

ITACO BAHRAIN CO WLL

ROADSIDE ASSISTANCE AGREEMENT

General Terms & Conditions

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1. Preliminaries

Whereas: ITACO Bahrain Co W.L.L and/or ITACO RSA hereinafter ("ITACO", "The Company", "we", "us, "our") the first party, with their address at: Flat 111, Building 474, Road 1010, Block 410, Sanabis-Kingdom of Bahrain registered under the laws of the Kingdom of Bahrain with CR (Commercial Registration) 70361-1, and V.A.T. account number 200009095700002, has developed a network of independent services providers capable of providing towing, roadside assistance and other services hereinafter ("services") in the GCC and other countries reachable 24X7.

Whereas: The beneficiary hereinafter ("customer", "beneficiary", "you" "your"), the second party, desire to utilize ITACO's services providers network in relation to the "services" as defined below.

Whereas: ITACO gives you access to the services by purchasing the products as defined below.

Whereas: The totality of contents, general terms & conditions, articles, schedules, definitions, exclusions, operational procedures, and rest of contents herein together with the "certificate/receipt" regulate this agreement.

Whereas: The "certificate/receipt" issued at the time the customer purchases any of the plans or services reflects information of each party of the agreement, addresses, services and services limits, fees, cover start & end date, payment method, etc.

The certificate/receipt can include or exclude services and/or other items that can alter and/or modify the contents of the general terms and conditions.

In the event of any conflict between the certificate/receipt and the general terms and conditions, the certificate/receipt shall always supersede and prevail.

Now therefore: In consideration of the mutual covenants contained herein and other good and valuable considerations, the parties agree with each other to enter this agreement.

The beneficiary having paid the fees, ITACO will provide the services as contained in these general terms & conditions and the certificate/receipt.

The period of the agreement includes any subsequent period/s for which ITACO may accept payment.

This Agreement shall be governed by and construed in accordance with the laws of the Kingdom of Bahrain. Any dispute connected with the formation, performance, interpretation, nullification, termination, or invalidation of the agreement or arising from or related to the agreement in any manner whatsoever that is not settled amicably between the parties shall be submitted to the jurisdiction of the Courts of Bahrain.

Disclaimer:

The headings in this agreement are only to facilitate references and do not define, limit, extend or describe the reach or purpose of the agreement.

ITACO reserves its right to change the offered plans as well as the rates, at any time at its own discretion, without previous notice. However, such changes will not apply to existing plans and will only affect new plans after such changes are effective.

ITACO shall not have any liability whatsoever or be in default for any delay or failure in performance under this agreement resulting from unforeseeable acts beyond ITACO's control, including but not limited to acts of God, laws, national or any supra-national government authority, war or national emergency, fire, riot, or epidemics/pandemic.

2. YOUR obligations

- You are requested to read the general terms & conditions, the certificate/receipt and/or any additional information meant for the proper development of the contractual relation between you and ITACO.
- Provide accurate information with regards to the eligible vehicle and you.
- Make the payments attributable to you in due time and manner.
- Communicate to ITACO any changes relative to the eligible vehicle's registration number, country of registration, ownership and/or any other necessary information.
- Provide a valid and in-use mobile number, email, and a postal address for future communications.

3. ITACO obligations

ITACO shall provide the services to you 24X7 as mentioned herein on a best effort basis, which you may reasonably expect. This shall include without limitation:

- **ITACO Assist** mobile app for both IOS and Android platform to request the services.
- Maintaining a call center accessible in a fully operational manner 24X7 (Arabic/English/Persian) during the term of this agreement (subject to reasonable maintenance/downtimes as may be necessary).
- Maintaining an efficient operation with an average response time of not more than 45 minutes (may vary depending on the traffic conditions at the service location) from receipt of a service request until arrival of a dispatched service provider prepared to provide the requested service.
- Keeping logs and records of each service request showing the time and nature of the service, description of actions taken, and noting the final disposition of the matter complying with the laws of the country where a plan is purchased.

4. RSA plans

A set of services you purchase from ITACO that you pay in advance for a full year of cover and entitles you to use the services **24X7** up to the limits established in the general terms and conditions and the certificate/receipt.

5. Plans cover start and duration

Cover starts 72 hours after the purchase date and time as mentioned in the certificate/receipt issued at the time of plan purchase, therefore, all the rights and obligations will come into force only at that time, and the duration of the cover will be one (1) Gregorian calendar year, meaning 365 days.

