

# VOLVO ON DEMAND

## ROADSIDE ASSISTANCE 24/7

### Services Start Date:

The car service begins three working days after receiving the membership card from Ezz Elarab (notification of service) with one year validity, from the activation date.

### Volvo On Demand Membership Programs

SERVICE			VOLVO ON DEMAND	VOLVO ON DEMAND PREMIUM
1	Car TOWING IN CASE OF ACCIDENT.	UNLIMITED NUMBER OF ASSISTANCE REQUESTS	UNLIMITED	UNLIMITED
	CAR TOWING IN CASE OF BREAKDOWN			
2	RETURN THE CAR TO THE NORMAL ROUTE		COVERED	COVERED
3	DELIVERY OF FUEL OR OIL			
4	ADDITIONAL CHARGING OF THE BATTERY			
5	TIRE CHANGE ASSISTANCE			
6	DOOR-TO-DOOR SERVICE (TWO TOWS PER YEAR)	NOT COVERED		

## DEFINITIONS

- Geographical range:

Covering all usual roads in the Arab Republic of Egypt.

- Volvo On Demand Membership:

It is the service package provided by Ezz Elarab Automotive Company to Volvo Cars Egypt customers.

The service is available only through Ezz Elarab customer service center (24 hours, 7 days a week) during a breakdown or accident or when the member needs the service. (And not by monetary compensation)

- Covered Vehicle means:

A vehicle less than 10 years age\*, provided that:

- It shall not be used for commercial purposes or for public transportation, whether for transporting people or goods. (Owner's car only) or to transport people using mobile apps (such as Uber and Careem)
- It is not rented with or without a driver.
- It weighs not more than 3500 kg.
- Passenger capacity is not more than 7 people.

\* If car age is exceeding 10 years, it will enjoy all the advantages except for transporting the car in case of breakdown.

- The Beneficiary means:

The owner or holder of the covered vehicle or who has a power of attorney to manage it.

- Company:

Ezz Elarab Automotive Company - or whoever is authorized by the company to provide the service.

- Vehicle breakdown means:

Electrical or mechanical failure, flat tire, out of fuel, battery failure, or anything thing that makes the vehicle stop moving.

- Accident means:

Damage resulting from collision, fire, or attempted theft, which makes the vehicles stops moving. This part does not include minor damages that don't prevent the vehicle from moving without assistance.

- Service phone number:

**15899** - Shall be contacted when any assistance within this membership is needed.

- Service Cancellation:

Within only 5 working days from membership activation, the first party has the right to refund the paid installment if there is no existing claim during the service coverage period.

In case of the member has already benefited from any of the services, he/she is not entitled to a refund of the membership fees.

- Ezz Elarab Automotive Company has the right to terminate membership/service without refund to the member in the following cases:

1. Fraudulent acts.
2. Misuse of the services provided.
3. Attempts to use the RSA service for another vehicle that is not subscribed to Volvo on Demand or Volvo On Demand Premium services.
4. Collusion with one of the service providers against the company.

- Commitments of members while using the service:

When submitting any claim that falls under the company's responsibility, the member shall fulfill all the following obligations:

1. Taking reasonable precautions to reduce the loss.
2. Inform Ezz Elarab Automotive Company with the requested service, by phone on the listed hotline numbers at the soonest.
3. The company will not consider incurring any expenses that aren't listed by the customer service center and according to the official receipt.
4. Providing the company with all information related to the accident or malfunction.
5. Not to sign any endorsement or commitment or make any promise or payment of any kind.

- How can a member request the service?

<p>HE MUST DIAL THE FOLLOWING HOTLINE:</p> <ul style="list-style-type: none"> <li>• <b>15899</b> (AVAILABLE 24 HOURS A DAY - 365 DAYS A YEAR) TO REQUEST ASSISTANCE.</li> </ul>	<p><u>ON THE CALL, THE MEMBER WILL BE ASKED TO PROVIDE THE FOLLOWING:</u></p> <ul style="list-style-type: none"> <li>▪ MEMBERSHIP NUMBER, VEHICLE NUMBER, OR CHASSIS NUMBER.</li> <li>▪ THE TYPE OF PROBLEM.</li> <li>▪ HIS LOCATION / (CITY / ADDRESS / PHONE NUMBER)</li> </ul>
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1) Towing or transferring the vehicle:

In case of malfunction or accident (while driven on usual roads) that makes the vehicle stop moving, the company will have the necessary arrangements done to tow or transfer the member's vehicle to one of Volo Authorized dealers, or to the Police Station and then to one of the dealers.

In case of company inability to provide the service, the company will pay the towing cost to the member with a maximum of 700 Egyptian pounds, **only if the member calls the customer service number during the accident and according to the invoice submitted.**

2) Member's vehicle Lift:

If the vehicle, while driven on normal roads, rollover or falls into a cliff, will be lifted by the company until it is returned to the normal road.

The service is carried out using the usual towing and lifting trucks.

If the vehicle will need special equipment to return it to the road, the company will pay the member only the expenses he paid to lift his vehicle, with maximum of 300 EGP according to the service invoice.

