

KTC Personal Assistance Service

Eligible cardholders for service entitlements

- All types of KTC X VISA SIGNATURE
- All types of KTC VISA SIGNATURE
- All types of KTC X WORLD REWARDS MASTERCARD
- All types of KTC WORLD REWARDS MASTERCARD
- KTC JCB ULTIMATE
- KTC UNIONPAY DIAMOND
- All types of KTC VISA PLATINUM
- All types of KTC PLATINUM MASTERCARD
- KTC JCB PLATINUM
- KTC UNIONPAY PLATINUM

➤ 2 types of Services assistance:

- Concierge Assistance
- Roadside Assistance (arrangement only)

Scope of Services:

- **Roadside Assistance** provide 24 hrs. services to members when personal car is breakdown on the road or in a private area where assistance is permitted. The service is available nationwide across all provinces in Thailand, excluding islands—except for Phuket and Samui, which are included.
- **Concierge Assistance** provide 24 hrs. services to members by provide information and reservation upon requests both International and Domestic

Roadside Assistance

Services are provided in the event that a covered vehicle, driven by the member, becomes inoperable due to a mechanical breakdown while on the road or in a private location, as a result of engine failure. The service provider will dispatch emergency roadside assistance to the member. Coverage extends across all provinces in Thailand, excluding islands—except for Phuket and Samui, which are included. Members are entitled to the following emergency roadside assistance services:

1. Roadside Repair Assistance

In the event that the User's Vehicle breaks down or an accident and immediate repair is deemed possible, Service Provider will assist member by arranging for a car mechanic to the User's site.

2. Emergency Towing Assistance

In the event the User's Vehicle breaks down or accident and he/she become immobilized while on the road, Service Provider will assist in making arrangement for the Vehicle to be towed to the nearest garage or the place which User request if immediate repair is not possible.

3. Locksmith Assistance

In the event the member's Vehicle is locked out, Service Provider will assist member by arranging for a locksmith to be on site. The member must be present at the scene when the technician provides assistance.

4. Gasoline Refill Service

If the Member's Vehicle is immobilized or rendered unroadworthy while on the road due to lack of fuel, Service Provider shall arrange for the attendance of a gasoline refill service operator or transfer the Vehicle to the nearest fuel station for re-fueling.

5. Technician Consultant

In the event the Member's Vehicle breaks down, the Member can access twenty-four (24) hours free technical advice.

6. Alternative Travel Assistance

Should the Member's Vehicle break down and is immobilized when travelling more than 100km away from the Member's Place of Residence, after the Vehicle has been towed to a repairer shop and requires repair longer than 24 hours, Service Provider will arrange and pay for the Member to continue to his/her intended destination, or back to the Place of Residence in the following manner:

Arrangement for Rental Transport

Should the Member's Vehicle break down and is immobilized for repair at the workshop when traveling more than 100 km from his/her Place of Residence and must be repaired at the workshop for more than 24 hrs. from the time of assessment of repair at the workshop, Service Provider will arrange for the rental of a Vehicle of the same capacity whenever possible.

OR

Arrangement of Hotel Accommodation Assistance

Should the Member's Vehicle break down or is immobilized workshop when traveling more than 100 km from his/her Place of Residence and must be repaired at the workshop for more than 24 hrs. from the time of assessment of repair at the workshop, and the Member decides to alter his plans pending the complete repair of his Vehicle, Service Provider will assist the Member by arranging for hotel accommodation at the nearest location.

OR

Arrangement of Air Ticket/ Transport Ticket

Should the Member's Vehicle break down or is immobilized for repair at the workshop when traveling more than 100 km from his/her Place of Residence and must be repaired at the workshop for more than 24 hrs. from the time of assessment of repair at the workshop, Service Provider will arrange for a commercial air ticket / transport ticket from the place of the incident to the Member's destination.

- For members in this group, the emergency roadside assistance services outlined in items 1–6 are provided on a arrangement basis only. All expenses incurred will be the sole responsibility of the members in this group.