6. Plans fees payment

Once you select the plan, you must pay the fees via ITACO website payment gateway, or the link sent to you with a valid debit/credit card.

NO CASH TRANSACTIONS ALLOWED.

7. Plans purchase cancellation and fees refund

You can cancel your purchase within a maximum of 72 hours from the purchase date and the paid fees will be fully refunded to you. After 72 hours from the purchase, you cannot cancel the agreement and there will be no fees refund.

8. Services temporary suspension

In case of non-payment of any fees or service charges attributable to you, ITACO will suspend temporarily the services contained in the agreement, and during the duration of the service's suspension, you will not be able to request any service.

A notice of services suspension will be sent to you by any of the following means: SMS, Email, Post, or any other communication method as per your registered contact details and will have immediate effect.

Consequences of services temporary suspension.

The services temporary suspension shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to either party prior to or consequential upon the service's temporary suspension.

Lifting of services temporary suspension.

To reinstate the services, you must put remedy to the reasons that caused it. Once you put remedy (e.g.: payment of due amounts), the services temporary suspension will be lifted.

A notice will be sent to you and the services will be reinstated with immediate effect.

9. Agreement termination

ITACO may terminate the agreement;

- a. By written notice of termination 7 days prior to the effective date of termination, in case of disability to directly or indirectly perform any material obligation contained in the agreement due to force majeure, law, regulation, guideline or rule applicable.
- b. Immediately, in case of fraud or attempted fraud, abuse, misuse, negligent acts (willful or not), misconduct on your part, non-payment of any fees and/or service charges attributable to you.

The notice of agreement termination will be sent to you by any of the following means: SMS, Email, Post, or any other communication method as per your registered contact details and will have immediate effect.

Consequences of agreement termination:

The agreement termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to either party prior to or consequential upon the termination.

Fees refund in case of agreement termination

In case ITACO decides to terminate the agreement, you will be entitled to a pro-rate fee refund, subject to no service claimed at the time of agreement termination.

10. Definitions

The stated below words and/or phrases wherever they appear have the following meaning, unless otherwise agreed differently in writing and signed by all parties.

Eligible Vehicle:

A vehicle for **private use** designated in the certificate provided the vehicle is not:

- 1) Used for public transport of persons or merchandise, for hire with or without driver (taxi, rent a car, etc.).
- 2) More than **3,000 kilograms** total weight.

Beneficiary:

- 1) The owner of the eligible vehicle.
- 2) Any licensed person authorized by the owner to drive the eligible vehicle.
- 3) All occupants of an eligible vehicle in case of breakdown or accident up to the maximum number of passengers as per eligible vehicle's seating capacity.

Usual country of residence:

The country where the certificate/receipt is issued.

Usual place of residence:

The address in the country where the certificate/receipt is issued.

Breakdown:

Electrical or mechanical failure causing the eligible vehicle to be immobilized, and not drivable.

Accident:

Traffic collision (motor vehicle collision, motor vehicle Accident, car Accident, or car crash) is when a vehicle on the road collides with another vehicle, pedestrian, animal, road debris, or other geographical or architectural obstacle causing the eligible vehicle to be immobilized, and not drivable.

Service Provider:

Means ITACO Bahrain Co WLL, the company servicing the benefits described in the service receipt directly or by means of its network.

Supporting documents:

ITACO may request at any time and at its own discretion any necessary documents, including but not limited to workshop reports and/or repair invoices, police report, traffic police report, eligible vehicle documents including ownership certificate, driver license, copy of the certificate and/or any other documents with the object of determining whether a requested service is covered by the RSA Plan.

Proof of breakdown:

ITACO may request, at any time and at its own discretion, to make necessary inspections and controls to determine if the eligible vehicle is drivable or not, including but not limited to checking the eligible vehicle's dashboard and/or on-board computer, lights, tilts, and turning on the ignition and/or engine (not applicable to pay-per-use services).

Pay-per-use services:

Services that are not covered by ITACO RSA Plans and payable on request, provided ITACO accepts to perform such a service.

Each time you need a pay-per-use service, you must pay it in advance.

Excess services:

Services which amount exceeds the limit contained in ITACO RSA Plans will be treated as pay-per-use services, therefore payable by YOU.

