

samba
AUTOMATE
YOUR ROAD PARTNER



Samba AutoMate at your service!

Samba Credit Card Members can now count on Samba AutoMate to provide comprehensive automotive services to help them stay mobile. These services range from emergency roadside assistance to regular vehicle services. Qualified service personnel will help you whenever you need any assistance.

Just call Samba AutoMate on 800 46224.



24/7 Emergency Roadside Assistance



Towing Service

If your vehicle is immobilized due to a break-down or accident, Samba AutoMate will tow your vehicle to the nearest garage.



Pull-out Service

Should you get stuck in the desert or on the beach, Samba AutoMate will come to your rescue during the day and extricate your vehicle.



Battery Boost

You are not likely to think about your vehicle's battery until your car fails to start. In case that happens, you can use the Samba AutoMate Battery Boost service to jump-start your car.



Flat Tyre

Tyres go flat at the most unexpected times and places. But now there's no need to worry. Samba AutoMate will replace the flat tyre with your spare one if it is inflated and serviceable.



Lock-out Service

Locked out of your car with the keys inside the vehicle? Don't panic. Samba AutoMate will retrieve the keys for you. If the vehicle has a sophisticated locking and security system, we will tow the vehicle to the respective agent.



Emergency Fuel Delivery

If your vehicle runs out of fuel, Samba AutoMate will deliver enough fuel to enable you to reach the nearest filling station.

In the case of Battery Boost and Flat Tyre service, if the problem is not solved on-site, Samba AutoMate will tow your car to the nearest garage.

Other Vehicle Services



Vehicle Registration

Getting your car registered couldn't get easier! Samba AutoMate will now take care of everything for you. We will collect the car from within the city of registration, process the documentation, have the car tested and brought back to you. Can it get any better?



Vehicle Servicing

You cannot wish away vehicle servicing. But you can certainly do away with the associated inconvenience and trouble. Just call Samba AutoMate when your car is due for periodic service. Our personnel will collect the car at your convenience and return it after the service is completed. Can it get any simpler?



Free 24-hour Rent-A-Car

We understand how difficult it is to manage without a car. So if your car is immobilized after an accident, Samba AutoMate will provide a rent-a-car free of charge for 24-hours immediately after.



Discounted International Driving License

When you next travel overseas, let Samba AutoMate get your international driving license, and at a discounted rate too!

Samba Automate services are being provided through International Motoring Club (IMC).

Emergency Roadside Assistance Services

Service	Platinum - for up to 2 cars	Titanium	Gold
Towing Service	✓	✓	✓
Pull-out Service	Unlimited	Once a year	Once a year
Battery Boost	✓	✓	✓
Flat Tyre	✓	✓	✓
Lock-out Service	✓	✓	✓
Emergency Fuel Delivery	✓	✓	✓

Auto Services

Service	Platinum - for up to 2 cars	Titanium	Gold
Vehicle Registration	For up to two cars once a year	For one car once a year	For one car once a year
Vehicle Servicing	For one car four times a year or two cars twice a year	For one car twice a year	For one car twice a year
Free 24 Hour rent-a-car service in conjunction with an accident	Chauffeur driven	✓	✓
Discounted International Driving License	✓	✓	✓

*Terms and Conditions apply

Terms & Conditions

Samba AutoMate Roadside Assistance is provided 24 hours per day, 365 days per year (every day) and is available to existing Samba Gold, Titanium and Platinum Credit Card Members (“**Card Member**”). No prior registration is mandatory to avail these services. These services are limited to within the UAE only. Services are provided free of charge unless otherwise mentioned and some are limited to specific number of free services. Automate services are being provided through a third party, International Motoring Club (IMC). Samba AutoMate Roadside Assistance service is subject to the prescribed Samba Terms and Conditions and the terms and conditions of the Roadside Assistance Provider (IMC). Samba Financial Group (“**Samba**”) reserves the right to amend these terms and conditions at any time or withdraw this offer at any time without any prior notice. Samba assumes no responsibility with respect to the services provided by the Roadside Assistance partner (IMC). The Card Member understands and acknowledges that Samba Automate is a service offered by Samba and it will be performed by IMC. IMC and Samba are independent contractors to each other and Samba will have no liability to the Card Member for any claims which the Card Member may have against IMC for services rendered by it to the Card Member.

Towing

Towing will be provided to the nearest garage when Samba AutoMate Services are unable to mobilise the vehicle. Any additional towing, e.g. - to a different Emirate, will be at the Card Member's expense. Samba AutoMate is committed only to tow the vehicle to the garage and will not be liable to pay for any repair or charges.

Pull-out Service

Assistance will be provided to vehicles if they become disabled on a road that is legally trafficable. It is limited to one claim per year for Samba Gold and Titanium Card Members and unlimited for Samba Platinum Card Members. This service will be provided only during daylight and only if a break-down happens during the normal course of driving. Vehicles participating in any sports events, a rally, etc are excluded. Where a vehicle breakdown occurs in a remote area, Samba AutoMate Services will be provided. However, service delivery may be subject to lengthy delays brought about by breakdown location, availability and accessibility. Any additional cost associated with specialized equipment will be at the expense of the Card Member.

