

## YOU'RE EMPOWERED WITH:

- **Minor on the Spot Repair:** In the event that a customer/customer's family's vehicle breaks down due to any mechanical / electrical fault and if immediate repair on the spot is deemed possible, we will assist by arranging for a vehicle technician to the breakdown location.
- **Breakdown Services & Towing:** In the event that a customer/customer's family's vehicle breaks down and is immobilized on the road, we will assist in making arrangements for the vehicle to be towed to the nearest authorized/designated garage if immediate repair on the spot is not possible.  
In case the vehicle is being towed, customer has to ensure appropriate handover of the vehicle to the AWP representative himself / herself or through an appointed representative.
- **Flat Tyre Service:** In the event that a customer or the customer's family's vehicle is immobilized due to a flat tyre/tyres, we will assist by organizing for a vehicle technician to replace the flat tyre with a spare stepney tyre at the location of breakdown.
- **Battery Service / Jumpstart:** In the event that a customer/customer's family's vehicle breaks down due to a dead/run down battery, we will assist by organizing for a vehicle technician with a spare battery to attempt jump start at the location of the event.
- **Emergency Fuel Delivery:** In the event that a customer/customer's family vehicle runs out of fuel and hence immobilized, we will assist by organizing a vehicle technician to supply emergency fuel (up to 5 liters on a chargeable basis) at the location of breakdown.
- **Keys locked inside:** In the event that a customer/customer's family is immobilized due to vehicle keys being locked inside, we will assist by organizing for a vehicle technician to open the car without keys or retrieve the spare keys of the car. This would be subject to proof of identity and ownership of the vehicle.
- **Lost Keys:** In the event the customer is immobilized due to vehicle keys getting lost, we will assist the customer / customer's family by organizing to tow the vehicle to a nearest safe place. This would be subject to proof of identity and ownership of the vehicle.
- **Urgent Message Relay:** You will be provided with urgent message relay service to contact with your family, friends, and/or work colleagues in the event of a vehicle breakdown or accident.
- **Assistance Over Phone:** You would be provided guidance over phone for minor issues which you are not able to identify. For example– Check Engine Light etc.
- **City Route & Map Guidance:** You would be provided with Points of Interest like nearest fuel station or workshop in case you're not well versed with the city that you are traveling to.

\*These service is available across India, except Islands.

\*Service under the program is available 24X7 all days during the year.