11. RSA plans schedule

Services	Limit per service					
	Bronze	Bronze +	Silver	Silver +	Gold	Gold +
On-site repair	30 minutes	30 minutes	30 minutes	30 minutes	30 minutes	30 minutes
Towing due to breakdown	USD 200	USD 200	USD 200	USD 200	USD 300	USD 300
Towing due to accident	USD 200	USD 200	USD 200	USD 200	USD 300	USD 300
Removal & extraction	USD 300	USD 300	USD 300	USD 300	USD 600	USD 600
Battery jump start	USD 100	USD 100	USD 100	USD 100	USD 200	USD 200
Flat tire change	USD 100	USD 100	USD 100	USD 100	USD 200	USD 200
Fuel delivery	USD 100	USD 100	USD 100	USD 100	USD 200	USD 200
Vehicle unlocking	USD 100	USD 100	USD 100	USD 100	USD 200	USD 200
Vehicle transportation	N/A	N/A	N/A	N/A	USD 600	USD 600
Vehicle deposit & custody	N/A	N/A	N/A	N/A	USD 300	USD 300
Hotel accommodation abroad	N/A	N/A	N/A	N/A	3 nights	3 nights
Return home / trip continuation	N/A	N/A	N/A	N/A	USD 300	USD 300
Professional driver service	N/A	N/A	N/A	N/A	Actual Cost	Actual Cost
Geographical Area	Bahrain			GCC		
Vehicle Pick-up & Drop-off **	N/A	1 time	N/A	1 time	N/A	1 time
<i>** Vehicle pickup & drop-off for maintenance/registration is performed only in the country of residence within city limits. Additional charges are applicable for outside city and remote areas</i>						

12. The services

Consequent upon an unforeseen event happening during a journey, ITACO will provide immediate material assistance as specified in this agreement, provided that this occurrence does not take place outside the specified geographical boundaries and does not take place out of the duration between the validity dates of this agreement.

ITACO is a service company for secondary interventions and will not replace Emergency Authorities under any circumstance in case of any type of risk to persons (injury, etc.) and/or damages to public or private property.

Your safety is first and when needed you are requested to first contact the corresponding emergency authorities (police, firefighter, ambulance, etc.).

1. On-site repair

In the event of immobilization of the eligible vehicle due to minor mechanical or electrical breakdown, and if the said problem can be repaired at the place of immobilization within a maximum time of thirty (30) minutes, the service provider sent by ITACO to assist you will proceed with the repairs needed to put the eligible vehicle in a driving condition.

ITACO will pay for the labor and travelling expenses of a mechanic to the place of immobilization, however neither the supply of parts or replacement elements, nor materials in general are included in this service.

This service is available **24X7** and will be provided within city limits if the eligible vehicle cannot reach on its own to the nearest repair shop.

Note:

This service will not be offered to eligible vehicles under manufacturer warranty, and ITACO shall bear no responsibility for providing this service if a consent from the owner or authorized driver is given to perform the service.

2. Towing in case of breakdown

In the event of a breakdown of the eligible vehicle, ITACO will arrange to tow or transport the eligible vehicle to the "nearest" repair shop, or to the repair shop of choice (as per the schedule of services and limits).

Under certain conditions (night, weekends, holidays, etc.) ITACO at its own discretion might decide to tow the eligible vehicle to a safe location until the eligible vehicle can be towed next working day.

3. Towing in case of accident

In the event of an accident of the eligible vehicle, ITACO will arrange to tow or transport the eligible vehicle to the "nearest" repair shop, or to the repair shop of choice (as per the schedule of services and limits).

Under certain conditions (night, weekends, holidays, etc.) ITACO at its own discretion might decide to tow the eligible vehicle to a safe location until the eligible vehicle can be towed next working day.

Note:

- **You must finalize all the official procedures such as obtaining the traffic police report and necessary clearance and documents to tow the eligible vehicle.**
- **Under no circumstances, ITACO will perform such paperwork and/or co-ordinate with police/emergency services.**

4. Removal & extraction

In the event of a breakdown or accident of the eligible vehicle, ITACO will arrange to pull out the eligible vehicle from a difficult access area, **within 5 meters** from a place that allows the normal towing of the eligible vehicle.

In cases where the eligible vehicle is deep inside a sandy area, underground/multi-story car parking and requires special equipment, this service will be chargeable separately.

5. Battery jump start

If the eligible vehicle's battery is down, ITACO will ensure it will jump start the eligible vehicle battery so that it can get to the nearest repair shop.