Battery Boost

Samba AutoMate will provide a 'battery boost' and any other practical assistance at the roadside to start the vehicle. If the vehicle cannot be made mobile at the roadside, or if a new battery is required, towing services to the nearest garage will be provided.

Flat Tyre

Samba AutoMate will replace a damaged tyre/wheel with the vehicle's spare, where it is roadworthy and compatible. Where the spare is not roadworthy or compatible, the vehicle will be towed to the nearest garage.

Lock-out Service

Where the driver has lost or locked the keys in the vehicle, Samba AutoMate Services will attempt to open the vehicle. This will be subject to satisfactory proof of ownership or owner authority to drive the vehicle. The owner or the owner's representative (the driver) may also be required to sign an indemnity; releasing the Samba AutoMate Service Provider from any liability should damage be caused by such entry. Where necessary, a tow to the nearest garage will be done.

Emergency Fuel Delivery

Wherever possible, Samba AutoMate will provide sufficient fuel to enable an 'out of fuel' vehicle to be driven to the nearest service station. Fuel cost will be charged to the Samba Card Member. Where it is not possible or practical to provide fuel, a tow will be provided to the nearest service station.

Vehicle Registration

Where the vehicle's registration has to be renewed at the traffic authority, Samba AutoMate will pick up the car from a mutually agreed location based on a 48-hr notice. The Card Member has to provide the vehicle key, documents and information required by the traffic department. The Card Member is also responsible for the settlement of all traffic fines and other charges. The vehicle will be collected only from the city in which the vehicle is registered. Post the registration test, the vehicle will be handed over to the Card Member at the same location from where it was picked-up. This service is limited to one free claim per Samba Card Member. In case

the vehicle is not test passed in the first instance and the Card Member wishes the vehicle to be test passed again, regular service charges will apply which will need to be borne by the Card Member. This service does not apply to the export, sale or transfer of vehicle nor does it apply to any commercial vehicle or motorcycles.

Vehicle Servicing

A Samba Card Member can avail this service with a 48-hour notice whereby Samba AutoMate will pick up the customer's vehicle from a pre-decided and mutually agreed location and deliver the vehicle for servicing at the service station within the same Emirate. The Card Member should ensure that an appointment for vehicle servicing has already been taken with the service station prior to availing this service from Samba AutoMate. This service is limited to two claims per year for a Samba Titanium or Gold Card customer. A Platinum Card customer can avail this service 2 times per year for up to 2 cars or up to 4 times per year for a single car. The Card Member needs to provide a 48-hour notice if the vehicle needs to be picked up from the service station. The Card Member is also responsible for the settlement of all traffic fines and other charges. The vehicle will be handed over to the Card Member at the same location from where it was picked-up.

Car Rental

A rental car will be provided in conjunction with an accident where the vehicle is deemed immovable and needs to be towed. Police clearance letter is required for the vehicle to be towed to the nearest service station. The customer can call Samba AutoMate for a rent-a-car to be booked. The car rental arrangements are subject to availability and any conditions imposed by the car rental company and excludes all fuel costs and insurance charges. These charges will be at the expense of the Card Member. A Platinum Card Member can avail of a chauffeur driven rent-a-car for 24 hours in conjunction with an accident.

International Driving License

An eligible Samba Card Member can visit the representative office of the Samba AutoMate Service Provider and avail a discounted international driving license at a cost of AED 135/-. The Card Member is required to provide a valid UAE driving license, passport photographs, passport copy and fill out an application form. Subject to satisfying the International driving license criteria, the Card Member will be issued with an international driving license. For details on location and other specifics, the Card Member is required to call the Samba AutoMate toll-free number.

SERVICE CONDITIONS

Where a vehicle breakdown occurs in a remote area, Samba AutoMate Services will be provided however, service delivery may be subject to lengthy delays brought about by breakdown location, availability and accessibility.

Towing will only be provided for vehicles weighing less than 3 tonnes at the time of breakdown. Vehicles exceeding this limitation will be offered towing at the Card Member's expense.

Samba AutoMate Services will be refused where the Samba AutoMate Service Provider attends a roadside assistance call and under initial inspection reasonably determines that:

- the vehicle has been participating in any form of motor sport; or
- the driver has been engaged in unlawful activity or driving under the influence of alcohol; or
- there is a perceived safety risk in the opinion of the Samba AutoMate Service Provider

Service will only be provided to vehicles disabled on constructed roads that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required) as determined by the Samba AutoMate Service Provider.

Vehicles which are found to be unattended will not receive service under any circumstance. The owner or the driver must wait with the vehicle until the Samba AutoMate Service Provider arrives. Where the Owner has elected an authorized representative, this representative must hold a current motor vehicle driver's license in case the vehicle is required to be moved. Where the vehicle is found to be unattended, the subsequent call for assistance will be at the Card Member's expense.

Unavoidable delays may occur due to heavy demands for service during unusual conditions, religious days like Ramadan, traffic jams, extreme weather conditions such as rain, fog and also during the respective Emirate's shopping festival.

Samba AutoMate will accept no responsibility under any circumstances for the security and/or any loss associated with a disabled vehicle's cargo which may result from delays in providing roadside assistance and/or towing.

Apply for a Samba Credit Card today to receive
auto assistance and many more powerful benefits
Call toll-free 800 SAMBA (72622)