3) Fuel Delivery

If the vehicle runs out of fuel, the service beneficiary can ask the company to provide an agreed upon amount of fuel according to his/her demand (according to the maximum amount that can be safely transported to him), and the beneficiary pays only the fuel's cost.

This is in case if the fuel is available at the usual gas stations in the same governorate, in which the service is requested, and the authorities do not object.

4) Battery Charging

If the vehicle engine doesn't start because of battery failure, the company will send a technician to recharge it temporarily to be able to start it at that time or start the vehicle with an external battery.

The company is not responsible for the maintenance of the member's battery.

5) Assistance by replacing the damaged tire

If one of the vehicle tires has a puncture, the company will send a technician to help replace it with the spare tire.

This coverage does not include the supply of spare parts, replacement parts, or materials in general, also doesn't include the expenses of repairing tires or welding punctures.

If the spare tire is in good condition.

If the member needs to carry out regular maintenance of his vehicle, the company sends a professional driver (or a towing truck according to the member's choice) to receive the vehicle from the location chosen by the customer, to perform the service in one of Volvo authorized service centers (according to the member's choice) and return it to him/her.

The service is provided a maximum of once by towing truck (going and back) or twice (going only or back only).

- The service is provided to the member in case of applying the periodic service and not in case of malfunction or accident or the need for repair.

- Service implementation steps.

- 1) When the service is needed, the member shall call and book a prior appointment for maintenance through the call center and request a door-to-door service.
- 2) The member shall abide by the time scheduled with the customer service of the requested service center.
- 3) The service performer receives the vehicle from the member at the specified location and time using the receipt forms of the service center and according to the specified criteria of the requested service center (technical receipt form and vehicle sketch).
- 4) The member is informed with the initial cost of the service required for his vehicle (as determined by the service center), and the service performer collects the cost of the services executed on the vehicle from the member.
- 5) The maximum time for receiving the vehicle from the member is 30 minutes from the scheduled time and any delay in that (by the member), he/she bears the waiting cost of 100 L.E per hour. (Subject to increase after the hour).
- 6) The member shall give the original driver's license to the service provider (according to the Traffic Department's instructions).
- 7) The vehicle is fully under the responsibility for Ezz Elarab Authorized service center from the moment it is received until the moment it is delivered after the completion of the services required for it.
- 8) The service provider receives the car from the service center with the delivery forms used by the required service center.
- 9) The service performer delivers the amounts collected from the member in favor of the required service center and receives the invoice for performing the services executed on the car to be delivered and settled with the member.
- 10) The maximum time for delivering the member's vehicle is 30 minutes from the its arrival at his/her home and any delay in that (by the member), the member bears the waiting cost of 100 L.E per hour. (Subject to increase after the hour).
- 11) The Company keeps a copy of the receipt form signed by the member for the required service center, which indicates that the service is performed properly and that there are no complaints from the member
- 12) Ezz Elarab customer service center contacts the member to ensure the quality of the service.

## EXCEPTIONS

**First:** Ezz Elarab Automotive company is not responsible for providing assistance that results directly or indirectly from the following:

- a) Fraudulent acts by the beneficiary or any other person intended to seek a claim under this membership.
- b) Natural phenomena such as floods, earthquakes, volcanic eruptions, unusual storms, the fall of space objects, meteors, and atomic radiation.
- c) Rebellion, terrorism, riots, and the procedures used by the armed forces, security forces, or organizations.
- d) If the driver of the vehicle:

Under the influence of drugs, intoxicants, or narcotic substances.

- e) Not having a driver's license suitable for the type of vehicle.
- f) The accident occurred (directly or indirectly) as a result of transporting fuel, alcohol, flammable materials, explosives or toxic materials in the vehicle.
- g) Participation of the member or beneficiary in:
  - Competitions, motor races or test drives.
  - Sports Games.
  - Criminal behavior.
  - Bets or challenges.
- l) The intentional act of the beneficiary.

**Second:** The services of this membership don't cover: -

- a) Any repairs to vehicle, tires, or battery.
- b) Any assistance arranged by or on behalf of the member or beneficiary without the prior approval of the company.
- c) Food, drinks, telephone calls and other additional expenses, when hotel accommodation is required due to the accident.
- d) Any assistance for any passenger transported in the vehicle from roadside.

**Third:** Ezz Elarab Automotive Company is not responsible for giving any assistance in the following cases:

- a) Not having a vehicle license or proof of ownership.
- b) Unavailability of the car key.
- c) Providing the service more than once for the same type of breakdown or accident.
- d) Stored vehicle.
- e) Transporting the vehicle from service centers or to stockpiles.
- f) Impossibility to provide assistance as a result of the prevailing circumstances when assistance is required.
- g) When endangering the lives of those persons who perform the provision of assistance.
- h) Ensure that the vehicle is severely damaged as a result of towing (the service is provided only after a written approval from the member)
- i) Unavailability of the required replacement vehicle type at the time of service (the alternative is paid in cash according to the invoices submitted).