6. Flat tire change

Flat, punctured or leaking tires of the eligible vehicle during a journey (not at the usual place of residence) will be removed and replaced free of charge. The spare tire and necessary tools to replace the flat or punctured tire should be available within the eligible vehicle and in good usable condition to avail this service. No new tire will be provided by ITACO.

You will be responsible for repair costs to all damaged tires.

7. Fuel delivery

If the eligible vehicle runs out of fuel during a journey (not at the usual place of residence), ITACO will ensure that enough fuel reaches you, so that you can get to the nearest petrol station.

You will pay for the cost of fuel.

8. Vehicle unlocking

If the eligible vehicle's key is locked inside the eligible vehicle, ITACO will aid to unlock the eligible vehicle.

ITACO will not collect duplicate key from customer's home or office or any other location.

This service does not cover the eligible vehicle's key battery failure or malfunction and is offered only inside city limits.

9. Vehicle transportation abroad

If following a breakdown or accident of the eligible vehicle abroad and the eligible vehicle needs repairs to put it back to a driving condition and such repair requires the eligible vehicle to be immobilized for more than 72 hours, and you are back home in the country of residence, ITACO will meet one of the following:

- a. The cost of transporting the eligible vehicle to your usual place of residence.
- b. The travel costs incurred by you or whomever you appoint to retrieve the eligible vehicle and drive it to the usual place of residence.

No amount shall be payable under this benefit in respect of repair costs to the eligible vehicle.

10. Vehicle deposit and custody abroad

If following a breakdown or accident of the eligible vehicle abroad, and the eligible vehicle needs repairs to put it back to a driving condition and such repair requires the eligible vehicle to be immobilized for more than 72 hours, ITACO will meet the cost of deposit and custody of the eligible vehicle abroad up to (as per plans, schedule of benefits and limits).

11. Accommodation abroad

If following a breakdown or accident abroad, and the vehicle needs repairs to put it back to a driving condition and such repair requires the eligible vehicle to be immobilized for more than 48 hours, ITACO will meet accommodation expenses as per the schedule of services and limits per beneficiary per night up to a maximum of three nights (100 USD per night).

12. Vehicle passengers return home or trip continuation

If following a breakdown or accident abroad, and the eligible vehicle needs repairs to put it back to a driving condition and such repair requires the eligible vehicle to be immobilized for more than 48 hours, ITACO will meet one of the following:

- a. Travel costs incurred in returning the beneficiaries to their usual place of residence.
- b. Continue the journey to the original intended destination provided the cost is not greater than returning to the usual place of residence.

If the number of beneficiaries is greater than two, ITACO may decide to provide a hire vehicle, for a maximum period of 48 hours provided that the cost of hiring such vehicle does not exceed the cost of returning to their usual place of residence.

13. Professional driver service abroad

In case of sudden illness, injury, or death of the beneficiary abroad, which makes it impossible to drive the vehicle, and if none of those accompanying him/her can substitute the beneficiary, ITACO will provide a professional driver to drive the vehicle and its occupants, to the usual place of residence or the intended destination of the journey.

14. Vehicle pick up & drop off

The selected plan entitles the beneficiary 1 service a year for either one of the following:

14.1 Regular maintenance

2 ways picking up beneficiary's eligible vehicle from his/her location to do the regular maintenance and deliver it back to his/her location within the city limits of the usual place of residence.

Once the regular maintenance has concluded, YOU must always request for the drop off service.

14.2 Traffic inspection/car registration

2 ways picking up the beneficiary's eligible vehicle from his/her location to the nearest traffic directorate to do the annual traffic inspection or registration and deliver it back to his/her location within the city limits of the usual place of residence.

