

ROAD ASSISTANCE PRODUCT DESCRIPTION

Oslo, Norway
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ARVAL
BNP PARIBAS GROUP

For the many
journeys in life

Road Assistance Product Description

Your drivers can rely on Arval Assistance, our road side assistance.

Arval Assistance is provided by Falck. We ensure a 24/7 hassle free and reliable service. Falck is one of the leading assistance companies in Norway with over 138 stations covering the country and they manage 167 000 assistance cases per year. They were awarded the best customer service in their branch in 2018.

Arval Assistance guarantees your drivers optimal roadside assistance, anywhere and anytime both national and international coverage at phone +47 23 00 70 70.

Arval Assistance in practice

The service is included in each lease agreement. So, no matter when your drivers suffer a breakdown and no matter where they are, they only need to call Arval and all assistance will be provided.

The benefits

It benefits the driver and the passengers of the leasing car. They will never be left standing alongside the road without support. Arval is there whenever needed.

The coverage is valid in Norway and internationally in the EU and EEA

Causes	We provide
<ul style="list-style-type: none">- breakdown- front and rear lights during darkness- windshield wipers (if weather conditions requires)- non-functioning fan (if car doesn't run)- stone in brake disk- red warning lights (always towing)- yellow warning lights (if car doesn't run)- windshield (if broken)- side windows (at severe cold)- puncture- exhaust system which has been unloaded (if car doesn't run)- key problems- starting aid- fuel stopping (electric power failure, gasoline or diesel)- ditch driving- collision- fire- theft / attempted theft.	<ul style="list-style-type: none">- on site assistance to help you to continue your trip- if needed, towing to the closest garage agreed by Arval or the closest car brand garage- if the car cannot be repaired the following option will be proposed to continue your trip or return home:<ul style="list-style-type: none">- with a rent a car (48 hours max are covered)- or other transport means such as taxi, trains depending the situation.

What isn't covered

The following circumstances are excluded:

- Accessories adding to the car
- Vehicle covered by snow removal
- Re occurring errors that have not been rectified (for example starting aid due to defective battery which is not change)
- Vehicles that are deregistered or who have been banned form driving according to the central motor vehicle register
- Car competition and car competition training and off road driving
- Costs to rescue car that have been driven out on ice or water
- Costs to rescue caravans
- Proven offense
- Assistance due to war, revolution. Terrorism, riots, strikes, decisions by states power, radioactivity, earthquake or natural disasters or force majeure

Participation to the cost

An amount of 500 Nok + VAT per event will apply for the use of Arval Assistance.