

In case of any queries/assistance, please call us on **(+91) 844-772-5292** or write to us on **rsa@myraasta.in** Certificate

This is to certify that Vehicle with the following details is covered under Assistance Program, as per the details defined under benefits, terms and condition of the program.

<b>Certificate Number</b>	: FASS2223000003069	<b>Intermediary Name</b>	: First Assist
<b>Certificate Start Date</b>	: 08/07/2022	<b>Certificate End Date</b>	: 07/07/2023
<b>Plan Name</b>	: Raasta Sedan SSUV Platinum		:
<b>Engine No</b>	: 566778	<b>Chassis No</b>	: 35567575
<b>Registration No</b>	: 1245	<b>Product</b>	: 4W
<b>Vehicle Type</b>	: Car	<b>Make</b>	: VW
<b>Model</b>	: PASSAT		
<b>First Name</b>	: MANJUSHA GORE	<b>Last Name</b>	: GORE
<b>Address</b>	: F25G+QMR, Jacobpura, Sector 12, Gurugram, Haryana 122001, India , F25G+QMR	<b>City</b>	: Gurgaon
<b>State</b>	: Haryana	<b>Mobile Mo.</b>	: 9096806784
<b>Email</b>	: manjushagore2011@gmail.com		

### The services provided under the Assistance Plan are as follows:-

#### Towing of Vehicle on breakdown/accident

In the event Covered Vehicle suffers an immobilizing break down due to a mechanical or electrical fault or an accident which cannot be repaired on the spot, First Assist will assist in making arrangement for the Vehicle to be towed to the nearest Authorised Service Center, using tow trucks in the cities & corresponding covered area where available. Coverage is 35 kms Incident to Drop.

#### Alternate Battery or Jump Start

In the event Covered Vehicle is immobilized, while on trip, due to rundown battery, First Assist will assist the Customer by organizing for a Vehicle technician to jump start the Vehicle with appropriate means. First Assist will bear labour and conveyance costs. If the run down battery has to be replaced with a new battery, the cost of such battery replacement and any costs to obtain the battery will be borne by the Customer.

#### Tyre Change

In the event Covered Vehicle is immobilized due to a flat tyre, First Assist will assist the Customer by organizing for a vehicle technician to replace the flat tyre with the spare stepney tyre of the Vehicle at the location of breakdown. First Assist will bear labour cost and round-trip conveyance costs of the provider. Material/spare parts if required to repair the Vehicle (including repair of flat spare stepney tyre) will be borne by the Customer. In case the spare tyre is not available in the covered Vehicle, the flat tyre will be taken to the nearest flat tyre repair shop for repairs & re-attached to the Vehicle. All incidental charges for the same shall be borne by the Customer.

#### Minor Breakdown support

In the event Covered Vehicle breaks down due to a minor mechanical / electrical fault / accident and immediate repair on the spot is deemed possible within the scope of services, First Assist shall assist Customer by arranging for a vehicle technician to reach the breakdown location. First Assist will bear labour cost and conveyance costs. Cost of Material & Spare Parts if required to repair the vehicle on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by the Customer.

#### Taxi Benefits

In the event where the Customer's vehicle is immobilized due to a breakdown and is towed to the authorized service centre, First Assist will coordinate and arrange the taxi services. Cost to be borne by the Customer.

#### Arrangement of spare keys

If the keys of the covered vehicle are locked inside the vehicle, broken, lost, or misplaced, First Assist (upon the request of the customer) will arrange for the forwarding of another set from his/her place of residence or office by courier / in person by hand-delivery to the location of the vehicle after receiving the requisite authorizations from the Customer with regards to the person designated to hand over the same to First Assist. The Customer may be requested to submit an identity proof at the time of delivery of the keys.

#### Arrangement of fuel

In the event Covered Vehicle runs out of fuel and hence is immobilized while on a trip, First Assist will assist Customer by organizing for a Vehicle technician to supply emergency fuel (up to 5 ltrs on a chargeable basis) at the location of breakdown. First Assist will bear labour and conveyance costs. The cost of the fuel will be borne by the customer.

#### Message relay to relatives/colleagues/emergency numbers

First Assist will take charge of relaying urgent messages relating to the breakdown to the authorized workshop and/or service contacts. When requested, First Assist will relay urgent messages on behalf of the Customers to a designated person of their choice.

#### Hotel Accommodation

In the event of the vehicle breakdown, First Assist will support the occupants of the vehicle in arranging hotel accommodation. Cost to be borne by the Customer

#### Alternate travel (Air/Rail Mode)

In the event of the vehicle breakdown, First Assist will be your one point solution even for booking or coordinating for your onward journey tickets. Cost of the tickets to be borne by the Customer.

#### Extraction or Removal of vehicle

In event of vehicle being stuck in a ditch/pit/valley, First Assist will make the arrangement to get the vehicle retrieved and towed to the nearest authorised service centre with Hydra Cost be borne by the Customer.

#### Service Appointment Booking

First Assist is offering a unique feature to be your one point of contact even for Booking your service appointment. We will coordinate with your preferred Service centre and arrange your appointment.

#### Ground Ambulance in case of accident

In event of any medical evacuation requirement, First Assist will assist in making the arrangements from the point of incidence to the nearest hospital. This service will be on a referral basis and no ambulance cost to be incurred by the Customer.

#### Hospital Referral

Information of hospitals through our centralized database PAN india, unlimited calls per year

#### Doctor on Call

Conference call will be arranged between Customer and Doctor. Only medical advice to be provided on phone. Doctor cannot prescribe prescription drugs. 2 Calls per policy per year for an individual.

#### Booking Appointment with specialist Doctor

Appointment arranged at leading hospitals PAN India and details relayed to caller, unlimited calls per year

#### Translation and understanding of Medical Reports

General understanding of CT scan reports ,MRI Scans and any other medical reports by the Alarm centre doctor with 2 Calls per policy per year for an individual.

#### Diagnostic discount at Helvetia Diagnostic & Healthcare

Avail flat 25% discount on any tests at Helvetia Diagnostic & Healthcare, our Medical centre located in GK 1, Delhi. You need to show this Certificate or share your Certificate Number in order to avail this feature.

#### Terms and Conditions

# 3 Incidents covered in a year

# Services can be availed after 3 days of policy start date

# Plans are not valid for vehicles which are more than 10yrs old

#### # Emergency Medical Services can be availed from the 7th Day of the Certificate Start Date

#### Ambulance services: Scenarios Covered/Terms & Conditions

Scenarios Covered: Angina, Cardiac arrest, Heart attack, Broken bones and fractures, Dislocated joints, Spinal injuries, Any kind of Road Traffic accident

#### Terms and Conditions

- a) Ambulance to be provided on Best Effort Basis
- b) Ambulance TAT to reach within city limits 45 mins
- c) One Policy Holder can avail maximum 2 ambulances in a year including cardiovascular ambulance
- d) Ambulance will be provided only for intra city transfer hospitals only
- e) Internal doctor will validate and suggest which type of ambulance to send
- e) Following conditions not eligible for transfer
  - Self-inflicted injuries, Suicide attempt, Pregnancy related issues, Ambulance request for diagnostic check up, Fake calls, Ambulance request for Inter City transfers