

ASSISTANCE SERVICES FOR MOTORISTS GLOBAL ASSISTANCE
In the Czech Republic and throughout Europe
24 hours a day / 365 days a year

CALL + 420 266 799 787

Assistance services, including the relevant benefits, are provided if requested by telephone – solely via Call Centre using the specified number; for international calls, contact us at +420 266 799 787.

For the purpose of identification, please specify the following:

Name and surname

Date of birth

Payment card type

(Gold or Silver)

Assistance program for holders of Gold Cards, Business Gold Cards, and Business Silver Cards issued by Komerční banka a.s. and valid as from February 2015 (02/15)

Card expiration is shown on the front of the card in the MM/YY format.

Overview of the assistance program

Assistance program for clients of Komerční banka

Service	Benefits
In the Czech Republic and throughout Europe	
24/7 procurement of the relevant services by the control centre and interpretation services for any assistance provided abroad	Free of charge
Arrival and departure of an assistance services vehicle with a mechanic to the site of an accident or breakdown	Free of charge
Work of roadside assistance mechanic	Free of charge - up to 60 minutes
Disabled vehicle towing to a service station or another location requested by the client	Free of charge – up to 50 km
Safekeeping of a client's disabled vehicle	Free of charge for up to 3 days
Replacement vehicle	Arranged free of charge (rental charges to be borne by the client)

Scope of the services

Free or discounted services are provided to clients:

- a) 24 hours a day, 365 days a year
- b) In case a vehicle breaks down or in case of an accident, due to one's own fault or vandalism
- c) Solely for motor vehicles with gross weight of no more than 3.5 t
- d) Solely for motor vehicles designed for up to 9 passengers (incl. the driver)
- e) Services are provided to KB cardholders and are not linked to a specific vehicle.

Free or discounted services shall not apply to the following:

Trucks and commercial vehicles with gross weight exceeding 3.5 t, vehicles designed for more than 9 passengers, trailers, semi-trailers, caravans, and services provided by service stations (garages).

1. Assistance services

- 1.1. Assistance intervention shall refer to any repair of a vehicle defect on the road. It can be carried out on condition that it does not require special workshop equipment and provided it is possible to ensure road safety and safety at work.
- 1.2. Assistance services shall not be provided in case there are exceptional objective circumstances at the site of the intervention (war, nuclear radiation, violent riot, act of terrorism, intervention by the government or public administration, use of a vehicle exceeding standard use – e.g. for sports events, use of a vehicle for criminal activity, etc.).
- 1.3. In order to verify the eligibility to the services, a mechanic has the right to check the necessary data to perform the services onsite.

Assistance services – roadside assistance in case of a vehicle breakdown or accident, one's own fault or vandalism

A mechanic with a roadside assistance vehicle travels to a client, to the required location, in order to provide the necessary technical assistance. These services also include fuel delivery, resolution of problems associated with use of incorrect fuel during refuelling, tyre change, etc.

Vehicle towing

In case it is not possible to repair your vehicle onsite, a disabled vehicle will be towed to a dealer's service station or another location requested by the client. The transport of passengers and their luggage will also be ensured, if requested.

Vehicle safekeeping

In case it is necessary to secure a vehicle against damage, loss or theft of its equipment, we will arrange vehicle safekeeping within a monitored and covered (where necessary) storage facility.

Accommodation

In case a vehicle is delivered to a service station and cannot be repaired the same day, accommodation shall be arranged for passengers, per client's request.

Replacement vehicle

It is possible to ensure a replacement vehicle of the relevant category, per client's request.

2. How to request assistance services:

- 2.1. A cardholder shall contact the Call Centre at 266 799 787 or at +420 266 799 787 for international calls. A cardholder shall provide any information requested by an operator; an operator shall also propose an optimal assistance services to be provided.
- 2.2. In case KB clients order assistance services in a different manner, they will not be entitled to special discounts or other benefits.

3. Charges associated with assistance services provided in the Czech Republic:

- 3.1. With regard to the provision of the assistance services, the actual working time of the mechanic shall be counted from his arrival onsite to the completion of his work. Any mileage associated with client's requests – e.g. delivery of spare parts, fuels, etc. – shall be charged separately and borne by the client. The cost of any supplied materials or fuels (or other fluids) shall be fully borne by the client.
- 3.2. Tow truck charges shall include any mileage from the starting place of the tow truck to the client's location, mileage associated with the vehicle towing, as well as the trip back to the starting place of the tow truck. Loading and unloading of the towed vehicle shall also be charged, as well as its relocation from an off-road location to the place of loading.
- 3.3. In case the price of the provided services exceeds the specified discounts and benefits, the client shall receive a receipt that will show any charged services used in excess of the specified discounts and benefits.
- 3.4. In case it is not possible – for objective reasons - to corroborate the client's eligibility to free or discounted services, the client will pay for the provided services in full, following a prior agreement of such KB client and a Global Assistance representative. The client shall then send a written request for subsequent provision of the relevant discounts and benefits to the following address: GLOBAL ASSISTANCE a.s., Dopraváků 749/3, 184 00 Prague 8; the client shall enclose a copy of the relevant receipt. In case client's eligibility is later verified, the price corresponding to the relevant discounts and benefits shall be refunded.

4. Charges associated with assistance services provided abroad:

- 4.1. In case the estimated price of the assistance services provided abroad exceeds the free or discounted services, a security deposit shall be made in the Czech Republic, per instructions of a GLOBAL ASSISTANCE operator, subject to a prior agreement with a KB client.
- 4.2. The price of services provided abroad shall also include any commissions charged by foreign assistance partners, bank fees associated with payments abroad, and converted price (to CZK) of any provided services, reduced by the specified discounts and benefits (free or discounted services). GLOBAL ASSISTANCE shall inform KB clients about such fact in advance.