

Basic documents required for Motor Claim Submission:

- 2 Forms of Identification
- Completed Claim Form
- Certified Copy of Ownership
- Estimate
- Photos taken of accident, site and damaged cars
- Vat Letter/Vat Certificate

Further documents may be also required.

For Questions and Queries please call
226-myGG(6944)



Steps To Take in the Event of an Accident

- Obtain name, vehicle number, license and insurance from the other driver
- Take photos of accident, site and damaged cars
- Mark area of accident
- Take note of any bodily injuries
- Request contact information from independent witnesses
- Do not admit liability in writing or otherwise
- Report accident to nearest police station
- Contact GGIL/Agent/Broker as soon as possible

Limitations/Exclusions of Motor Assist:

- Each qualified vehicle is entitled to a maximum of three callouts per calendar year
- Each callout is subject to a maximum limit of \$3,500
- Transportation of vehicles between Trinidad & Tobago is excluded
- Taxis, maxi-taxis and motorcycles are excluded
- Special type vehicles are excluded
- Vehicles with load must be unloaded prior to the service being provided

Guardian General Motor Assist does not hold itself responsible for deficiencies in service beyond our control, e.g. weather conditions, traffic, utility failures, Acts of God, etc.

Guardian General Motor Assist reserves the right to discontinue this service at any time and without notice to you.



myguardiangroup.com



Guardian Group
Guardian General Insurance Limited

live safe | live easy



Leading the Way in Roadside Assistance



motor
ASSIST
On the road with you... always

877-GGIL(4445)

What if you had the comfort of knowing the help you need is always just a phone call away?

The comfort of having a dedicated team of professionals always at your beck and call, just waiting to get you out of a jam and back into action quickly... it's no dream.

With Motor Assist from Guardian General, it's a reality.

Our 24-hour emergency Roadside Assistance comes FREE as a corporate service for all qualified motor policyholders, so you're never on the road alone.

Unloaded Private and Commercial vehicles up to 3 tons TARE are eligible for Motor Assist.

It's like having a personal Roadside Assistance to help you Live Safe.

It's like Having a Personal Telephone Operator

To access this service, simply dial our number at 877-GGIL(4445) and the automated receptionist will direct you to Motor Assist. This service is available at any time of the day or night, on weekends and even on public holidays.

Emergency Message Relay Service

Our Call Centre Operator can relay messages to family, friends or anyone else you need to contact in the event of an accident or breakdown.

Emergency: Fire, Ambulance & Police

If required, we will contact any of the emergency services on your behalf.

Courtesy Transport Service

If required, courtesy transport can be provided to take you from the emergency/breakdown/accident location to your desired destination.

■ **Towing**

Removal of your damaged vehicle, provided that it is unsafe to drive or is immobile, and removal of a mechanically disabled vehicle from the emergency/breakdown/accident location to a place of safety.

■ **Emergency Battery Jumpstart**

Provision of a jumpstart at the emergency/breakdown location.

■ **Emergency Flat Tyre Assistance**

Change of a flat tyre at the emergency/breakdown location. However, you must have a spare tyre in good condition, as well as a compatible jack and spanner.

■ **Emergency Refuel Service**

We will have a supply of gas delivered to you at your own cost, to enable you to drive to the nearest fuel station.

■ **Emergency Locksmith Service**

Provision of locksmith service at the emergency/breakdown location or, if preferred, we will tow your vehicle to a place of safety.

If special equipment is required to open your vehicle, any fees incurred in this regard will be billed to your account.

It is your responsibility to:

1. Verify that the service is being provided by a bonafide Guardian General Motor Assist provider under our Motor Assist programme. Guardian General Motor Assist will not pay for services supplied by any other provider.
2. Take all personal items, tools and moveable accessories from your vehicle prior to it being removed.
3. Verify with the service provider that certain immovable accessories are in the vehicle, e.g. stereo, CD and DVD player, speakers, LCD, plasma screens, etc.
4. Co-operate with the service provider when he/she asks you to verify the condition of your vehicle prior to its removal by the tow truck.
5. Unload your vehicle prior to service being provided
6. Submit any concerns with the service you receive within 30 days.

In providing this courtesy service, we do not hold ourselves responsible for losses arising out of situations or circumstances beyond our control.