

KAWASAKI RSA - SCOPE OF SERVICES

SN	Featured Benefits	Silver Program	Gold Program
	Vehicle Type	less than 600 cc	more than 600 cc
	Coverage Limits (in Kms)	Unlimited	Unlimited
1	First hand assistance of technical problem over phone	Yes	Yes
2	Vehicle is immobilised whether at home or on the road	Yes	Yes
3	Vehicle Transfer to nearest Kawasaki dealership for mechanical, electrical or accidental breakdown	Yes	Yes
4	Battery Jumpstart	Yes	Yes
5	Key problems : Locked Keys, Lost Keys or Broken Vehicle key	Yes	Yes
6	Tyre problems : Puncture bolts or valve related issues & assistance in tyre replacement	Yes	Yes
7	Fuel Problems : Out of Fuel, Incorrect Fuel or contaminated fuel upto 5 litres free (Petrol only)	Yes	Yes
8	Cost of Fuel (Petrol only)	Payable	Payable
9	Local Taxi Benefit - 50 Kms	One Event per year	Yes
10	Replacement Vehicle : Arrangement for onward journey back to registered address by most suitable means (for 200 Kms) - Excluding Accident cases	No	One Event per year
11	Suitable Hotel Accommodation (In case of Outstation breakdown and repair time is more than 72 hours) for 1 night only - Excluding Accident Cases	No	One Event per year
12	Repatriation of Vehicle (for 200 Kms)	No	Yes
13	Field Team Support	Yes	Yes
14	Mobile App	Yes	Yes
15	No Age Restrictions	Yes	Yes
16	Relay if Urgent Messages.	Yes	Yes
17	Medical Advice - Only Coordination	Yes	Yes
18	Legal Advice - Only Coordination	Yes	Yes
19	Helpline Numbers.	Yes	Yes
20	Pick up & drop transportation services	Payable	Payable

Pick-up & Drop Transportation Service	On request service	
Tow Truck Type	Charges upto 40 KMs	Charges for additional KM
2W Tow Truck	Rs.2000	Rs.20 per KM
4W Tow Truck	Rs.3000	Rs.30 per KM

SCOPE OF SERVICES IN DETAIL.

- **Coverage Radius** - Unlimited Kms
- **First hand assistance of technical problem over the phone-** In the event customer's motor bike is immobilized due to a breakdown. EAI will assist the customer over the phone and try to resolve the problem then and there.
- **Vehicle is immobilised whether at home or on the road-** RSA service will be provided in all the situation whether the bike is at home or on road
- **Vehicle Transfer to nearest Kawasaki dealership for mechanical, electrical or accidental breakdown** - In the event that the user's bike breaks down due to a mechanical, electrical fault or due accidental which cannot be repaired on the spot and becomes immobilized, EAI will assist in making arrangement for the bike to be towed to the nearest Kawasaki preferred garage. EAI will bear the cost of towing till the nearest authorized dealership
- **Battery Drain/Jumpstart** - In the event that the user's bike is immobilized, due to rundown battery, EAI will assist the User by organizing for a technician to start the motor-bike with appropriate means. EAI 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 User
- **Key problems: Locked Keys, Lost Keys or Broken Vehicle key-** If the keys of the bike is broken, lost, or misplaced, EAI (upon the request of the client) will arrange for the forwarding of another set from his/her place of residence or office by courier to the location of the bike after receiving the requisite authorizations from the Customer with regards to the person designated to hand over the same to EAI. The Customer may be requested to submit an identity proof at the time of delivery of the keys and all the cost will be borne by the customer
- **Tyre problems : Puncture bolts or valve related issues & assistance intyre replacement-** In the event covered bike is immobilized due to a flat tyre, EAI will assist the Customer by organizing for a bike technician to get the tyre puncture to be fixed. EAI will bear the labour cost and round trip conveyance costs of the service provider. The cost of puncture will be borne by the User
- **Fuel Problems : Out of Fuel, Incorrect Fuel or contaminated fuel upto 5 litres free (Petrol only)** - - In the event that a bike runs out of fuel and is immobilized while on a trip, EAI will assist the User by organizing for a bike technician to supply emergency fuel (up to 5 Litres) at the location of the breakdown. The cost of fuel and labour will be borne by the User. This service is limited to coverage radius only.
- **Cost of Fuel (Petrol only) – Will be borne by the customer**
- **Local Taxi Benefit - 50 Kms** - In the event the Customer's bike is immobilized due to a breakdown within city limits, EAI will assist the Customer by arranging and paying for alternate mode of transport (Taxi) to continue the journey or return to Customer' home within the radius of 50 KMs. This service will be given free of cost of the customer upto 50 KMs radius
- **Replacement Vehicle : Arrangement for onward journey back to registered address by most suitable means (for 200 Kms) - Excluding Accident cases** - In the event the Customer's bike is immobilized due to a breakdown, while travelling outside home city, EAI will assist the Customer by referring and paying for alternate mode of transport (Taxi) to continue the journey or return to Customer' home town all the cost need to be borne by the EAI upto 200 KMs that one event per year

- **Suitable Hotel Accommodation (In case of Outstation breakdown and repair time is more than 72 hours) for 1 night only - Excluding Accident Cases** - In the event the Customer's bike is immobilized due to a breakdown, while travelling outside home city, EAI will assist the Customer by doing arrangement for Hotel accommodation and all the cost need to be borne by the EAI upto budget of Rs 5000/- that one event per year.
- **Repatriation of Vehicle (for 200 Kms)** - If your Vehicle is immobilized due to breakdown and repair of the immobilized vehicle takes extended hours for repair or in the case of theft of the vehicle and if the vehicle is repaired or recovered after you have left the place of the incident, then EAI shall make arrangements to repatriate the repaired or recovered vehicle upto 200 Kms or max limit of Rs 6000/-
- **Field Team Support** - In the event that the user's bike breaks down due to a minor mechanical / electrical fault and immediate repair on the spot is deemed possible, EAI shall assist User by arranging for a Bike technician to reach the breakdown location. EAI will bear labour cost and conveyance costs. The cost of Material & Spare Parts if required to repair the bike on the spot and any other incidental conveyance to obtain such material & spare parts will be borne by the user. This service will be provided when the bike is not in a position to be driven to the nearest garage.
- **Mobile App** - EAI will have RSA mobile application for Kawasaki customer
- **No Age Restrictions** – There won't be any age restrictions to the bikes which will be covered in this program
- **Relay if Urgent Messages-** EAI will take charge of relaying urgent messages relating to the breakdown to the dealer and/or Kawasaki service contacts as advised by IKM. When requested, EAI will relay urgent messages on behalf of the Customer to a designated person of their choice
- **Medical/ Legal Referral** – If requested EAI will assist the Customer in obtaining access to medical / Legal advice or treatment. EAI's team will refer the Customer to the nearest appropriate medical centre for treatment. Consultation and treatment fees are the responsibility of the Customer. This service will be on a referral basis and all payments shall be made directly by the Customer to the provider.
- **Helpline (Toll Free) Numbers-** EAI shall provide a Dedicated National Toll Free Number and a separate landline number for Kawasaki customers and the same shall be managed by EAI personnel on a 24x7 basis. Call answering protocol shall be as agreed with IKM
- **SMS Service** – On the request of RSA service. Will share the confirmation SMS to customer mobile number for activation of the service and will share ASP contact details and final closure SMS