

# ROADSIDE ASSISTANCE







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Email us for more info



[res@vrzam.com](mailto:res@vrzam.com)



## ABOUT US

Breaking down may be a frightening and stressful experience for you and your drivers, especially if it happens in a hazardous location such as on a main road at night. RA membership gives you peace of mind knowing that if a breakdown occurs, assistance will be on the way and your vehicle and your driver won't be left stranded.

## OUR SERVICES



### ROADSIDE ASSISTANCE

We offer a wide range of roadside aid services, including jump-starts, tyre changes, and fuel delivery.



### EMERGENCY TOWING

Our skilled team is available 24/7 to provide immediate towing services in case of accidents or breakdowns.



### VEHICLE RECOVERY

Our capable team ensures safe, damage-free vehicle recovery and secure transportation to your chosen destination.



### LONG-DISTANCE TOWING

Need to transport your vehicle over long distances? We specialise in efficient long-haul towing solutions.



### REPLACEMENT VEHICLE

For our National Membership, we offer a free replacement saloon vehicle for 2 services per year.



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[res@vrzam.com](mailto:res@vrzam.com)



[www.vrzam.com/ra/](http://www.vrzam.com/ra/)



# OUR MEMBERSHIPS

If you have 5 or more vehicles, contact us for a discount.

## STANDARD MEMBERSHIP

- 3 free service calls per year
- Call outs within a 35 km radius of Lusaka, Ndola, Kitwe, Solwezi or Livingstone
- Includes flat tyre change, emergency fuel, jump starting and other incidents
- Access to national coverage outside of the 35 km radius at discounted members rates
- Access to membership benefits such as discounted car hire rates
- \$10 per month (\$120 per annum)





# OUR MEMBERSHIPS

If you have 5 or more vehicles, contact us for a discount.

## NATIONAL MEMBERSHIP

- 3 free service calls per year
- Call outs within a 100 km radius of Lusaka, Ndola, Kitwe, Solwezi or Livingstone
- Includes flat tyre change, emergency fuel, jump starting and other incidents
- Access to national coverage outside of the 100 km radius at discounted members rates
- Access to membership benefits such as discounted car hire rates
- Free replacement car for 24 hours (100 km mileage) - only applicable to 2 service calls
- \$20 per month (\$240 per annum)



# WHY CHOOSE US?

Email us for more info  [res@vrzam.com](mailto:res@vrzam.com)

## WE'VE GOT YOUR BACK

- ✓ Our team is dedicated to ensuring your safety and peace of mind whenever you encounter unexpected vehicle breakdowns or emergencies. With our comprehensive range of services, we aim to minimise any inconvenience caused by such situations and get you back on track as quickly as possible.
- ✓ As a member, you can rely on us for 24/7 support, so you can rest assured that help is just a phone call away, no matter the time or day. Whether you experience a flat tyre, a dead battery, run out of fuel, or face any other roadside challenge, our trained professionals are ready to assist you.
- ✓ We prioritise your safety and the well-being of your vehicle. Our services include emergency towing to a repair facility or a location of your choice (terms and conditions apply), battery jump-starts, tyre assistance, fuel delivery, among others. You can find more details about the services and procedures in our information pack in this document.
- ✓ We take pride in our dedicated team of experts who are committed to providing you with exceptional service. Should you have any questions, concerns, or require any assistance, please don't hesitate to reach out to our Roadside Assistance helpline at +260 967 0000 24 or email us at [res@vrzam.com](mailto:res@vrzam.com). Our friendly representatives are here to support you and address any inquiries you may have.



# OUR TOP FAQS

## WHAT IS ROADSIDE ASSISTANCE?

Roadside assistance is a service provided by RA to assist drivers when their vehicles break down or experience other issues while on the road. It includes services such as towing, jump-starting a dead battery, changing a flat tire and delivering fuel, whether you're in or out of town.

## DOES MY STANDARD CAR INSURANCE COVER ROADSIDE ASSISTANCE?

The added service of roadside assistance is not covered by typical car insurance policies. If you have an accident, car insurance might assist in covering your expenses. When your automobile breaks down, roadside assistance helps you with recovery and repairs.

## CAN I USE ROADSIDE ASSISTANCE IF I'M NOT THE PRIMARY DRIVER?

RA covers the vehicle rather than the driver. This means that anyone driving the covered vehicle at the time of the breakdown will be able to request roadside assistance.

## WHAT IF I BREAK DOWN BUT I'M NOT A RA MEMBER?

If you don't have a Roadside Assistance membership, you can still contact us. However, we will not be able to assist 24/7 but rather only between our office hours of 08:00 – 17:00. You will also not be offered members rates, but we will gladly come and help you at a charge.

## ARE THERE ANY LIMITATIONS OR RESTRICTIONS TO RA'S SERVICES?

Yes, RA memberships offer a limited number of service calls per year, distance limitations and exclusions for vehicles over a certain age and mileage.

## WHAT REPLACEMENT VEHICLE WILL I RECEIVE IN THE NATIONAL MEMBERSHIP?

You will receive a replacement vehicle that is a standard saloon car. Should you wish to receive an upgrade, we can assist at an extra charge through contacting [res@vrzam.com](mailto:res@vrzam.com).





# OUR TOP FAQS

## **CAN I PAY MY MEMBERSHIP PER MONTH?**

No, all RA memberships are paid per annum.

## **DOES IT MATTER HOW OLD MY CAR IS OR HOW MUCH MILEAGE IT HAS?**

If your vehicle is more than 12 years old or if it has done more than 200,000 km, you can still apply for a RA membership and we will discuss your options with you.

## **DOES RA COVER ANY TYPE OF VEHICLE?**

Yes, we cover any type of motorised vehicle that does not weigh more than 3.5 tons.

## **AS A CORPORATE, WILL I GET A DISCOUNT IF I HAVE A RA MEMBERSHIP ON MULTIPLE VEHICLES?**

Yes, you will receive a 5% discount if you have RA memberships on 5 or more vehicles.

## **WILL MY RA MEMBERSHIP COVER ME ALL OVER THE COUNTRY?**

Yes, we will come and assist you anywhere around Zambia as long as it's on the main sealed roads. We can attend to you on unsealed roads depending on the nature of the breakdown, the distance, the location and the road conditions.

## **WHAT IF I'VE BROKEN DOWN OUTSIDE THE LIMIT IN MY MEMBERSHIP?**

You won't be abandoned, don't worry! We will still come and assist you, however there will be extra charges for every kilometre outside of the distance that your membership covers.

## **HOW MANY TOWING VEHICLES DOES RA HAVE?**

We currently have 8 fully equipped recovery vehicles (4 rollback vehicles and 4 trailers) around the country, specifically in Lusaka, Ndola, Kitwe, Solwezi and Livingstone.