

Roadside assistance

Your mobility is our priority



1. Your assistance, our guarantee of mobility

1.1. How it works

Have you suffered a breakdown or puncture? Is your vehicle immobilized following a traffic accident with material damage? Has your vehicle been damaged by fire or vandalism? Has your vehicle or its license plates been stolen?

There's only one thing to do:

Contact the assistance, 7 days a week, 24 hours a day
In Belgium or abroad at:
+32 2 895 06 09

To facilitate your treatment, please have the following information to hand:

- License plate number
- Description of your precise location
- Description of the problem
- Telephone number where you can be reached

Before calling for assistance, please complete the following formalities yourself:

- **In the event of an accident**, complete the European accident report form and have the other party sign it. If there are injuries, if the other driver has committed a hit-and-run, or if the other party refuses to sign the form, always notify the police on the emergency number 112.
- **In the event of theft or attempted theft**, have police report drawn up. When abroad, you must make a declaration to the local authorities and, on your return to Belgium, have police report drawn up immediately.

Please send the accident report form or the police report to the AIOI insurance company by e-mail to the following address as soon as possible: info@aioinissaydowa.eu, with a copy to accident@kinto-mobility.be, so that it can be informed immediately of any damage to the car.

2. Assistance in Belgium (if provided for in the contract)

2.1. On-site repairs

In the event of immobilization, the assistance will send a technician to repair the immobilized vehicle. If it is possible to repair the vehicle permanently, the technician will carry out a temporary repair for at least 24 hours, so that you can continue your professional activities for the day.

2.2. Towing

If it is impossible to carry out a permanent or temporary repair, the assistance will take care of transporting the immobilized vehicle to an approved Toyota/Lexus garage / body shop / tire center.

2.3. Replacement vehicle

- If the immobilized vehicle is towed away due to a technical or mechanical breakdown or theft of official license plates, the assistance provides a replacement vehicle (cat.A) for the duration of the repair, up to a maximum of 3 working days.
If you have opted for the additional 'Replacement vehicle' service, this can be extended beyond 3 working days, subject to KINTO Belgium's agreement.
- In the event of theft or accident resulting in immobilization of the vehicle, the assistance provides a replacement vehicle (cat.A) for the duration of the repair, up to a maximum of 15 successive days.
- If a replacement vehicle is made available, the "beneficiary" will be dropped off by the assistance at the point where the replacement vehicle is made available (Rent A Car Agency). In addition, any replacement vehicle must be returned to the agency designated by the assistance (Rent A Car Agency).

3. Assistance abroad (if provided for in the contract)

3.1. Assistance coverage

The assistance is valid in all the countries listed below:

Germany, Andorra, Austria, Bosnia Herzegovina, Bulgaria, Cyprus, Switzerland, Croatia, Denmark (Faroe Islands), Spain, Estonia, Finland, France (mainland), Gibraltar, Greece, Vatican City, Hungary, Iceland, Ireland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Grand Duchy of Luxembourg, Northern Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Czech Republic, Turkey (western part) Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

Exclusions: Albania, Azerbaijan, Russia, Ukraine, Belarus, Morocco, Moldavia, Islamic Republic of Iran, Tunisia, Turkey (eastern part).

3.2. Notification of immobilization

If the covered vehicle is immobilized on the public highway and within the territorial limits as defined above, in the event of an accident, breakdown, theft, attempted theft or incident making it impossible to continue the journey, the assistance organizes the dispatch of a breakdown mechanic and, if necessary, the towing of the covered vehicle to the nearest brand network. Towing by a third party on police orders or on certain privatized roads is not covered by the assistance.

3.3. On-site repair of covered vehicle

If the vehicle can be repaired on site, but not on the same day (if repair costs exceed €750 excluding VAT, prior authorization from KINTO Belgium is required), the assistance will work with you to find an appropriate solution:

IF YOUR INCIDENT OCCURS ON THE OUTWARD JOURNEY

1. The repair is possible within the remaining duration of the beneficiary's stay.

You have 2 options (which cannot be combined):

EITHER Wait on site until the repair is complete

Assistance covers the cost of a ***(3) hotel accommodation for the duration of the repair – max. 4 nights, for a maximum of €127/night/person, breakfast included.