Terms and Conditions, and Exclusions for Emergency Roadside Assistance Services

1. The service provider must be the one to dispatch technicians or towing vehicles directly to the member. If it is necessary to use a third-party service provider (not affiliated with the service provider), the member must obtain prior approval from the service provider. Otherwise, the service provider reserves the right to disclaim all responsibility for any costs or damages incurred during the repair or towing of the covered vehicle.
2. For the provision of a replacement vehicle or rental car, the member must meet all eligibility criteria specified by the rental car provider and must comply with all regulations and terms set by the rental company. The Service Provider will not be responsible for providing or arranging the return of the rental vehicle after the rental period ends.
3. The Service Provider shall not be responsible for any expenses resulting from damage to commercial goods transported in the member's vehicle at the time of service.
4. The Service Provider shall not be responsible for any expenses arising from vehicle breakdowns or accidents caused by overloading, carrying more passengers than legally permitted, or from participation in races or speed tests.
5. The Service Provider will not be liable for damages or breakdowns occurring in rental vehicles, including any repairs carried out by service provider representatives.
6. The member or the member's representative must be present with the vehicle at the incident site when the technician or towing service arrives. If no one is present, The Service Provider will not provide technician or towing services.
7. Once the covered vehicle has been towed to a service center or repair shop designated or agreed upon by the member, The Service Provider will no longer be responsible for any issues arising from the repair or any repair costs incurred thereafter.
8. Any fraud, falsification, or concealment of facts by the member will automatically void all responsibilities of The Service Provider in providing assistance.
9. The Service Provider is not responsible for the cost of spare parts or equipment, battery water refills, tire replacement, tire rotation, or any tolls and service fees.
10. The Service Provider will not be responsible for any expenses arising from race cars, modified vehicles, vehicles inside racing tracks, vehicles in repair shops or service centers, recovery of stolen vehicles, disposal of abandoned vehicles, or vehicle transport for sale purposes.
11. The Service Provider will not be liable for any expenses if the member is driving without a valid driver's license, with an expired license, or with a license not issued by the Department of Land Transport.

Concierge Assistance

The services will be provided by the service provider upon the member's request. Members may call the provider's service center in Bangkok to request these services. The services involve providing information and coordination only. All expenses incurred from using the services will be the sole responsibility of the member and the third party involved.

1. Golf Course Referral and Reservation Assistance

Service Provider shall assist the Member, whenever possible, by providing the address and telephone number of golf courses in the foreign countries. If requested by the Member and whenever possible, Service Provider will facilitate in making the reservation on behalf of the Member.

2. Hotel Referral and Reservation Assistance

Service Provider will assist the Member by providing the name, address and telephone number of hotels in major foreign cities. If requested by the Member and whenever possible, Service Provider will facilitate in making the reservation on behalf of the Member.

3. Special Events and Performance Assistance

Service Provider will assist the Member, whenever possible, by providing information of special events and performance held in major foreign cities. If requested by the Member and whenever possible, Service Provider will facilitate in making the reservation on behalf of the Member.

4. Flower and Gift Delivery Assistance

Service Provider will assist the Member by arranging for delivery of flowers or gifts to his or her family or business associates.

5. Dining Referral and Reservation Assistance

Service Provider will assist the Member by providing the name, address and telephone number of restaurants in major foreign cities. If requested by the Member and whenever possible, Service Provider will facilitate in making the reservation on behalf of the Member.

6. Car Rental and Limousine Referral and Reservation Assistance

Service Provider shall assist the Member by providing the name, address and telephone number of car rental and limousine companies in major cities. If requested by the Member and whenever possible, Service Provider will facilitate in making the reservation on behalf of the Member.

7. Country and Major City Information

Service Provider will assist the Member by providing useful information on sight-seeing, exhibitions, festivals, entertainment and other tourist information

8. Airline Ticketing Referral and Reservation Assistance

Service Provider will assist the Member by providing information airline schedules. If requested by the Member and whenever possible, the Service Provider will facilitate in making the reservation on behalf of the Member

Terms and Conditions, and Exclusions for Concierge Services

Service Provider will be responsible only for the costs related to searching and/or coordinating, including relevant telephone expenses incurred in responding to requests and costs arising from the use of the contractor's service provider network.

1. The following expenses will be the responsibility of the member, including but not limited to:
 - a. The cost of goods or services purchased
 - b. Any deposits required
 - c. Cancellation fees
 - d. All delivery or transportation costs of goods, including insurance fees
 - e. Any expenses incurred from money transfers or transfer fees for goods or services
2. Service Provider will not procure commercial goods for the member.
3. Service Provider will not search for items that are prohibited by national law or that go against public morals or international ethics.
4. Concierge services will not be provided for requests involving the use of any channels that violate the law, or for unethical or immoral requests (e.g., invasion of privacy), or requests that contradict the laws of the country.
