

## NZ ROADSIDE ASSISTANCE LTD (NZRA)

### Service Provider Registration Form

Dear Service Provider,

To become an NZRA approved service provider and become part of a growing network, please fill in the forms with your latest contact, vehicle equipment, Health and Safety practices including up to date Insurance details.

When we receive the completed registration form, we will update your details on our case management system and we will call you when a breakdown, accident or repair assistance is required.

**This information is important to complete** as NZRA needs to adhere to these requirements as established and agreed upon, via our client contract arrangements.

Please supply the relevant copies of licences/Insurance certificates and vehicle and equipment capabilities as we need to hold these on file. We require acknowledgment of your Work and Safety Compliance information and that your company and staff practice these standards. NZRA will be in contact annually to get any updated information around insurances etc.

Our NZRA call centre operators will advise you over the phone regarding the type of program and policy procedures and who is liable for the costs at the time of the case. All NZRA order numbers start with "NZRA" followed by 6 digits.

**Please call NZRA toll free on 0508 NZ ROAD (697 623) once the job is complete or if there are any immediate issues so NZRA can remedy accordingly.**

NZRA can now take direct payment from customers who require to pay top up's or additional costs over their policy limits via Credit Card. If there are additional costs over the policy limits this will need to be passed onto the NZRA operator to deal directly with our customer with in confidence.

**Please to not charge our customers top up's directly or discuss charges with them, NZRA will manage this process with the customer and the service provider unless otherwise instructed.**

We appreciate all your support and look forward to working in with you and growing business opportunities that lay ahead which will benefit both businesses.

We are proud to be corporately endorsed and supported by the Motor Trade Association and 100% Kiwi owned and operated..



Call or email our Network Manager if you require more information  
mike@nzra.co.nz or [operations@nzra.co.nz](mailto:operations@nzra.co.nz) or call 0508 NZ ROAD (697 623)

## NZRA SERVICE PROVIDER REQUIREMENTS

Please review our KPI and SLR criteria that we expect our network to be able to provide and adhere to.

- The contractor and the equipment must be presented to the customer in a **clean and tidy** manner. The contractor is to have a **suitable dress standard** and the **equipment must be fully operational. Your company and staff must be aware and practise NZ Work and Safety standards.**
- Any equipment or vehicles used at an NZRA breakdown site must comply with all local and regional licensing regulations and all Workplace Health and Safety standards and regulations, including a current relevant Insurance Policy cover in place and vehicle capability compliances. (Attach Copy of Insurance certificates.)
- The customer must always be treated in a courteous and respectful manner. The contractor will **not** enter into an argument with the customer or make any **negative** remarks about the **vehicle** or the **fault** to the customer. Any aggressive remarks from the customer are to be referred back to the NZRA operator at all times.
- The contractor will always advise that they have been sent by NZRA or the relevant client as advised by the NZRA operator. If possible, the contractor should not turn up to an NZRA event in a State or AA branded vehicle.
- The contractor will be provided with an NZRA order number upon acceptance of a breakdown case. All invoices should clearly state the order number, vehicle registration, and customer name and breakdown date.
- The contractor shall not refer work to any other contractor without prior knowledge and acceptance by NZRA. If parts are to be fitted to any NZRA client's vehicles prior approval must be carried out.

## INSURANCE COVER

Contractors to NZRA **must have** the required Commercial insurance to cover public and legal liability and/or customer vehicle damage whilst in their care. A visual inspection or before transporting a vehicle, a Towing authority form must be carried out on the area where the work is being performed. Any existing damages on the vehicle must be noted and brought to the attention of the customer and the NZRA prior to work being carried out of the vehicle. If there is damage or a dispute from the customer that the vehicle was damaged after the fact by your company when in your care, you will be responsible to have the vehicle repaired to the customer satisfaction. NZRA will not be held liable for any damage that is caused by a service provider.





# Supply of Roadside Services

**Service Provider Form (Please fill out what is relevant to your business services)**

Business Details and Operating Times of Repair, breakdown &amp; or Towing Services.

Company Name: ..... Director: .....

Company Address: ..... Post Code: .....

Postal Address: ..... Email: .....

Business Hourly Rate..... A/H Rate:..... Towing Per KM Charge rate: .....

Do you have a secure Storage facility Yes / No      Do you have a workshop facility Yes / No  
 .Do you have a Panel/accident facility Yes / No      Do you have Heavy Salvage Equipment. Yes / No  
 Telephone Bus Hours : (    ) .....      Operations Contact: .....  
 After Hours - (    ) .....      Do you operate 24hr 7 days a week? Yes / No  
 If not, state your hrs of operation: .....

**LICENCE AND INSURANCE DETAILS***The following must be completed to validate this registration form.***Relevant Operation/Transport Licence/Authority Number**

Name of Operator/Company	Licence/Authority Number	Organisation

**Public Liability/Commercial business Insurance. A copy of relevant insurance certificate required**

Insurance Company	Phone number	Policy Number	Amount of Cover	Expiry Date

**I/We** declare that I/we have read and understand the Registration forms & the Requirements and will comply with the details as requested.**I/We** take full responsibility to carry out all care whilst the vehicle is under our care and acknowledge and adhere to safety and Health Industry standards.**I/We** have the required Insurance cover/Commercial Motor and towies have the required insurance cover in place for events where damages have occurred to a customer's vehicle. NZRA acknowledges that information provided in this form will be treated confidentially & not disclosed to any third party.**I/We** understand that NZRA will pay us for the service/s specified at the agreed rates on the 20<sup>th</sup> of the following month from receipt of our invoice.**I/We** also understand that we must obtain NZRA prior approval for any additional services, parts or labour and that NZRA will not be liable for that cost if additional work is not first approved. Any changes to details on the registration form must be provided to NZRA in writing within 7 days. Either party may terminate this contract by giving not less than 30 days written notice to the other.**I/We** declare that we meet, understand and adhere to the NZ Health and Safety act and practice and document the requirements as laid out in the current act.**I/We** declare that the information provided on this registration form is true and correct in every manner & that I am authorised to sign on behalf of this business.

Signed ..... Date .....

Name ..... Position .....

Return to NZRA Po Box 33364 Takapuna Auckland. Ph 0508697623 or email [operations@nzra.co.nz](mailto:operations@nzra.co.nz)

Freephone 0508 NZROAD (697 623)

Web [www.nzra.co.nz](http://www.nzra.co.nz) Email [operations@nzra.co.nz](mailto:operations@nzra.co.nz)