ACCOMMODATION ASSISTANCE

We will provide hotel accommodation for you for one night to a maximum value of \$200.00 inclusive of GST.

The driver is responsible for any costs incurred above this amount and any costs incurred relating to meals, telephone calls and any hotel sundries obtained during the accommodation period.

RENTAL CAR ASSISTANCE

We will provide a rental car to you for up to a maximum of two (2) days to a maximum value of \$100.00 per day inclusive of GST. The rental car entitlements cease once your vehicle has been repaired.

The driver is responsible for any fuel costs, excess kilometre charges, one way return fees, toll charges, fines, damage to the rental car, excess payable on the rental car and any other costs incurred by the driver in the use of the rental car.

If your vehicle is immobilised due to a breakdown, you are more than 100kms from your home address and the vehicle cannot be returned on the same day as the breakdown, we can provide you with a rental vehicle for up to 2 days at a maximum value of \$100 per day for you to continue your journey. You will be responsible for all related hire costs (including any rental bond), fuel costs, excess kilometre charges, traffic infringements, relocation fees, any damage and any remaining excess or insurance waivers on the rental vehicle. We may not be able to provide you with this assistance if your driver's licence history or age or other reason will not allow the rental company to provide a hire car. If a rental bond cannot be provided by you at the time of securing the hire car, the provision of the hire car will be at the discretion of the rental company.

VEHICLE RECOVERY ASSISTANCE

When the GAC Australia vehicle has been repaired after an Incident, we will arrange for the recovery of the Vehicle to the drivers home or intended destination.

Vehicle relocation will be provided where your vehicle has a breakdown more than 100 kilometers from your home and cannot be repaired on the same day. If you have left the vehicle to continue your journey, vehicle relocation will be provided to deliver the vehicle, once repaired, to your home or intended destination (whichever is the nearest) where the distance between you and the selected authorised repairer is greater than 100 kilometers.

Alternatively, return transport will be provided to enable the driver to pick up the repaired vehicle.

This service benefit is limited to a maximum of \$200 including GST

EXCLUSIONS and LIMITATIONS

Subject to the statutory consumer guarantees and remedies available to you under the Australian Consumer Law and except to the extent caused by our negligence or our agents or service providers, we are not required to provide the roadside assistance services and will not be responsible or liable for any costs and expenses (or any increased costs or expenses) incurred in connection with or as a result of:

- a) the vehicle not being registered on our roadside assistance system where membership data is stored;
- b) Where the vehicle has undergone unauthorised modifications (including without limitation any replacements, removals or additions) not in conformity to the manufacturer's specifications or the vehicle has been modified or any accident or claim for service has arisen in respect of races, trials, rallies or participation in such activities.
- c) Damage caused by the fitment of non-genuine accessories
- d) Where the vehicle is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specifications or arising from or in connection with the improper, unauthorised, reckless or negligent operation of the vehicle or misuse of the vehicle.
- e) vehicles over three (3) tonne (GVM);
- f) the vehicle being unregistered;
- g) the vehicle being unattended;
- h) the vehicle being involved or connected to any form of motor sports (including driving on a racetrack or competing in organised road or off-road rallies);
- i) vehicle abuse or neglect by you (as reasonably determined by us or GAC);
- j) you failing to use reasonable care with the vehicle;
- k) failure by you to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to the vehicle;
- l) repeated service calls due to member related faults;
- m) failure by you to comply with any instructions or directions provided with or attached to the vehicle;

- n) accident damage, any damage arising from or caused by an impact or collision or accidental damage of any nature, any attempted or successful theft or break-in of the vehicle (but excluding the provision of and cost of providing any accident-related services which we agree to arrange or successful theft or break-in of the vehicle (but excluding the provision of and cost of providing any accident-related services which we agree to arrange or provide);
- o) failure by you to comply with instructions reasonably provided by us, our agents or service providers;
- p) failure by you to comply with any applicable road laws or regulations;
- q) caravans or trailers (subject to the specific benefits set out above);
- r) bogged vehicles;
- s) vehicles operating as taxis, limousines, rental vehicles, hire vehicles;

Services provided by us are also subject to:

- Resources being reasonably available in the vicinity of the breakdown or problem.
- Any circumstance reasonably considered to be beyond our control (including but not limited to poor weather conditions such as heavy rain, cyclonic conditions, snow fall and flooding, as well as war, strikes, civil commotion, unexpected traffic conditions and telecommunication failures);
- Areas being trafficable by a two-wheel drive recovery vehicle.
- Vehicle accident or traffic congestion.
- Restricted access area requirements.
- Any person driving the vehicle holding a valid driver's licence issued by a competent authority.

We have no obligation to pay for costs incurred in service calls where your vehicle is immobile in a workshop undergoing repairs or undergoing mechanical or electrical repairs at your premises. We are not responsible or liable for any costs arising from work carried out by an authorised repairer, and all repairs and costs for repairs undertaken by the repairer are your responsibility.