Services conditions:

- You shall fix the appointments with the respective service agents where you wish the Vehicle to be transported to.
- Services can be provided by towing or professional driver of the service provider's representative.
- The beneficiary hereby authorizes the service provider to do the necessary and grant permission to the service provider representative person to operate the eligible vehicle on the road for the purpose of providing the service.
- The service provider will be responsible to pay any accident fee or to pay either any repair cost for third party insured vehicle or excess amount applied under comprehensive motor insured vehicle in case an accident occurred while providing the services by the service provider's representative. However, the service provider will not be liable for any increase in the respective vehicle's renewal premium because of an accident.
- The beneficiary certifies that there are no valuables or personal items left inside the eligible vehicle and he/she will not claim for any loss of or damage to valuables or personal items afterwards.
- The service provider will be responsible only for traffic offences happened during the service period as per the period mentioned in the checklist form of pickup and delivery time.
- The service provider will not be responsible for any breakdown repair cost that occurred during the service period.
- The service provider must receive the eligible vehicle with enough fuel to provide the service and the service provider will be not responsible for any fuel cost.
- The beneficiary must pay to the service provider in advance, the service fee, in addition to other related fees such as traffic fines, maintenance cost or others.
- The beneficiary must ask for payment receipt from the service provider's representative. The service provider will not be responsible to reimburse any extra payment paid to the service provider's representative without payment receipt.
- The beneficiary must sign the vehicle checklist form while handing over his eligible vehicle at service inception and receiving it back.
- For traffic inspection service, the service provider will not be responsible in case the eligible vehicle did not pass the traffic inspection.
- For routine maintenance/other service, service provider will not be responsible of any repair requested by the beneficiary and is not repaired by the workshop.
- On receiving the eligible vehicle, the beneficiary is required to conduct a vehicle inspection. Should the customer accept the delivery of the vehicle, it is assumed that he/she is satisfied with the service and there are no damage claims that will be entertained after delivery is taken.
- The beneficiary must sign and mention the date and time of handing over and receiving back the eligible vehicle.
- In case of any complaint, the customer should inform the service provider representative immediately, mention his remarks on the form and call ITACO and raise the complaint immediately.

Service requirements

Vehicle pickup & delivery for routine maintenance service requirements:

- Contact person in the workshop if there is a specific person to whom the eligible vehicle shall be delivered to.
- Type of maintenance needed that will be mentioned in the service provider's pickup & delivery inspection form and get the beneficiary signature on it while picking up the eligible vehicle from the beneficiary.

Vehicle's inspection & registration requirements:

- Original renewed insurance card.
- Original Ownership card.
- The address needed to receive registration documents.
- Original traffic form signed by the owner of the vehicle.
- Traffic fines need to be paid along with amount (if any).
- Information required to consult the Government website for traffic fines:
 - Full name of the customer
 - Civil ID No
 - Block No
 - Expiry date of the smart card.
 - Car plate No
 - Any other documents required by Registration department.

13. Unlimited pay-per-use services

In case you do not have a valid RSA plan or the service you need is not contained in the terms & general conditions ITACO offers you any of the following services:

- Vehicle pick up & drop off (One way service)
- On site repair
- Towing
- Removal & extraction
- Battery jump start
- Flat tire change
- Fuel delivery
- Unlocking
- Any other type of services ITACO has the necessary equipment to perform such a service and accept to perform it.

ITACO will provide transportation service within the GCC countries.

Same service conditions and requirements of the RSA Plans apply.

14. Pay-per-use services payment

Once you request a pay-per-use service and ITACO accepts to perform such a service, ITACO will inform you of the approximate service cost estimation that you must accept and pay via ITACO website payment gateway, or via the link sent to you with a valid debit/credit card.

NO CASH TRANSACTIONS ALLOWED.

Once paid, ITACO will assign a service provider to provide you the service and do necessary follow-up until service completion.

The duration of the contractual relation between you and ITACO finishes the moment the service is delivered and finalized.

15. Pay-per-use services additional charges

To the extent of your description of the services needed and/or conditions impacting your vehicle are deficient, inaccurate, or otherwise misstated and/or the services required are more extensive than your description indicated, the price quote provided from ITACO shall not be binding and you are responsible for paying for any additional cost.

This also applies to certain areas in the Kingdom of Bahrain, such as Durrat Al Bahrain, King Fahad Causeway and/or any other areas (that may vary from time to time) where regular published prices are not applicable.

For the avoidance of doubt: ITACO itself does not provide pay-per-use services, and ITACO is not a services carrier.

Pay-per-use services are offered through ITACO Assist mobile app and the services are performed by an independent network of service providers.

The final charge may differ from the initial estimate and authorization.