Assistance can also cover cab fares to your hotel.

OR Continue your journey and do not wait on site for the repair to be completed

Assistance will provide a replacement vehicle (category A or B, subject to availability) for local use, provided it is available within a 100 km radius of the incident site. The beneficiary is required to collect the repaired vehicle on the way home and return the replacement vehicle in accordance with the conditions defined by the rental agency.

The duration of use of the replacement vehicle is limited to a maximum of 3 working days (15 days in the event of theft or accident).

Assistance can also cover cab fares to the rental agency.

- ➔ Unless expressly agreed in advance by assistance, none of the services listed above is due when another service is provided by assistance.

2. Compensation exceeds the remaining duration of the beneficiary's stay

2.1. Vehicle repatriation

If the vehicle is immobilized following an accident or breakdown/incident, assistance organizes and pays for transport to an approved Toyota/Lexus garage/body shop in Belgium.

If the vehicle is stolen and recovered (damaged or not) within 3 months of the theft being reported, and the beneficiary is in Belgium, assistance organizes repatriation to the location designated by KINTO Belgium.

If the repatriation is carried out on the beneficiary's own initiative, assistance does not contribute to any costs.

2.2. Prolongation du voyage ou rapatriement des passagers

Assistance organizes and pays for:

EITHER Provision of a 1st class train ticket. If the duration of the train journey exceeds 6 hours, assistance organizes and pays for the provision of an economy-class air ticket.

EITHER The provision of a replacement vehicle (category A or B, subject to availability) for local use. The replacement vehicle is made available for a maximum of 3 working days.

To get to the train station, airport or rental agency, assistance may cover cab fares.

- ➔ Unless expressly agreed otherwise in advance by assistance, none of the services listed above is due when another service is provided by assistance.

IF YOUR INCIDENT OCCURS ON THE RETURN JOURNEY

1. Repair is not possible on the same day, but the beneficiary wishes to wait

Organization and payment of accommodation:

If the repair of the covered vehicle immobilized following an accident or breakdown/incident proves impossible on the same day, if the immobilization takes place more than 100 km from the beneficiary's home and if accommodation proves necessary, assistance organizes and pays for the cost of hotel ***(3) for the duration of the repair - max. 4 nights for a maximum amount of €127/night/person breakfast included. Assistance may also cover cab fares to the hotel.

2. The repair is not possible on the same day and the beneficiary does not wish to wait.

You have 2 options (which cannot be combined):

EITHER Provision of a 1st class train ticket. If the train journey takes more than 6 hours, assistance will organize and pay for an economy-class air ticket.

OR Assistance provides a replacement vehicle (cat. A or B, subject to availability) to be returned in Belgium to the rental agency designated by assistance for local use, provided it is available within a 100 km radius of the scene of the incident.

The replacement vehicle is made available for a maximum of 3 working days.

Assistance may cover cab fares to the rental agency.

- ➔ Except with the prior and explicit agreement of assistance, none of the services listed above is due when another service is provided by assistance.

3.4. Some useful tips

- In the event of an accident, always make sure you have a European accident report signed by all parties, or a police report.
- Always report theft of license plates or vehicle to the police. If you are abroad, you should report the theft to the local authorities and, on your return to Belgium, also to the police.
- Send your accident report and declaration to the AIOI insurance company by e-mail to the following address as soon as possible: info@aioinissaydowa.eu, with a copy to accident@kinto-mobility.be.

3.5. General remarks

If, abroad, the local authorities require you to call on an assistance service other than that provided by KINTO Belgium, towing by a third party on the orders of the police or on certain privatized roads is not covered by assistance.

1. Exclusions

- If your vehicle is still running, or if you have been able to get to a garage yourself, assistance will not be provided (except abroad).
- If your vehicle has been damaged during a competition in which you were taking part, you cannot call on the assistance services, nor will the damage be compensated.
- Any services not requested from assistance will not be compensated (except for local breakdown assistance and towing abroad).

Roadside assistance

Concentrate on what really matters, KINTO takes care of the rest.

Discover the simplicity and comfort of mobility designed for you!

KINTO Belgium

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