



## ROADSIDE ASSISTANCE

GOING THAT EXTRA MILE

### **The Know-How to Provide These Services:**

- Maintenance & Roadside Repairs
- Battery Jump-Starts
- Towing
- Tire Repair & Replacement
- Car Replacement
- Carriage Services for Long Distance Vehicles
- High Priority Accident Services
- In-Car CD & Radio Replacement



**POINTER**

### Pointer's Roadside Assistance Know-How:

#### Providing Added Value Services for Insurance Companies

The facts are clear: the number of cars on the road worldwide is constantly increasing. Drivers must cope with the increasing stress of daily life. At the same time, road infrastructures are often not up to par. Consequently, emergency roadside support has become a daily fact of life for insurance companies. Partnering with Pointer means having the ability to go that extra mile in roadside assistance. Pointer has the know-how to provide a wide range of services. Insurance companies have expertise and insights into their specific market needs. Combining these two factors is the key to roadside assistance with added drive.



#### Every Type of Roadside Assistance Service Tailored to Specific Market Needs

- **Maintenance & Repair:** Key at-the-scene services for helping your customers get back on the road as quickly as possible.
- **Battery Assistance:** Either a jump-start or installation of a brand new battery.
- **Towing:** Vehicle towing either to a near-by repair facility or long distance towing.
- **Tire Repair & Replacement:** Comprehensive tire services, including 24/7 roadside puncture repair; towing to a puncture repair facility in cases where two or more tires are punctured; one-tire rotation (switching front and rear tires); one-tire balancing; inflating tires if air is lost.
- **Fuel Supply:** Emergency fuel delivery.
- **Car Replacement:** Car replacements are offered to all policyholders in cases such as theft, total loss or an accident with a report filed by an insurance appraiser.
- **Concierge Services:** A wide range of concierge services providing personalized courtesy help for drivers and emergency phone support.
- **High Priority Accident Services:** A wide variety of VIP services are available to divers involved in accidents.
- **In-Car CD & Radio Replacement:** In case of theft, a replacement CD and/or radio is installed in the car.



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