16. Exclusions

1) ITACO will not be liable for the cost or the provision of a service which arises directly or indirectly from:

- a. Fraudulent acts or suspected fraudulent acts by any person seeking a service.
- b. The deliberate act of any person.
- c. Negligent acts (willful or not) that cause a breakdown or accident to the eligible vehicle.
- d. Consequential loss of any kind.
- e. Extraordinary phenomena such as floods, earthquakes, volcanic eruptions, unusual cyclonic storms, falling astral bodies or meteorites, sand and hailstorm, epidemic or pandemic and heavy rains.
- f. Terrorism, mutinies, riots, or strikes.
- g. Actions by the armed forces or security forces or organizations.
- h. Nuclear radioactivity.
- i. Fuel mineral essences or other flammable explosive or toxic materials transported in the eligible vehicle.
- j. Services resulting from you:
 - i. Being under the influence of drugs, toxic or narcotic substances, or where his/her blood-alcohol level exceeds that permitted by the laws in the country where the vehicle is being used.
 - ii. Not having a driving license corresponding to the class of the Eligible Vehicle.
 - iii. The contravention of regulations relating to the carriage of persons animals or objects in the eligible vehicle which were in whole or part cause of the event giving rise to the claim.
- k. The participation of any person in:
 - i. Competitions, rallies, or trials.
 - ii. Criminal conduct.
 - iii. Wagers or challenges.
- l. Any repairs (including spare parts) to the eligible vehicle.
- m. Any service arranged without the prior authorization of ITACO.
- n. Telephone calls cost and any other additional expenses.

2) ITACO will not be liable to provide services (applicable only to annual plans) in respect of any services not specifically mentioned as covered by a plan including but not limited to:

- Faulty fuel gauge.
- Speedometer not working.
- Air-conditioning not working.
- Passenger door(s) cannot be opened and there are no passengers in the vehicle.
- Boot cannot be opened.
- Front and/or rear demisters not functioning.
- Horn not functioning.
- Door mirrors damaged.
- Rear view mirror damaged but not obstructing the driver's vision.
- Fuel cap is damaged or faulty and the eligible vehicle has enough fuel in the tank to enable it to reach the nearest workshop.
- Roof of convertible cannot be opened.
- Windows and/or sunroof cannot be opened.
- Windows and/or sunroof cannot be closed but weather conditions are fair, and the eligible vehicle is not exposed to any security risk.
- Seat adjustor is faulty, but the vehicle can be safely driven.
- Passenger seat belts faulty and there are no passengers in the eligible vehicle.
- Security system faulty but the vehicle is not immobilized, and alarms are not sounding continuously.
- Transmission stuck in sports/winter mode.
- ABS lights illuminated.
- Air bag warning lights illuminated.
- Traction control lights illuminated.
- Other non-safety related lights/service warnings illuminated.
- Running out of windscreen washer fluid.
- Front windscreen wipers faulty but weather conditions fair.
- Rear windscreen wiper faulty.
- Any emergency or life-threatening cases.

3) ITACO will not be liable to provide services in respect of:

- a. Services to any other vehicle than the vehicle mentioned in the certificate/receipt.
- b. Towing of the eligible vehicle for regular servicing and maintenance (not applicable to pay-per-use services).
- c. Towing of the eligible vehicle from a repair shop to another repair shop or to other destinations (not applicable to pay-per-use services).
- d. If, because of force majeure, ITACO is unable to put into effect any of the services envisaged in this agreement.
- e. The provision of which would endanger the lives of those persons intended to provide the service.
- f. Reiterated services for a previous problem with the eligible vehicle which was not fixed by you in due manner and time (not applicable to pay-per-use services).
- g. Any problems related to the eligible vehicle that occurred before purchasing an annual plan.

17. Operational procedures

In case you need to make use of our services due to breakdown or accident, remember always to:

- 1- Stay calm, and if possible, move the eligible vehicle to a safe place out of traffic.
- 2- Call the Traffic Police (in case of accident).
- 3- Call Emergency services in case of injuries.
- 4- Use **ITACO Assist** mobile app, or if you prefer you can always contact us 24X7.

Due to nature of the services offered, you are requested to follow the below operational procedures:

Presence at the eligible vehicle's pick-up or immobilization site

- When requesting a service, you or the authorized person of your choice should be present at the immobilization site when the service provider reaches.
- The eligible vehicle's keys should be available to allow the service provider to perform the service properly.
- In case you or the authorized person of your choice is not present at the immobilization site ITACO can refuse to perform the service at its own discretion.
- If you or the authorized person of your choice is not present at the immobilization site and gave consent, verbal or written or by any other means to perform the service, you exonerate ITACO from any damages to the eligible vehicle.

