

CASCO TECHNICAL ROADSIDE ASSISTANCE 24/7

Services leaflet for CASCO insurance clients



SERVICE	PACKAGE I (FOR CASCO CUSTOMERS)	PACKAGE II (CASCO + MTPL CUSTOMERS)
CONSULTATION BY PHONE	+	+
ROADSIDE ASSISTANCE: <ol style="list-style-type: none"> Jump start of engine in the event of empty battery Changing a wheel Fuel delivery Emergency unlocking of doors Assistance when stuck in snow or mud 	+	+
TRANSPORTATION	In Lithuania – unlimited; abroad – up to EUR 1,500 per event and up to 2 event per year	In Lithuania – unlimited; abroad – up to EUR 1,500 per event and up to 2 event per year
REPLACEMENT VEHICLE	In Lithuania – during the entire repair period of vehicle maintenance at the recommended dealership, delivery within 12 h;* abroad – up to 14 days	In Lithuania – during the entire repair period of vehicle maintenance at the recommended dealership, delivery within 12 h;* abroad – up to 14 days
TAXI DURING THE REPAIR PERIOD	Up to EUR 200	Up to EUR 300
HOTEL ACCOMMODATION	Up to EUR 300 (no more than EUR 150 per day)	Up to EUR 600 (no more than EUR 150 per day)
TRIP EXTENSION	Up to EUR 300	Up to EUR 600
TAXI FROM THE ACCIDENT SITE	Up to EUR 100	Up to EUR 150
VEHICLE STORAGE	–	Up to 14 days

* The replacement vehicle shall be provided for the entire period your vehicle is repaired at a recommended repair garage. If your vehicle cannot be repaired within one business day:

- If, due to damages, your vehicle will not be able to participate in traffic without violating the Traffic Regulations, we will deliver a replacement vehicle to your chosen location in Lithuania within 12 hours.
- If, despite the damages, your vehicle is able to participate in traffic without violating the Traffic Regulations, we will deliver a replacement vehicle to the place of your choice in Lithuania within 12 hours from the moment the repair garage has the necessary parts for the repair and can accept your vehicle for repairs.

If the vehicle's damages are unsalvageable or it has been stolen, a replacement vehicle shall be provided for a period of up to 14 days. Abroad, the policyholder shall pick up the replacement vehicle personally from the indicated rental points. In Lithuania, the replacement vehicle shall be returned to the place chosen by the client or to the dealership recommended by Lietuvos draudimas AB; abroad – to the same place it was picked up from.

The present technical assistance terms and conditions shall be valid according to CASCO Terms and Conditions No 021 (recast version of 05/03/2024, valid as of 04/04/2024). The full description of the terms and conditions of CASCO technical assistance services are available here www.ld.lt/kasko/technines-pagalbos-kelyje-paslauga.

TECHNICAL ASSISTANCE SERVICES ARE PROVIDED

- The technical assistance services shall be provided if all conditions below are met:
 - 1) total weight of the insured vehicle does not exceed 3,500 kg,
 - 2) it is registered as category M1 or N1 vehicle, and
 - 3) provision of technical assistance services is indicated in the insurance policy.
- Services Package I is intended for the policyholders who insured the vehicle with Lietuvos draudimas AB motor insurance, Services Package II is intended for the policyholders who insured the same vehicle with Lietuvos draudimas AB motor insurance and motor third party liability insurance (MTPL), except the restrictions set forth in another paragraph.
- Upon occurrence of the event abroad, the policyholders who insured the following categories of vehicles shall be provided only transportation service to the closest repair garage and/or roadside assistance services, irrespective of the valid services package:
 - Category M1 vehicle with more than 6 passenger seats and 1 driver's seat;
 - Category N1 vehicle with the total weight more than 2,500 kg and/or height exceeding 2.9 m;
 - Category M1-SA vehicle (motorhome – specialised vehicle) provided with a living area and seats, table, sleeping places, kitchen and food storage equipment;
 - Category N1-BAF vehicle (car carrier trailer) specially designed for transportation of one to several vehicles.
- The technical assistance services shall be provided only in cases where the event occurs during the validity period of the insurance contract and on the territory indicated in the insurance contract.

RESTRICTIONS OF THE TECHNICAL ASSISTANCE SERVICES

- Separate technical assistance services restrictions shall apply in Lithuania for each service;
- The total one Event limit applicable abroad – EUR 2,500. Separate limits for each service selected shall also apply. The technical assistance services abroad shall be provided no more than for 2 Events during the validity period of the contract.

WHAT TO DO IN CASE OF AN ACCIDENT?

In the event of an accident, call 1828 and press 1 – “Roadside assistance or emergency assistance at home”.

Call +370 5 266 6612 from abroad (calls are charged at the rates set by your telecommunications operator).

Following acceptance of the call, the technical assistance brigade will respond:

- inside the city – no later than within 60 minutes;
- on highways, motorways, republican or regional roads with asphalt surface – no later than within 90 minutes;
- on other roads – no later than within 180 minutes.

In the event of heavy snow, cold weather or other extreme weather or traffic conditions, the response time may be longer than indicated.