- Where the vehicle has undergone unauthorised modifications (including without limitation any replacements, removals or additions) not in conformity to the manufacturer's specifications or the vehicle has been modified or any accident or claim for service has arisen in respect of races, trials, rallies or participation in such activities.
- Loss or damage directly or indirectly occasioned by or happening or in consequence of war, invasion, act of God, act of foreign enemies, hostilities whether war be declared or not, civil war, rebellion, insurrection, terrorism, military and usurped

power, riot or civil commotion or sabotage or any other events (whether falling into the same genus, species, class or category as the foregoing or not) beyond the control of you or the person operating or having control of the vehicle at the time of the accident.

- Mechanical breakdown due to driver related damage or misuse of the vehicle other than changing a flat tyre, jump-starting a flat battery, supplying emergency fuel and effecting minor roadside repairs which are safe to do at the breakdown scene. In such cases, assistance will still be provided however you will be responsible for all costs.
- The vehicle is in an un-roadworthy condition, or the vehicle has not been regularly serviced in accordance with the manufacturer's instructions.
- In the event we transport the vehicle following a non-warrantable failure, you will be responsible for all costs incurred, including parts, labour and vehicle transport costs.
- We shall not be held responsible for any damage to or theft of objects and accessories which are left in or outside the vehicle.

PROVISION OF SERVICES OUTSIDE OF AUSTRALIA

GAC Roadside Assist covers mainland Australia, Tasmania, Philip Island, and any other area that is trafficable by a two-wheel drive recovery vehicle or an island accessible by a two-wheel drive vehicular bridge (excluding ferries)

DEFINITIONS

“Accident” means a collision between the customer's vehicle and another vehicle or object or an attempted break in or theft of the vehicle.

“Authorised repairer” means a repairer other than a GAC dealership which has been authorised by GAC Roadside Assist or GAC Automotive to perform temporary repairs to mobilise the vehicle after a breakdown.

“Breakdown” means a warrantable mechanical or electrical failure, which causes the vehicle to be immobilised or renders it unsafe to drive, provided this is not occasioned by attempted theft or accident related damage. A breakdown may also mean a driver related incident including but not limited to, basic call outs such as a deflated tyre, locked or lost keys, insufficient fuel or a flat battery.

“Customer” means the driver of a vehicle registered under the GAC Roadside Assist program and authorised to drive the vehicle by the owner and is duly licensed to drive the

vehicle under the relevant provisions, laws and regulations of Australia. “GST” refers to goods and services tax.

“Preferred repairer” means an accident repair facility which has been nominated by GAC Automotive or an GAC Roadside Assist Dealer, to facilitate repairs of a vehicle.

“Recovery” means the relocation of the vehicle by a towing operator or vehicle transport company (road or rail) of the vehicle back to an GAC dealership, authorised repairer, the owner’s home or intended destination as deemed appropriate by GAC Roadside Assist.

“GAC Roadside Assist Contractor” means a company or contractor assigned by GAC Roadside Assist to affect roadside assistance repairs, towing, transport and/or recovery of a vehicle.

“Tow/Transport” means that the vehicle will be towed or transported by the most appropriate equipment available to GAC Roadside Assist, dependent on the services available, the location of the vehicle and the time that the breakdown occurs.

“Vehicle” means any duly registered motor vehicle (excluding vehicles greater than 3.5 tons, taxis, rental or hire vehicles) being used by the customer and covered under the program, and complying with the relevant provisions, laws and regulations for road worthiness and use. The singular shall include the plural and vice versa and reference to any gender shall include all genders.

All the information in this document is correct at time of publication however variations may occur from time to time and (Client) insofar as is permitted by law to do so shall not be liable in any way as a result of any reliance by any person on anything contained in this document.

Australian Consumer Law

Despite anything contained in these terms and conditions, the Australian Consumer Law (ACL) gives you statutory rights including guarantees and remedies that cannot be excluded or modified by these terms and conditions. The ACL guarantees and remedies include (depending on the type of failure, fault, or defect and whether major or minor) repair or replacement, a refund, compensation for reasonably foreseeable loss or damage, or a resupply of services if the goods or services do not meet the standards required by the ACL.

Privacy

Digicall Assist collects personal information from you and other persons who request roadside assistance for your vehicle to enable us to administer and provide you with

roadside assistance, including to arrange services to be supplied to you by third parties where appropriate.

Digicall Assist may exchange your personal information with GAC and our related bodies corporate, agents, sub-contractors and other service providers (such as call centre providers, towing operators, accident management providers, car rental companies and information technology providers) for these purposes and any other purpose you have consented to or as authorised by law. If you provide personal information about another person to us or our agents or contractors, you warrant that this information is provided with the consent of the individual concerned and that you have the authority to act on their behalf.

You will make sure that any persons permitted to request roadside assistance for your vehicle have been made aware of this privacy statement.

For more information about how Digicall Assist approaches privacy, please read Digicall's Privacy Policy (available at [Privacy Policy - Digicall Assist](#)). The Privacy Policy contains information about how you can gain access to or seek correction of personal information that Digicall Assist holds about you. It also contains information about how you can make a privacy complaint and how Digicall Assist will deal with it.