Presence at the eligible vehicle's drop-off site

- You or the authorized person of your choice should be present at the eligible vehicle's drop-off site.
- If you or the authorized person of your choice are not present at the drop-off site and gave consent, verbal or written or by any other means to perform the service, you exonerate ITACO from any damages to the eligible vehicle.

Excess waiting time

When you request any service and the service provider is dispatched to assist you and you or the authorized person of your choice are not present at the immobilization site, a courtesy time of 10 minutes will be given to you or to the authorized person of your choice to arrive.

Afterwards, the excess waiting time may be chargeable.

In case you or the authorized person of your choice refuse to pay the excess waiting time, ITACO can cancel the service which in all cases will be considered as an availed service and will be deducted from the total services limit (if applicable).

You may cancel a service if the service provider assigned to assist you did not start his journey to perform the service.

Vehicle status form before service

You or the authorized person of your choice will be requested to sign a vehicle status report either on paper or electronically mentioning the eligible vehicle status before the service provider performs the service.

Vehicle status form after service

You, the authorized person of your choice or the person present at the drop-off site (i.e; repair shop/dealer service agent, watchman or security personnel) will be requested to sign a vehicle status report either on paper or electronically mentioning the eligible vehicle status after the service provider performs the service.

Important:

If you, the authorized person of your choice or the person present at the drop-off site (i.e; repair shop/dealer service agent, watchman or security personnel) does not sign the vehicle status report ITACO will be exonerated from any responsibility towards any damages to the eligible vehicle that are not reported within 1 hour after the service has concluded.

Workshops and/or repairer recommendations

ITACO will not recommend any workshops or repairers to transport the eligible vehicle to.

18. Services reimbursement

In case you, and only due to force majeure or any reason beyond your control, cannot use any of the methods ITACO puts at your disposal to request a covered service and pay the service on your own, you can seek for expenses reimbursement in writing as follows:

Use the expenses reimbursement forms available at www.itacorsa.com

If you do not have a smart phone and/or access to ITACO Platform online, follow the following instructions:

- 1) *Contact ITACO to obtain a "service number".*
- 2) *Send an explanation letter of the circumstances of why the service for which you seek reimbursement was not requested and/or obtained from ITACO directly.*
- 3) *Send all official documents (such as police report or notification of loss or damage, etc.) and original receipts of the expenses incurred.*

ITACO, at its own discretion will consider reimbursing any expenses, totally or partially, after an internal assessment and case study is done.

The amounts (if any) reimbursed, will not exceed under any circumstance the amounts ITACO would have paid to provide the same service if ITACO was contacted directly in due time and manner to perform the service.

ITACO, is NOT liable in respect of any service, which would otherwise be payable under the roadside assistance agreement, should there be another insurance and/or service agreement in force covering the same contingencies.

HOW TO REQUEST A SERVICE?

ITACO Assist mobile app

Download **ITACO Assist** mobile app, available for IOS and Android to notify the service you need and provide all relevant information.



The GPS receiver, which should be installed on the mobile device (smart phone), or Internet Protocol address on your computer, requests your permission to detect your location and sends your location information to the relevant service provider.

ITACO and the service provider have sole and complete discretion to accept or reject each request for service.

ITACO Assist mobile application notifies you and provides information regarding the service provider including vehicle information, and the system gives you the ability to contact the service provider by telephone or via **ITACO Assist** dedicated built in chat feature.

For the Pay-Per-Use services, **ITACO Assist** mobile application notifies you and provides information regarding the service cost estimation that you need to accept and pay prior to ITACO delivering the service.

ITACO Assist mobile app, allows to:

- ✓ Request services 24X7.
- ✓ Schedule a service for your convenient time.
- ✓ View the status of your service request.
- ✓ Chat with the service provider and call center agents for service follow-up.
- ✓ Receive and read notifications.
- ✓ Send us your GPS coordinates when you need assistance, and you don't have data connection.
- ✓ Other added value features will be introduced in future...

ITACO Assist Call Center

Country	24X7
Telephone	+973 17 386455
Email	services@itacorsa.com

HOW TO CANCEL A SERVICE?

Annual plans and Optional services cancellation:

You may cancel your service request **within 5 minutes** from the moment you requested the service calling ITACO's **24X7** call center.

