

GT Accident Assist

1800 783 251

Terms and conditions for
GT Accident Assist



• Service
• Knowledge
• Protection
gtins.com.au



GT Accident Assist

GT Accident Assist offers emergency response, accident coordination and support for you and your vehicle 24 hours a day, 365 days a year.

If you ever find yourself in an emergency out on the road, you can feel secure in the fact that **GT Accident Assist** is there for you.

Eligibility

In order to be eligible for the free **GT Accident Assist** services your vehicle must be currently insured with GT Insurance.

Medical assistance

We can facilitate assistance from medical professionals, if needed as a result of the accident.

Driver support

Benefits include:

- telephone support for driver until assistance arrives;
- message relays to family, friends or business owners;
- where required we will arrange relocation or temporary accommodation for the driver, provided the accident occurs more than 100kms from home base. Subject to a maximum cost of \$5,000.
- counselling service where required.

Vehicle recovery

We can co-ordinate the engagement of appropriate agencies/resources (including tow trucks) to assist the driver/owner to deal with the vehicle recovery and salvage issues associated with the accident.

After-accident incident reporting

Once we receive your call on our toll free number, we will record information about your accident in our claims system which is the beginning of the claims settlement process. Our aim is to have you back on the road as soon as possible.

Conditions

At **GT Accident Assist** we are committed to delivering the best possible service. The delivery of the services is subject to:

- resources available in the area of the accident;
- any circumstances beyond our control (including but not limited to extraordinary delays caused by extreme weather conditions such as snowfall and flooding);
- restricted access area requirements.

Privacy

Any personal information you provide is used by us, **GT Accident Assist** and our agents to arrange assistance and administer your and our rights and obligations in relation to the information, including claims.

This information may be disclosed to third parties involved in this process, such as towing providers, claims handlers, health and help assistance service providers, your agents and our related companies. The use and disclosure of your personal information provided to third parties will be limited to the specific purpose for which it was supplied.

When you give personal information about other individuals, we and our agents rely on you to have made or make them aware:

- that you will or may provide their information to us;
- the types of third parties to whom the information may be provided;
- the relevant purposes we and the third parties will disclose it to and will use it for;
- how they can access it.

If it is sensitive information we rely on you to have obtained their consent on these matters. If you have not done or will not do either of these things, you must tell us or our agents before you provide the relevant information. You can seek access to and correct your personal information by contacting **GT Accident Assist**. If you do not agree to the information above, we may not be able to provide you with our services.

Definitions

Accident: a vehicle damaged by impact, fire or collision of any nature, or attempted or successful theft or break in to the vehicle.

ISS First Response is the trading name of Car-Trek Australia Pty Ltd atf The Car-Trek Australia Trust (ABN 60 506 986 136).

Restricted access area: an area that can be a waterway, public land, protected by security and any other systems designed to prevent access by unauthorised persons.

Service area: this service covers all states and territories of Australia.

Vehicle: the vehicle insured by GT Insurance.

We, us or our: ISS First Response who are contracted to supply the **GT Accident Assist** services by Global Transport & Automotive Insurance Solutions Pty Ltd ABN 93 069 048 255 t/a GT Insurance.

You or your: the nominated driver of the vehicle.

Important information

The **GT Accident Assist** service is not a road side assist program for mechanical breakdown or similar.

The information contained in this brochure was correct at the time of printing but is subject to change at any time without notice.

GT Accident Assist services are provided by ISS First Response exclusively for the benefit of clients who have their vehicle(s) insured by GT Insurance.