

Ando roadside assistance

Private motor

If your vehicle breaks down, has a flat tyre, runs out of fuel or you lose your keys – we'll be there to help.

No matter where you are, day or night, just call our nationwide 24/7 service provided by NZ Roadside Assistance and we'll get to you as soon as we can.

As an Ando customer, you can add private motor roadside assistance as an optional benefit to your private motor policy.



Our service covers you for:



Six call outs a year

Anywhere, anytime.*



Anyone driving your car

We cover the vehicle, not just the owner or driver of the vehicle.



Jump starts

If you have a flat battery, we'll come and get your car started.



Emergency fuel

If you run out, we'll deliver 5 litres of fuel.**



Flat tyre

We'll change the car's spare tyre if you're having trouble.^



Vehicle towing

We'll arrange to tow your car to the nearest licensed mechanic or place of safety if the car is immobilised or not safe to drive because of a breakdown or damage. In some cases, the towing cost may not be covered by your policy. If that happens you'll need to pay for the tow yourself – but we can still organise the tow so that you're not stranded.



Lost keys or vehicle lock out

If you lose your keys or lock them in the car, we'll help you gain access.

Call 0800 576 555

* For any registered vehicle during the period of insurance.

** Fuel at driver or owner's expense.

^ But not if the spare tyre is worn out, flat, or the locknut key is not present.