Consequences of annual plans and Optional services request cancellation

If more than **5 minutes** have elapsed and/or ITACO has already dispatched a service provider to assist you (whatever happens first), and even prior to this service provider arriving on scene, the service will be considered as a done and availed service and will be deducted from your services balance (if applicable).

The service will be considered as a done and availed service also for any of the following cancellation instances/reasons:

- Driver is on scene, and you cancel for any reason
- Driver determines you have inaccurately stated the conditions of your vehicle thus the cost of service will be higher than initially quoted and you cancel service
- You are Gone On Arrival (GOA) and/or fail to cancel service.

Pay-per-use services' cancellation

You may cancel your service request **within 5 minutes** of the service provider dispatching a unit or a driver to your location at no cost to you calling ITACO's **24X7** call center.

Consequences of pay-per-use services' cancellation

If more than 5 minutes have elapsed after the service provider dispatched a unit or a driver and prior to arriving on scene, cancellation is subject to payment of a **USD 10 non-refundable charge**.

You will be charged the full amount of the quoted service price for any of the following cancellation instances/reasons:

- Driver is on scene, and you cancel for any reason
- Driver determines you have inaccurately stated the conditions of your vehicle thus the cost of service will be higher than initially quoted and you cancel service
- You are Gone On Arrival (GOA) and/or fail to cancel service.

FAQ**How many vehicles are covered by ITACO annual plans?**

Each plan covers **1 (One)** eligible vehicle as designated in the certificate/receipt issued at the time of the product purchase.

Can I have more than one plan?

Absolutely! You can purchase as many plans as you wish for different vehicles and/or for the same vehicle.

Do I have to pay anything to the service provider who comes to assist me?

Covered services in the annual plans are free. You do **NOT** need to pay anything to the service provider who comes to assist you.

You will need to pay only for the **pay-per-use** services that are not covered by a plan, or those services that **exceed** the amounts and limits contained in the certificate/receipt and/or in the general terms & conditions.

Can I request a service immediately after purchasing a product?

Annual plans cover starts 72 hours after the purchase date and time.

Pay-per-use services provide immediate service.

Which type of vehicles annual plans cover?

The vehicle designated in the certificate, provided that the vehicle:

- Is not used for public transport of persons (taxi, etc.) or merchandise, for hire with or without driver.
- Does not exceed 3,000 kilograms total weight.

For pay-per-use services, any vehicle if ITACO and its service providers have the necessary tools and accept to provide the service.

What is the Limitation on number of services I can request?

For the duration of the cover, services are unlimited and subject to limitations and/or exclusions contained in the general terms & conditions and the certificate/receipt.

Who else can utilize Itaco RSA benefits?

Benefits of the plans are available to any driver of the eligible vehicle authorized by the eligible vehicles' owner.

Do I need to have a valid RSA plan with ITACO to request a pay-per-use services?

No. This service is meant for those individuals who do not have an active RSA plan or if they have one valid plan, the type of service they are requesting is not covered by the existing plan.

I have an active RSA plan. Can I still use your pay-per-use services?

Absolutely! You can request as many pay-per-use services as you wish subject to general terms and conditions.

Can I request service online or from ITACO Assist mobile App?

Absolutely! You can request the services through our website www.itacorsa.com and/or from **ITACO Assist** mobile app.

How to renew ITACO RSA Plan?

You can pay and renew the same plan or choose another plan from Itaco Assist mobile app or through www.itacorsa.com website.

Pay-per-use services FAQ**Do I need to have a valid RSA plan with ITACO to request a pay-per-use services?**

No. This service is meant for those individuals who do not have an active RSA plan or if they have one valid plan, the type of service they are requesting is not covered by the existing plan.

How many pay-per-use services can I request?

There is no limit on the number of services you can request. You only need to comply with the terms and conditions.

I have an active RSA plan. Can I still use your pay-per-use services?

Absolutely! You can request as many pay-per-use services as you wish if the requested service is not covered by the RSA plan, or if it exceeds the amounts and limits of your active plan.

Do I have to pay anything to the Service Provider who comes to assist me?

No. If you already paid for a pay-per-use service, you do **NOT** need to pay anything else.

Which type of vehicles can request a pay-per-use service?

Any vehicle if we have the necessary tools and equipment to provide you the requested service.

Can I request service online or Itaco Assist mobile App?

Absolutely! You can request the service through our website www.itacorsa.com and/or Itaco Assist mobile app.